

AnglicareSA - your leading not-for-profit community housing provider



Management Transfer

In early 2017 Renewal SA announced a stock transfer to Community Housing Providers based on the principles of Renewing our Streets and Suburbs known as "ROSAS". AnglicareSA successfully bid for a parcel of 736 homes in the West and in September 2017 took over the management from Housing SA as part of the transfer.

The homes are spread over the Port Adelaide Enfield and Charles Sturt Council areas and include the suburbs of Athol Park, Cheltenham, Mansfield Park, Pennington, Woodville, Woodville Gardens, Woodville North and Woodville Park.

AnglicareSA's Approach

Creating safe, vibrant and engaged communities was at the centre of AnglicareSA Housing's approach to the transfer.

Two years on, we're delighted to report that we are well on the way to achieving our aim, with a recent tenant survey showing a satisfaction rate of 96%. AnglicareSA's GM of Housing and Homelessness, Michelle Gegenhuber said that the transfer provided the opportunity to connect communities and provide a holistic approach to social housing services. "Our services aren't simply about providing housing but

working with tenants to build their independence, resilience and a vibrant, sustainable community,” Michelle said. “In addition to our tenancy service, we support connections to multiple services, including children’s programs, financial counselling and home care services for our tenants. “We’re proud to provide quality, affordable housing within vibrant communities to South Australians on lower incomes.” ROSAS tenant Tracey (pictured on the front cover) is full of praise for AnglicareSA.

“I can’t thank AnglicareSA enough for what they’ve done for me,” she said. “My house is beautiful, much better than I ever dreamt possible and AnglicareSA and my Tenancy Officer Karen support me in so many other ways as well. “I never knew how much AnglicareSA does for the community – it’s an amazing organisation.”

A redevelopment project has commenced, with the aim of removing some older poorer quality homes and replacing them with newly built properties for our customers. The redevelopments will also increase the number of affordable homes we are able to offer the community.

As part of the stock transfer 70 Aboriginal tenancies came across to AnglicareSA’s management. We have employed an Aboriginal Housing Principal to help

us engage and respond to the needs of our Aboriginal tenants. Our Principal has undertaken consultation and has drafted an Aboriginal Housing Strategy. The Strategy involves Aboriginal persons and includes a Tenant Leadership Group to be formed and involved in future AnglicareSA Aboriginal Housing initiatives.

ROSAS Snapshot

Our tenants have been very receptive to the change of management and our staff are dedicated, ensuring our tenants receive a quality service at all times.

We have welcomed over 3,402 tenants and customers into our office at Kilkenny, which is easy to access using public transport and is also close to other services.

We have answered hundreds of general inquiry phone calls, and completed over 2,894 maintenance work orders.

Our Maintenance Team have completed home inspections to scope future planned maintenance schedules, to ensure the properties are kept to a reasonable condition for our tenants.

ROSAS Key Stats

Properties managed under ROSAS

736 

Number of tenants

1367 

96% Tenant satisfaction rate

Spend on improvements & maintenance since Oct 2017
\$2.089M

Urgent repairs completed on time
99% 

Non-urgent repairs completed on time
96%

Occupancy rate
98.5% 

Visits to local office 2018/2019
3,402 

The changes we are seeing with many of our tenants is inspirational!

August 2019