



## Welcome to our first Newsletter for 2018

### Success Again for the Housing Team and our Tenants!

The Housing team have received a big tick of approval from the Housing Regulator for our Annual Compliance return. We have been a Tier One National Community Housing Provider for four years now, an accreditation that comes with stringent reporting requirements and many metrics we have to comply with across seven key areas. These are: Tenancy Management; Housing Assets; Community Engagement; Governance; Probity; Management and Financial Viability.

For our tenants this means we provide a quality service (often above that of which is required) and our tenant satisfaction rate was reported at 94 per cent. What a great acknowledgement of all the hard work our staff do.

**Congratulations to everyone who plays an ongoing part in this magnificent achievement!**

We value your feedback -

### TENANT SURVEY RESULTS

1. Overall, I am satisfied with my housing » **94% Agree**
2. I have been treated fairly by AnglicareSA staff » **95% Agree**
3. I am satisfied that my Tenancy Officer responds to all queries in a reasonable time frame » **94% Agree**
4. I am satisfied with the general condition of my home » **86% Agree**
5. I am satisfied with the way AnglicareSA deal with repairs and maintenance » **88% Agree**

It would be appreciated if you could return our surveys as the feedback you give us helps us improve our service to you!



## White Ribbon Workplace

AnglicareSA was recently successful in achieving White Ribbon Workplace Accreditation, meaning we are an employer who is actively committed to providing a safe working environment and preventing men's violence against women.

The march, organised by the Family & Domestic Violence Advocacy Network (FADVAN), commemorated the International Day for the Elimination of Violence against Women as well as kick-started 16 days of action against domestic abuse.

AnglicareSA was proud to support this important cause alongside other community service organisations, marching from Victoria Square to the steps of Parliament House. The event also represented an opportunity to show support for victims and featured speakers from across the South Australian community who see firsthand the devastation caused by family violence.

If you are experiencing domestic violence or know of someone who requires help please call **1800 RESPECT**.



## Let us introduce our Tenancy Services Coordinator for Metropolitan Adelaide – Kilkenny Office

Lyn joined AnglicareSA in August 2017 and has worked in Property for approximately 19 years both in private real estate and community housing. Lyn enjoys working with our tenants and community groups to achieve positive housing solutions.

In the next newsletter we will introduce you to the team of Tenancy Officers Lyn works with.

# HANDY HOUSEHOLD HINTS

## Mould Control

Mould can be found anywhere there is constant water on a surface. This may be from condensation caused by high humidity, such as on a bathroom wall or ceiling, or just an area that water is always present, such as a kitchen sink or laundry. It is important to minimise mould growth especially inside the home as it can have health effects, such as headaches, hay fever, runny nose and allergic reactions etc...



## Ways to Reduce Mould in Your Home

### Do's

- Keep all windows and curtains open during the day
- Keep bathroom exhaust fan on when using shower (with door or window open)
- Wipe dry surface condensation in mould prone areas
- Use a heater to warm-up rooms in winter
- Keep wall and benchtop around kitchen sink dry
- Wipe dry around bath and bathroom floor when finished
- Dry wet clothes outdoors when possible
- When using laundry or clothes dryer, keep door and window open
- Report pooling water around the outside perimeter of house

### Don'ts

- Do not leave wet clothes, towels or shoes in bedrooms to dry
- Do not leave worn or damp linen or clothes in bedrooms
- Do not place kitchen sponge/wash cloths in cupboards when wet
- If cupboards are wet or damp, do not keep door closed report immediately to our Maintenance Department on 8209 6666

### How to remove mould

- Wear gloves and eye protection and do not breath in dust when cleaning
- Mix a solution of Vinegar and Water (80% vinegar / 20% water)
- Wet cloth with the vinegar and water solution and wipe area
- Rinse cloth in solution and wipe area again
- If a large area; make a new solution, wet cloth and wipe over again
- Dispose of excess solution by tipping down kitchen/bathroom sink

## Energy Concessions!



Great news, eligible South Australians on low or fixed incomes can apply for help with the cost of energy bills.

The concession amount is indexed each financial year. For 2017-18, you may be eligible to receive up to \$217.90 to cover both electricity and gas payments (including LPG bottled gas). Refer to the SA.gov.au site for more information.

It is also strongly recommended that households contact their retailer when facing difficulty paying electricity bills. Retailers will work with customers regarding repayment of their bills, and may be able to offer a discounted rate if requested.

## Financial Counselling



Did you know AnglicareSA have a team of financial counsellors to help you?

From time to time, many people find themselves struggling to buy food, pay the rent and can be juggling numerous debts. If you're in this situation, a financial counsellor can help you understand your options so that you can get back on your feet.

A financial counsellor can..

- Look at your financial situation
- Help you organize your budget
- Suggest ways to manage your debt
- Negotiate with your creditors/s
- Talk to you about your rights and responsibilities as a consumer
- Refer you to other services if needed

For further information and or to make an appointment please call 1800 759 707

## How to contact Us

General Housing Enquiries **1800 688 000**  
[anglicaresahousing@anglicaresa.com.au](mailto:anglicaresahousing@anglicaresa.com.au)

Maintenance **8209 6666** Monday to Friday 9 am to 5 pm  
Or **8209 5428** After Hours Emergency Maintenance only

AnglicareSA Housing Services  
Level 1, 560 North East Road  
Holden Hill SA 5088

## Numbers which may be helpful

Emergency Police, Fire or Ambulance

**000**

Police Assistance

**131 444**

Lifeline Helpline 24/7

**131 114**

Kids Helpline

**1800 551 800**

Domestic Violence Helpline

**1800 737 732**

Beyond Blue

**1300 22 4636**