

UNITING SA Housing

Tenant Newsletter

April 2024

Message from the Senior Executive Manager



Greetings to all our valued community members,

As we embrace the changing seasons, I extend a warm welcome to the autumn edition of our Tenant Newsletter. The beginning of this year has seen UnitingSA Housing fully immersed in addressing the pressing issue of statewide housing scarcity. We are deeply committed to contributing to the urgent need for more homes, and our efforts are evident in the ongoing developments across various locations.

Currently, we have two significant projects underway at Prospect and Northfield, with another exciting development at Bowden scheduled to commence midway through the year. Detailed information about these ventures can be found on the upcoming pages of this newsletter, as well as on our website at www.unitingsa.com.au.

Looking ahead, we are actively planning for further advancements over the next decade. Just recently, we submitted an application for round one of the Housing Australia Future Fund. We hold high hopes that this initiative will unveil additional housing development opportunities in the near future, allowing us to continue our mission of providing safe and secure housing for all.

By now, you should have received a letter inviting you to participate in UnitingSA's Tenant Survey. Your feedback is invaluable to us as it provides insights into your experiences as tenants, ultimately aiding us in enhancing our housing services. I urge all households to take part in the survey. Not only will your input contribute to meaningful improvements, but you'll also stand a chance to win one of three \$100 Coles vouchers as a token of our appreciation. A heartfelt thank you to those who have already shared their thoughts through the survey.

As you read through this newsletter, I trust you'll find the information both informative and engaging. On behalf of the entire team at UnitingSA Housing, I extend my warmest wishes for a joyous and safe Easter season.

Warm regards,

Ben Moore, - Senior Executive Development, Property & Housing

UnitingSA New Developments

Uniting on Devonport



Construction is continuing to progress at our Uniting on Devonport site at Prospect! Having commenced construction in January 2023, the building is well out of the ground with the roof installed for the southern apartments and works underway to complete the internal framing and service installation. The development is currently on track to be completed in October this year.

The \$15.6m property consists of 33 apartments which will provide affordable and social housing, including 2 two-bedroom apartments which have been specifically designed for residents with high physical support needs. The property also comprises 7 townhouses which UnitingSA is selling, with 6 already under contract.

From here, the focus will turn to the finishing stage of the construction, while the Property and Housing team work with our other service providers and industry partners to allocate tenants to the property.

UnitingSA New Developments

Northfield



The Northfield site has provided an ideal opportunity to demolish two existing 1960s houses and build six three-bedroom townhouses.

This development is ideally located in an established community within a short walk from schools, shops and parks.

[UnitingSA Housing](#) is partnering with [SA Housing Authority \(SAHA\)](#) to create six social housing outcomes.

We recently began construction on the Northfield site. Concrete slabs have been poured, structural steel has been installed and timber framing has commenced.

Uniting on Second Street



In December we announced the construction of a new affordable housing development in Bowden.

Comprising seven stories, the \$30m project will be our largest housing project to date and is made possible through a successful tender with Renewa SA. It will deliver 70 new affordable homes and provide crucial housing for essential workers, first home buyers, single parents and downsizers.

Located on Second street in Bowden, construction of 'Uniting on Second' will commence in mid-2024, and the development will be ready to welcome first tenants in early 2026.

Public holidays

- Good Friday: 29th of March
- Easter Saturday: 30th of March
- Easter Sunday: 31st of March
- Easter Monday: 1st of April
- ANZAC Day: 25th of April

Our office will be closed on the public holidays. Maintenance issues can still be reported on **1800 023 023**.

New Team member

Sunette Le Roux - Tenancy Officer

Hi, my name is Shelley, I am originally from Wales and I emigrated to Adelaide in 2008 with my family.

I started my career in Community Housing 12 years ago and over this time I have managed a variety of specialist housing programs ranging from Refugee Housing to Transitional Housing.

I am very happy to get the opportunity to join a strong experienced Tenancy Team at UnitingSA who are committed to providing excellent tenancy support.



Lark Eynon – Tenancy Officer

Hi, my name is Lark, I have recently returned back to UnitingSA Housing from being on 12months maternity leave. I have been working in the Community Housing sector for 20 years dealing with a diverse range of portfolios from Refugee Housing to Transitional Housing.

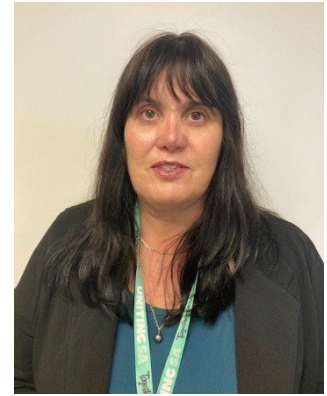
I have a passion for the industry and am looking forward to reengaging with you all.



Wellbeing & Lifestyle Coordinator

Hello All

Just a little update on some of our Tenant Engagement activities that have been happening over the past few months. It has been wonderful getting to know you all and I look forward to meeting more of you with some other activities we have coming up.



Sunflower Competition

In September of 2023 we launched our first Annual Sunflower Growing competition. Fast forward to January 2024 and the results were in.

It was great to watch the progress of the plants and the positive feedback from those who took part. Prizes were awarded to Melissa & Maddison Piercy for the Tallest Sunflower which came in at 177cm & the Widest Sunflower measuring 33 cm. Susan Bunting was awarded the prize for the happiest sunflower.

This was a wonderful opportunity for myself to get to know some more tenants and we look forward to being able to repeat this again. Congratulations and thank you to all who participated.



Tenants Christmas Party

November 29th we held our Tenants Christmas Party. This year we did something a little different with a BBQ in the park and we invited along some of our other UnitingSA services for you to meet. We were fortunate to have a beautiful sunny day for our celebrations. All tenants were entered in to our raffle with lots of prizes including an Air Fryer and multiple vouchers kindly donated by our Housing contractors. Congratulations to all our winners with over 15 households winning a prize. We introduced our new "Teal Trail" where tenants were able to go to each stall to collect some information and giveaways and a chance to meet staff from other Uniting SA services. This was followed with some old fashioned games for the children such as Egg & Spoon race and Sack race. After the games we headed inside where CEO Jenny Hall handed out Christmas gifts to all the children in attendance. It was fantastic to see so many tenants out enjoying themselves and meeting new people.



Easter Colouring-In Competition

Our most recent Tenant Engagement activity has been our Easter Colouring-In Competition. CEO Jenny Hall had the hard task of picking the winners from the many wonderful entries we received. Winners of our lovely Easter Baskets for age group 6 years and under went to Lylah - Age 3 & David Age 5.

The 7-12 years group winners were Dante, Age 7 and Tilly-Rose Age 10.

Congratulations to everyone who took part in this we hope the children enjoyed it and we will repeat something like this again later in the year.



**GENERATIONS
CONNECTING
THROUGH
COMMUNITY**

UNITINGSA

**Would you or your loved ones
like to take part in our
Intergenerational Playgroup?**

We are seeking expressions of interest from UnitingSA tenants that are either:

- Over 50 years
- Pre-school aged children (guardians/carers to register and attend)

This free program would run once a week for five weeks in the Western suburbs, and provide the opportunity for children and adults to connect while enjoying fun activities.

If you are interested in finding out more please contact **Wellbeing & Lifestyle Coordinator Rebecca** on **0414 835 705** or via **rbratovich@unitingsa.com.au**

We look forward to hearing from you.

Property Inspections



We're excited to announce a small update to our tenancy process for long term tenancies that will foster a stronger relationship between you and our Tenancy Officers.

Moving forward we will be conducting two routine inspections per year. These inspections serve as an opportunity for us to ensure your home remains in a good condition and to address any emerging maintenance concerns promptly.

Your Tenancy Officer will reach out to you via letter and SMS well in advance of the inspection to provide all the necessary details, including the date and time. During these inspections, we will conduct a visual assessment of each room and area of the property. While we may take photos for documentation purposes, please rest assured that we would not capture any images of your personal belongings.

These inspections provide an opportunity for you to connect with your Tenancy Officer in a confidential setting. Whether you have concerns about your living situation or personal matters, we are here to listen and support you. With your consent, we can also assist you in accessing services provided by UnitingSA or external agencies.

We genuinely look forward to meeting with you during the next inspection. However, if you are unable to be present, please know that we will have keys to access the property safely.

Review of SA's renting laws



New rental laws have been passed by the Parliament of South Australia to improve protections for tenants while balancing the rights of landlords.

The latest raft of measures is being phased into operation from 1 March 2024. These started with reforms dated below that don't require significant adjustments to industry or community practices and are detailed on this www.cbs.sa.gov.au.

This [Tenant Information Guide](#) provided by agents or landlords at the commencement of a tenancy has been updated to incorporate 1 March 2024 changes.



Fire Safety

It's essential that we all take proactive steps to prevent fires and know how to respond effectively in case of emergencies.

Every dwelling in our community housing properties are equipped with smoke alarms. These alarms serve as early warning systems, alerting you to the presence of smoke and giving you precious time to evacuate. Cooking-related fires are among the leading causes of residential fires. Always stay in the kitchen while cooking, and never leave cooking appliances unattended. Keep flammable objects away from the stove, and in case of a grease fire, smother it with a lid or use a fire extinguisher.

Avoid overloading electrical outlets and extension cords. Inspect electrical cords regularly for signs of damage, and replace them if necessary. Don't run cords under rugs or furniture, as this can cause overheating and pose a fire hazard.

If you use portable space heaters, keep them at least three feet away from flammable materials such as curtains, bedding, and furniture. Never leave heaters unattended, and ensure they are turned off before going to bed or leaving the house. If you smoke, do so outdoors and use a sturdy ashtray to dispose of cigarette butts. Store lighters and matches out of reach of children.

For all fires, including bushfires and house fires emergencies call triple zero (000) and ask for "fire"

Remember, fire safety is everyone's responsibility, and each of us plays a vital role in safeguarding our homes and the well-being of our neighbours.



Rent Review

Recently the Commonwealth Government announced an increase to benefits, supplements, pensions, and various other offsets. This increase marks the beginning of our scheduled Rent Review process.

We have listened to your feedback and when you receive your rent review letter you will notice that the former Tenant Information Sheet has had a refresh and has been replaced with the **Income-Based Rent Subsidy Application** form to provide more space for you to fill in the required information. Your **Income-Based Rent Subsidy Application** form and Proof of income documents are due to us by 12 April 2024.

To make it easier for you, there are many ways that you can submit this information to us;

- Email us your information via our **new rent review email address** rentreview@unitingsa.com.au
- Deliver your information in Person to **70a Dale Street, Port Adelaide**
- Post your information to us at **PO Box 3032, PORT ADELAIDE SA 5015**

Navigating the Rent Review process doesn't have to be daunting. Our team is here to provide support in any way that we can.

Recipe - Caramel Easter Egg Muffins

Ingredients

- 2 1/4 cups self-raising flour
- 2/3 cup caster sugar
- 125g butter, melted, cooled
- 3/4 cup milk
- 2 eggs
- 1 tsp vanilla essence
- 12 small caramel-filled Easter eggs



Method

- Preheat oven to 180°C. Line a 12 x 1/3-cup capacity muffin pan with paper cases.
- Sift flour into a large bowl. Stir in sugar.
- Whisk butter, milk, eggs and vanilla essence together
- Add butter mixture to dry ingredients. Use a wooden spoon to mix until just combined (don't over-mix or your muffins will be tough). Spoon batter into cases so each is one-third full. Place an unwrapped Easter egg into the middle of each muffin. Spoon over remaining muffin batter.
- Bake muffins for 18 to 20 minutes, or until light golden and cooked through. Stand in pan for 10 minutes before turning onto a wire rack to cool completely.

Hard Waste

Just a little reminder that your local Council offers 2 hard waste collections per year or a voucher for the dump, for any unwanted rubbish. All you need to do is contact your local council direct via phone or locate the details on the internet.



RentRight SA

RentRight SA is a free, independent service helping people maintain their tenancies in private rental, community housing or public housing.



They can help with issues related to your tenancy such as leases, bond disputes, property maintenance and unpaid rent. Tenancy advisors are available to anyone in South Australia, from 8am to 5pm, Monday to Friday, via phone on **1800 060 462** and email.

RentRight SA provides:

- Support to sustain or access a residential tenancy
- Education and information about a tenant's rights and responsibilities
- Advocacy and advice regarding tenancy issues and the housing options available
- Help navigating the housing system

They can also help you access legal services, health services, and social services to sustain your tenancy. Their tenancy team are experienced with SACAT proceedings and can support tenants to make sure they are fairly represented through the process

Tenant Column

To keep updated with the latest events, forms, your rights as a tenant and information on how to provide feedback, please visit our website: unitingsa.com.au and search for "tenant information"

Do you have something you would like to share?

UnitingSA Housing encourages you to share any friendly correspondence with our tenants via this UnitingSA Housing Newsletter. You're welcome to share personal stories, jokes, quotes, recipes, or fun images.

If you would like to participate please email housing@unitingsa.com.au

Other Support Services

1800RESPECT - National Domestic, Family and Sexual Assault line 1800 737 732 (24 hours)

Domestic Violence Crisis Line - 1800 800 098 (24 hours) - connection to Aboriginal and Torres Strait Islander specific services and migrant specific services are available through this line



Nunkuwarrin Yunti of South Australia 8406 1600 - health and wellbeing support for Aboriginal and Torres Strait Islander families

KWY Aboriginal and Torres Strait Islander Family Services 8377 7822 - Whole of family services to support safety of Aboriginal and Torres Strait Islander women and children

Migrant Women's Support Program - 8152 9260 - culturally sensitive support for women experiencing domestic violence

Relationships Australia - 1800 310 310 therapeutic, relationship and victims of crime counselling

Men's Referral Service - 1300 766 491 counselling, information and referral for men

Maintenance matters

If you need to report a maintenance issue to be attended to, please ensure that you leave your name, address and a contact number when leaving a message on our Property Maintenance phone line. Without this information, we might not be able to address your concern in a timely manner. You can report your maintenance issue via the contact details listed below:

Phone: 1800 023 023 (including after-hours emergencies)

Email: housing@unitingsa.com.au

Business Hours: 9am- 5pm

After Hours: 5pm- 9am

Examples of emergency works are:

- **Plumbing** - Burst water pipes, blocked drains, leaking taps (continuous flow of water)
- **Electrical** - No power, faulty power points
- **General** - Major roof leaks, broken windows, lost keys/lock out, falling ceilings

We ask that you do not send text messages for maintenance requests under any circumstances, as different UnitingSA Housing staff members may be on-call and your text may go to the wrong person. If you change your telephone number please advise the UnitingSA Housing team.

Easter Fun

SPOT THE DIFFERENCE

Can you spot the 6 differences between the two pictures?



Key UnitingSA Housing Contacts

Vanessa Munday

Senior Manager - Housing Services

P: 8200 9206

Neil Uys

Housing Maintenance Manager

P: 1800 023 023

Sunette Le Roux

Senior Tenancy Manager

P: 8440 2262

Lucia Imbrogno

Tenancy Officer

P: 8440 2175

Lark Eynon

Tenancy Officer

P: 8440 2134

Shelley Cross

Tenancy Officer

P: 8440 2129

Jayden Elliott

Maintenance Coordinator

P: 1800 023 023

Debbie Summer

Administration Support Officer

P: 8440 2244

Laura Price

Systems & Compliance Administrator

P: 8440 2138

Please note that all emails are to be sent to housing@unitingsa.com.au

Thank you for reading!