



Tenant Newsletter

November 2024

## Message from the Senior Executive Manager



Hi Everyone,

As we welcome spring, I am excited to share some wonderful news and updates from UnitingSA housing services team in what has been a very busy and successful year.

Two of our newest housing developments, Prospect and Northfield are now complete, and we're in the process of identifying new tenants to join our community. These projects represent our ongoing commitment to providing more safe, affordable, and supportive housing options for all.

Alongside our latest housing developments, we currently have other exciting projects progressing through our development pipeline. You can find more information about these projects in the upcoming pages of this newsletter, as well as on our website at [www.unitingsa.com.au](http://www.unitingsa.com.au)

A special thank you to everyone who participated in the 2024 tenant survey. Your feedback is invaluable, helping us improve our services and ensure we meet your needs. We're pleased to report a high satisfaction rate among our tenants, with many of you sharing positive experiences about our community, maintenance services, and tenant engagement activities.

With the holiday season approaching, I'm hoping that you will lock in a 'save the date' for our annual end of year celebration which will be held on 28 November. We hope to see many of you there to celebrate with us!

This newsletter has been designed to keep you connected with everything happening across our UnitingSA housing portfolio. We want you to feel informed, supported, and valued, so each update is carefully chosen with your needs in mind. From news on our latest housing projects to survey feedback that helps us better understand what matters to you, we aim to make the information truly meaningful. We're excited to share opportunities for you to get involved, like our end of year function, and to give you a voice in shaping our services. Our goal is to ensure you feel connected, well-supported, and informed about everything the UnitingSA housing team has to offer. Please let us know if you have any suggestions/ improvements on what you would like to see or hear about.

On behalf of the UnitingSA housing services team, I wish you a joyful and safe Christmas season. Thank you for being a valued part of our community and happy reading.

Warm regards,

Ben Moore, - Senior Executive Development, Property & Housing

# TENANT SURVEY HIGHLIGHTS



**93%**

satisfied with  
UnitingSA Housing's  
services overall



**87%**

satisfied with repairs  
and maintenance



**92%**

satisfied with the  
condition of their  
home



## Uniting on Devonport - Rental Applications Now Open!

Our affordable housing community in Prospect has reached a significant milestone – rental applications are now officially open.

Our modern four-story development offers 4 one-bedroom and 17 two-bedroom apartments, perfect for singles, couples, or small families who meet affordable rental eligibility criteria.

Located near parks, local cafes, transport and essential services, Uniting on Devonport offers a welcoming community with a vibrant lifestyle.

Our Housing Services team will also ensure that all tenants feel supported within this new community, with opportunities to participate in activities, events, and connect with neighbours in the outdoor courtyard area.

For more details on the property, eligibility, or to apply, please visit:

<https://www.realestate.com.au/property-apartment-sa-prospect-440144344>

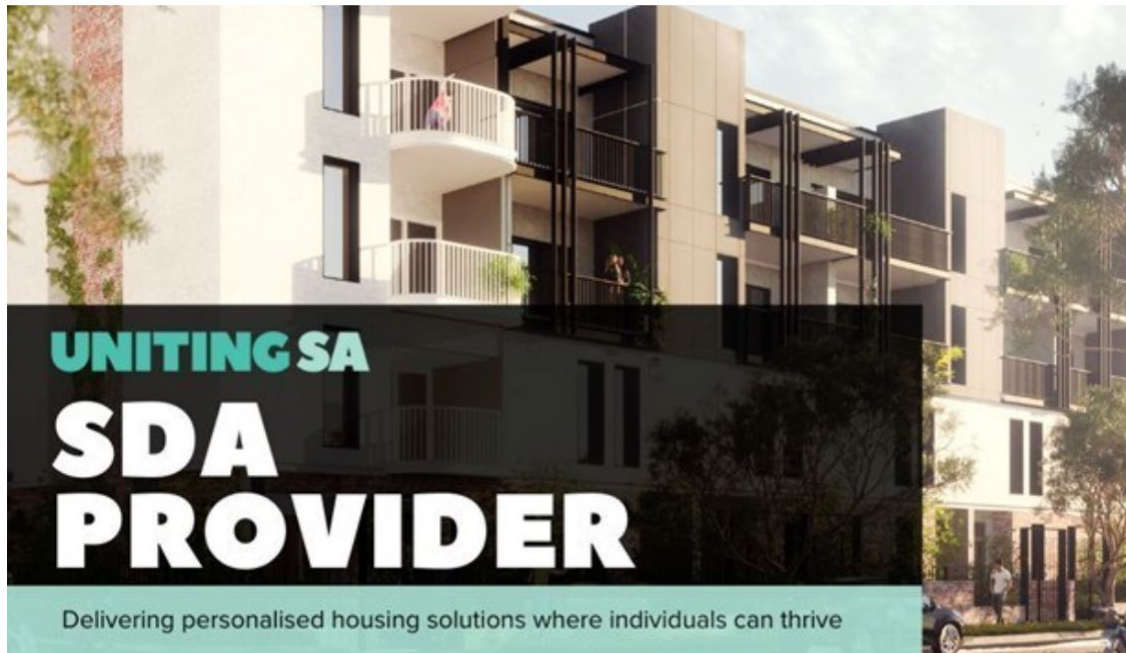
### **UP & COMING**

#### **Uniting at Kidman Park**

UnitingSA already owns six two-storey townhouses in Kidman Park, and late last year completed five townhouses adjacent to this site (pictured below).

After purchasing another neighbouring block, there are now plans to build another six townhouses to create a community of 17 dwellings.





UnitingSA is now an officially registered Specialist Disability Accommodation (SDA) provider through the NDIS Quality and Safeguards Commission.

In July we received approval to provide Specialist Disability Accommodation for NDIS participants with additional accommodation requirements.

In line with our aim to deliver personalised housing solutions where individuals can thrive, this accreditation will enable us to support a wider range of people's needs, while fostering greater independence.

Specialist Disability Accommodation apartments are featured in our Uniting on Devonport development at Prospect, as well as our future Uniting on Second development at Bowden.



### **Building a Greener Future**

Kennett – a 110 year old, family owned builder – has become Australia’s first construction company to open a ‘material bank’ of building resources that will significantly reduce greenhouse gas emissions and lower the cost of future buildings.

UnitingSA is pleased to be behind one of the first projects to participate in the material bank. The initiative aligns with Uniting SA’s commitment to creating sustainable, vibrant communities and protecting the environment for future generations.

The ‘material bank’ catalogues building materials so they can be identified, re-certified, and re-used in a new building, at the end of the building’s life. Structural materials such as steel beams, pre-cast concrete panels, cladding and solar panels, typically recycled into low-grade materials, can now be directly re-used.

The construction industry contributes 37% of all global greenhouse gas emissions according to the United Nations Environment Programme, most of which occurs in the mining and processing of materials into construction products, however the material bank will reduce these emissions and contributes to Australia’s growing circular economy.

Following a submission by Kennett, the Green Building Council of Australia (GBCA) developed a Green Star Leadership Challenge to incentivise the 1200 registered building projects across the country currently seeking a Green Star rating to set up or work with other material banks.

Uniting on Second, a \$37 million affordable housing development at Bowden, South Australia, by UnitingSA, Renewal SA and Kennett as a consortium, is the first project to participate in the material bank.

Uniting on Second will deliver 70 affordable apartments for South Australians on low to moderate incomes. The building is registered with the GBCA and is targeting a 5-Star Green Star rating for sustainable building.

Kennett General Manager, Anthony Carbone, is leading the material bank initiative. “In construction, raw materials are mined from the earth and manufactured into building materials, which is when the most emissions are created, then they’re demolished and put into landfill, or re-manufactured into low-grade materials, when a building reaches the end of its lifespan. Kennett’s material bank will see building materials continue in an upcycled state and be re-certified and reused in new buildings.

“With the cost of construction increasing by as much as 50% in recent times, the material bank also provides long-term cost savings by reducing the quantity of materials being purchased.”



You're invited to our  
**FAMILY  
CHRISTMAS  
CARNIVAL**



Celebrate the festive season with  
UnitingSA housing tenants and  
families.

Join us for free activities, games and  
raffle prizes.

Food and refreshments will be  
provided, with Christmas giveaways  
for children aged 2-12 years.

Free parking and nearby public  
transport available.



**WHEN**

Thursday 28 November 2024  
3pm to 5pm



**WHERE**

Aquatic Reserve  
Corner of Bower Road and Old  
Port Road, West Lakes



**RSVP**

By 14 November to Rebecca  
0414 835 705  
rbratovich@unitingsa.com.au  
or by scanning the QR code

unitingsa.com.au  
Follow us on social media @unitingsa

**UNITING  
SA** Together  
we can

## New Team member

### **Alicia Marzinotto** – Administration Support Officer

During my time at UnitingSA, I have become familiar with some of the voices that call through the maintenance line, fostering a sense of connection and community.

I am committed to assisting residents with their maintenance queries while collaborating closely with our maintenance coordinators to ensure that every inquiry is met with prompt and effective solutions.

In my spare time I enjoy walking my dog down the beach with my partner & going to see live music when my favourite bands are in town.



### **Nadine Segura- Abril** – Administration Support Officer

I have been working in community housing for about four years. I began as a volunteer helping Spanish-speaking refugees understand the social housing system.

I love a nice cup of coffee and being in nature, listening to chirping Australian birds.



### **Jose Giraldo** – Administration Support Officer

I am Jose, one of the newest team member at UnitingSA. I have been working in social housing for about one and a half years, previously being in the private sector across multiple positions in customer services.

I enjoy doing puzzles and building Lego's in my free time.





## 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.



## Children's Activity Packs

Following on from the success of the Easter Colouring in Competition we have starting sending out activity packs to the children every couple of months. Our first one was for Book Week in August where we sent out some colouring in pages, activity sheets and a book for each child who registered. These were well received. The latest one was for Halloween which we send out some colouring pages, activity sheets, and some Halloween themed goodies.

The registrations for these is increasing each time. It is lovely to see the photos of the children with their packs and how excited they are waiting to receive them. In a few weeks another message will go out ready for the Christmas packs.



## Book Club

In August we started a Tenants Book Club. Every 4-6 weeks the participant's received a book from the Woodville Library to read and then at the next meet up discuss the book and their thoughts on it. It is also a great opportunity to get out and about and meet up with others for some valuable social interaction.



If you are interested in joining the Book Club please contact Rebecca on 0414 835 705 to discuss how to get involved.



## Gardening Competition

A few months ago we launched our first UnitingSA Gardening competition with the winners from the categories then going on to be entered in the Growing Together Awards.

These awards are a combination of the winners from all the Community Housing Providers. I am pleased to announce the following as our winners. Susan for Most Improved Garden, Peter for Best Produce garden and Alex for Best Small Garden. Their entries have been forwarded on for the next stage of the competition which will be announced on November 15<sup>th</sup>.



## Uniting on Devonport Housewarming

On October 29<sup>th</sup> it was our pleasure to welcome some of our new tenants to Uniting on Devonport our latest development to open in Prospect. It was a wonderful chance for the new tenants to get to know some of their new neighbours and also members of our Housing Team. Drinks and nibbles were supplied and it was lovely to see how well everyone got along giving a wonderful starting point for a happy and healthy living environment. We look forward to getting to know the rest of the new tenants moving in soon.



### **Pet Application Process**

As of July 1, 2024, important updates to South Australia's rental laws have been implemented, particularly regarding tenants who wish to have pets in their rental properties. One of the key changes is that tenants must now obtain prior approval to keep any pet at their rental home. It's essential to note that this approval is required for each individual pet; having approval for one pet does not allow you to simply add more without going through the application process again.

If you're considering bringing a pet into your home, you'll need to complete a Pet Approval Application Form. This form gives you the opportunity to provide details about your pet, including the type of animal, its temperament, and whether it will be kept indoors or outdoors. Once you have filled out the form, please submit it to your tenancy officer.

Uniting SA is committed to reviewing your application promptly and will inform you within 14 days in writing whether your request has been approved or declined. If your application is declined, a reason will be provided to help you understand the decision. On the other hand, if your application is approved, there will be specific conditions that you must adhere to in order to maintain your pet in the property.

Examples of reasonable conditions might include ensuring that the pet is restrained while a landlord or agent is present at the premises. If your pet is kept indoors, you may also be required to professionally clean the carpets at the end of your tenancy.

It's also important to understand that there are several reasons why a pet application may be refused. These can include exceeding the reasonable number of animals allowed, the premises being unsuitable due to a lack of fencing or open space, or if the pet poses a risk to health or safety. Additionally, any application that does not comply with existing laws or by-laws will not be approved.

We recognize that pets are an important part of many families, and we want to support you in navigating this new process. By following the guidelines and ensuring all necessary applications are submitted, you can enjoy the companionship of your furry friends in your rental home. If you have any questions or need assistance with your application, don't hesitate to reach out to your tenancy officer.

Thank you for your cooperation as we work together to create a safe and welcoming community for everyone

## Public holidays

- Christmas Day: 25th of December
- Boxing Day: 26th of December
- New Years Day: 1st of January
- Australia Day: 26th of January

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

### In a tough spot?

UnitingSA is here to help you and your family through it.

We offer a range of services programs for the immediate and long-term support you need to help manage any household or financial difficulties.

We also offer advocacy, support, information and advice and can refer you to other services and community activity.

**To access support, call us on (08) 8440 2299**

## No Interest Loans



**For essentials you need now.**

**No fees. No interest. Ever.**

**Borrow up to \$2000.  
Pay back what you borrow.**

**UNITING SA**  
Together we can

**Good Shepherd**  
No Interest Loans

### No Interest Loans (NILs)

No Interest Loans (NILs) are a smart choice loan option to help you manage your money. With **no fees, no interest, ever.**

**You pay back exactly what you borrow.**

#### What can I use NILs for?

Loans are available up to \$2000 for essential goods and services including:



Household items



Car Repairs & Registration



Medical & Dental



Technology



Housing



Education

Receive huge savings on new household items purchased through the No Interest Loan program from our partner **The Good Guys**. Ask us for details!

## 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](http://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](mailto: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](mailto: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.

## **Key UnitingSA Housing Contacts**

### **Vanessa Munday**

Senior Manager - Housing Services  
P: 8200 9206

### **Gary Glenn**

Housing Maintenance Manager  
P: 1800 023 023

### **Sunette Le Roux**

Senior Tenancy Manager  
P: 08 8440 2262

### **Lucia Imbrogno**

Tenancy Officer  
P: 8440 2175

### **Lark Eynon**

Tenancy Officer  
P: 8440 2134

### **Shelley Cross**

Tenancy Officer  
P: 08 8440 2129

### **Ted Graban**

Maintenance Coordinator  
P: 1800 023 023

### **Jose Giraldo**

Administration Support Officer  
P: 08 8440 2244

### **Laura Price**

Housing Services Operation Manager  
P: 8440 2138

### **Sladjana Deric**

Housing Services Operation Manager  
P: 08 8440 2134

### **David Barreau**

Maintenance Coordinator  
P: 1800 023 023

### **Nadine Segura-Abril**

Administration Support Officer  
P: 08 8440 2219

### **Alicia Marzinotto**

Administration Support Officer  
P: 08 8440 2219

Please note that all emails are to be sent to [housing@unitingsa.com.au](mailto:housing@unitingsa.com.au)

Thank you for reading!