



Tenant Newsletter

April 2025

Message from the Senior Executive Manager



Hi Everyone,

Welcome to the first edition of our UnitingSA tenant newsletter for 2025.

I'd like to extend a warm welcome to everyone across our housing community. Whether you're new to UnitingSA or have been with us for some time, we are so pleased to have you as part of our growing and diverse community.

We're excited to share that 2025 is already off to an amazing start with some big milestones being achieved! In March, we celebrated the official opening of *Uniting on Devonport*, our largest new housing development in Prospect. It was a special day, made even better by a visit from the Hon. Nick Champion MP, Minister for Housing and Urban Development, who joined us in recognising how important it is to provide safe, modern, and accessible housing, especially as the need for affordable homes continues to grow. This development is all about offering secure housing options and staying true to our commitment of creating homes that empower people and help build stronger communities.

Beyond Uniting on Devonport, our work continues to grow. Construction is well underway at our Bowden site, where we are delivering high quality affordable homes within an inner-city vibrant neighbourhood. This development has been thoughtfully designed to promote inclusive living and is close to transport, services and open green spaces.

Meanwhile, at *Kidman Park*, construction is underway on six new social housing townhouses, offering a thoughtful mix of two and three bedroom homes. Designed with families in mind, these homes will provide modern, comfortable, and energy-efficient living in a well-connected location situated close to local schools, shops, parks and public transport. We're excited about the opportunities these projects will bring to current and future tenants and look forward to sharing more updates as the year progresses.

At UnitingSA, our mission is not just to provide housing, but to create welcoming and supporting communities. Through our Housing Services team, we're here to help you feel at home, stay connected and access the support you need to thrive.

As Easter approaches, we hope you have a chance to enjoy some rest and time with those important to you. Wishing you a safe and relaxing holiday period.

Warm regards,

Ben Moore, - Senior Executive Development, Property & Housing

Uniting on Devonport Official Opening





Specialist Disability Accommodation

We are thrilled to announce that we have recently enrolled Specialist Disability Accommodation apartments with the National Disability Insurance Agency. This is a major milestone for us, and we are excited to offer high-quality, accessible housing options to individuals who need them most.

Our Specialist Disability Accommodation homes incorporate high levels of physical access provision for people with significant physical impairment and requiring a very high levels of support. Our 2 bedroom SDA apartment meets the NDIS High Physical Support standard.

Key Features of the Apartment:

Features of the apartments include: Ceiling hoist provision, Assistive technology ready features, Thoughtful design for enhanced mobility accessibility, Modern kitchen with accessible kitchen bench, Video intercom, Built-in wardrobes, Outdoor storage locker, Undercover car park, Fire sprinklers and Pet considered

Eligibility Criteria:

To apply for this SDA property, applicants must have Specialist Disability Accommodation funding in their NDIS plan. If you or someone you know meets this criteria and is interested in the vacancy, please don't hesitate to get in touch with us for further details or to arrange a viewing.

This is a fantastic opportunity for anyone looking for a comfortable, purpose-built home that caters to their specific needs. If you're interested or would like more information, please contact us today at sdahousing@unitingsa.com.au

We look forward to welcoming a new tenant to this wonderful space and continuing to provide accessible, high-quality housing solutions for the disability community.

New Team Member

Sara Williams - Tenancy Officer

I've had the pleasure of working in the community housing sector for over 9 years and prior to this have had an extensive career in Managing Properties. Throughout my career, I've truly enjoyed meeting new people and hearing their unique stories. I enjoy travelling and this has given me the opportunity to learn about diverse cultures and embrace the rich experiences that each one offers.

I take each day as a new adventure for me, and I'm always excited to come to work because no two days are ever the same. The chance to connect with individuals and learn from their experiences is something I value deeply, and I feel very fortunate to be part of this vibrant community.

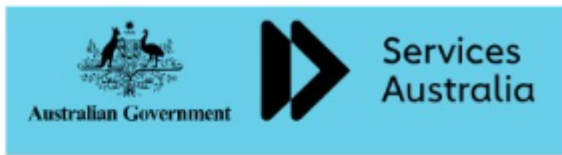


Pets

At UnitingSA we recognise the important role pets play in people's lives and wellbeing. If you're considering applying to keep a pet, please speak to your Tenancy Officer for support with the process. We're here to help you understand your rights and ensure the best outcome for you, your pet and the wider community.

It is important that a **Pet Application Form** is forwarded to your Tenancy Officer for approval before you acquire a new pet. UnitingSA must respond in writing to your application within 14 days of receiving it. For further rights and responsibilities around Renting with pets please click on the link

<https://www.cbs.sa.gov.au/sections/renting/renting/renting-with-pets>



Centrelink Authorisation

As part of our rent review process we have requested for you to update your details on the included Centrelink Multiple Consent form. UnitingSA Housing requires a Centrelink Multiple Consent Form at the commencement of your tenancy, and at any point where your Centrepay Deduction is cancelled with Services Australia.

You may provide consent for the following:

EVOR – Electronic Verification of Rent

Allows UnitingSA Housing to notify Services Australia of any rent change where you receive CRA (Commonwealth Rent Assistance)

Centrepay – Centrelink Payment

Allows UnitingSA Housing to deduct an agreed amount directly from your Centrelink payment, until your permission is withdrawn or your payment is cancelled.

ICE - Income Confirmation Statement

Allows UnitingSA Housing to obtain your Income Statement from Services Australia to confirm your household and payment details.



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.

Your **Income-Based Rent Subsidy Application** form and Proof of income documents are due to us by 11 April 2025.

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

- Email us your information via our **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.



You're invited to join the

TENANT BOOK CLUB



Scan to register

Do you possess a passion for reading and sharing your thoughts with like-minded individuals?

The UnitingSA book club may be an excellent choice for you. Having operated for over a year, our book club is actively seeking new members to further enhance our discussions. We gather every four weeks to share our thoughts on the book we have just completed, enjoying coffee and conversation together. All participants read the same book, with the next one provided at each meeting. We appreciate the City of Charles Sturt Library at Woodville for providing book sets for our use at no cost. Our meetings foster a safe and supportive environment, allowing everyone to provide feedback and engage in discussions. Beyond book talks, our gatherings offer opportunities to socialise and connect with others. If you are interested in joining our book club please contact Rebecca on 0414 835 705 to explore this opportunity further.

Public holidays

- Good Friday - 18th of April
- Easter Sunday - 20th of April
- ANZAC Day - 25th of April
- Kings Birthday - 9th June

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 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.

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

Tenancy Services Manager
P: 08 8440 2262

Lucia Imbrogno

Tenancy Officer
P: 8440 2175

Lark Eynon

Tenancy Officer
P: 8440 2134

Sara Williams

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

Thank you for reading!