

# TENANT NEWSLETTER

## APRIL 2026

Hi Everyone,

As we move into Autumn, I'd like to extend a warm welcome to all our tenants, including those who have recently joined our housing community. We hope you are settling in well and feel at home in your neighbourhood.

We are excited to share that our largest housing development, Uniting on Second at Bowden, has now been completed, with tenants beginning to move in from early March. This development marks an important milestone in increasing access to safe and affordable housing. As part of the Affordable Housing Program, eligibility for these apartments is determined by Housing Australia based on income limits. If you know family members or friends who are finding it difficult to secure housing in the private rental market, this accommodation may be suitable for them. Listings and further information can be found on [realestate.com.au](https://www.realestate.com.au).

By now, you should have received UnitingSA's Tenant Survey. This is a valuable opportunity for you to share your feedback about the services we provide and to help guide future improvements. Your input helps us understand what we are doing well and where we can do better. As a thank you for taking the time to complete the survey, you will also go into the draw to win one of three \$100 Coles vouchers.

Our Wellbeing and Lifestyle team is also here to support you. They are available to help connect tenants with activities and opportunities that promote social connection and inclusion within our communities. If you would like to know more or get involved, please feel free to reach out to the team.

We also welcome your ideas for future newsletter content, so please let us know if there are topics or stories you would like to see included.

Until next time, take care.

Kind regards,

**BEN MOORE**

**CHIEF DEVELOPMENT, PROPERTY AND HOUSING OFFICER**



## Uniting on Hawker project kicks off



Works have commenced on our newest housing development, Uniting on Hawker at Bowden.

Uniting on Hawker will provide 30 safe, secure homes for vulnerable women aged 55 and over, who are experiencing or at risk of homelessness – giving them a place to call home and the opportunity to thrive.

Thoughtfully designed this will be an innovative, diverse and inclusive development that prioritises the local community through sensitive and environmentally responsive design.

To help kick off the development we held a small launch, beginning with a smoking ceremony led by local Kaurna man Uncle Mickey.

*With Housing a key government focus in the lead up to the election, the event saw a good turnout from our political leaders. Above: Minister for Housing and Urban Development, the Honourable Nick Champion MP, UnitingSA CEO, Jenny Hall, Uniting SA Chief Development and Housing Officer, Ben Moore, South Australian Premier, the Honourable Peter Malinauskus, Steve Georganas MP, Member for Adelaide, and UnitingSA Board Chair, Gael Fraser*

## Wellbeing & Lifestyle Coordinator - Fabio Boniardi



This month marks seven years since I joined UnitingSA. From day one, UnitingSA has felt more like a family than a workplace, and that sense of belonging has stayed with me through every role I have taken.

I began at UnitingSA as a Financial Counsellor, supporting people through challenging financial situations. Later, I joined the Communities for Children team as a Project Officer, working with families, children, and the local community. That experience deepened my understanding of resilience, compassion, and the power of community connection.

Last year, I moved into the Housing team as an Administration Support Officer. With the support of my colleagues and manager, I developed new skills and gained valuable experience, but it also became a journey of self-discovery, helping me realise not only what I enjoy in my work, but also how much I missed connecting directly with people.

That is what made my transition into the Wellbeing and Lifestyle Coordinator role so meaningful. It brought me back to what I enjoy, connecting with individuals, building relationships, sense of community, and supporting people's wellbeing.

Seven years on, I am still learning, still growing, and deeply grateful to be part of an organisation that truly makes a difference.

## Our 2025 Community Christmas Celebration

Despite the warm weather, many tenants joined us for a fun-filled day at the cinema—and it turned out to be a wonderful event! Along with popcorn and refreshing drinks, everyone enjoyed magic tricks, glitter tattoos, balloon twisting, and a special visit from Santa, who delighted the children with gifts.

Congratulations to our raffle winners, and a big thank-you to all the tenants who attended and helped make the day so special.



## Public holidays

- Good Friday - 3rd of April
- Easter Sunday - 5th of April
- Easter Monday - 6th of April
- Kings Birthday - 8th of June

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

## Keeping Our Community Clean and Tidy

Tenants are reminded that there is an expectation to keeping your property and any common areas such as gardens and carparks free of rubbish.

If you do have rubbish to dispose of that cannot be placed in your bins please contact your local council to arrange a hard waste collection.

This service is generally limited to one or two pickup services per year, but the good news is it's provided free of charge.



## Need a Helping Hand? Ask Izzy!

Need help but not sure where to start? Ask Izzy is a free app that can guide you to local services for meals, housing, mental health support, advocacy, and more.

With 450,000 services across Australia, you're never alone — help is just a tap away.

Simply download the app or visit [www.askizzy.org.au](http://www.askizzy.org.au) to search for support nearby — it's free, simple, and confidential.



## Making Rent Reviews Easier for Tenants

The **Multi Consent Form** helps make rent reviews and changes to your circumstances quicker and easier.

By completing the form, you give permission for UnitingSA Housing to confirm required information with Centrelink. This means you may not need to provide as much paperwork or complete additional forms.



Having a Multi Consent Form on file helps us process rent reviews or changes to your situation **faster and with fewer delays**, making the process simpler for you.

## Join a Local Book Club!

Looking for a good read and friendly company? Local book clubs are a great way to meet people, share ideas, and enjoy a cuppa together.

No matter what you like—mysteries, romance, biographies, or classics—there's a group for you!

Visit or call your local library to find out the next meeting time.



Libraries also host author talks and other events regularly, so it's always worth keeping an eye on their websites or noticeboards for something new and interesting. Need help choosing a group? The Wellbeing and Lifestyle Team is here to help: 0457 026 349- [wellbeingandlifestyle@unitingsa.com.au](mailto:wellbeingandlifestyle@unitingsa.com.au)  
We'd love to get you connected!



## Our Community Cookbook

Do you have a favourite recipe that brings back happy memories or is special to your family or culture? Now's your chance to share it with our community! We'd love to include your dish and the story behind it in our very own Community Cookbook.

How to Get Involved

Submitting your recipe is easy! Simply visit [unitingsa.com.au/communitycookbook](https://unitingsa.com.au/communitycookbook)

All participating tenants will receive a free printed copy of the cookbook once it's finished and professionally designed.

Don't miss the chance to see your favourite recipes celebrated in our very own community cookbook!



## Rent Review

As part of our regular 6-monthly process, you will soon receive your **Rent Review letter**. This review helps ensure your rent is calculated correctly based on your current household income.

Along with the letter, you will need to complete an **Income-Based Rent Subsidy Application form** and provide **proof of income**. These documents must be returned to us by **10 April 2026**.

Providing your information by the due date helps us process your rent review on time and avoid any delays.

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](mailto: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.

## 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 Housing 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.

## 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. Their advocacy team 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 advocacy team are experienced with SACAT proceedings and can support tenants to make sure they are fairly represented through the process.

## 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.

The graphic features a purple background with white icons for a washing machine, bed, heater, smartphone, medical cross, car, laptop, microwave, stethoscope, and calculator.



**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!

The graphic features a purple background with white icons for a washing machine, car, stethoscope, laptop, house, and graduation cap.

## 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"

### Alternatively, 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

## Key UnitingSA Housing contacts

**Vanessa Munday**

Senior Manager - Housing Services

P: 08 8200 9206

**Fabio Boniardi**

Wellbeing and Lifestyle Coordinator

P: 0409 620 228

**Gary Glenn**

Housing Maintenance Manager

P: 1800 023 023

**Laura Price**

Housing Services Operation Manager

P: 08 8440 2126

**Sunette Le Roux**

Tenancy Services Manager

P: 08 8440 2262

**Jose Giraldo**

Administration Support Officer

P: 08 8440 2244

**Lark Eynon**

Tenancy Officer

P: 08 8440 2134

**Nadine Segura Abril**

Administration Support Officer

P: 08 8440 2219

**Sara Williams**

Tenancy Officer

P: 08 8440 2129

**Alicia Marzinotto**

Systems & Compliance/Tenancy Officer

P: 08 8440 2209

**Ted Graban**

Maintenance Coordinator

P: 1800 023 023

**Sladjana Deric**

Tenancy Officer

P: 08 8440 2134

**David Barreau**

Maintenance Coordinator

P: 1800 023 023

**Maria Latella**

Maintenance Operations Support Officer

P: 1800 023 023

**Reem Zitawi**

Senior Wellbeing and Lifestyle Coordinator

P: 0457 026 349

## Autumn word find



R	M	U	A	E	V	F	J	U	W	P	X	H	N	C	X	L	G
D	X	N	C	H	R	P	A	Q	Y	J	N	V	O	C	D	U	V
V	Z	W	O	P	F	I	X	R	J	X	Q	R	Y	W	S	F	P
A	P	I	R	E	F	H	F	C	S	D	R	I	B	Y	E	R	U
B	V	N	N	O	X	S	L	N	C	P	Y	T	S	O	A	U	D
Q	J	D	R	T	H	L	T	C	O	I	I	O	I	U	E	O	D
C	F	E	N	I	A	R	T	O	D	B	C	N	T	V	S	L	L
N	S	G	Y	J	X	F	E	J	O	X	R	U	E	E	W	O	E
T	O	R	A	N	G	E	K	G	D	B	M	D	V	C	P	C	S
I	U	T	A	L	G	L	C	L	N	N	M	A	E	U	O	H	K
G	U	K	I	N	N	W	A	O	G	I	E	U	M	W	F	N	U
B	U	N	X	I	O	J	J	O	T	L	L	P	G	W	Z	Y	E
T	A	O	C	N	I	A	R	T	X	R	K	T	E	H	R	C	Z
B	U	W	F	H	J	M	N	S	A	I	E	D	S	M	N	J	E
U	X	R	I	X	F	I	M	D	N	M	P	E	W	U	D	D	U
C	P	T	R	B	B	L	Q	A	W	Y	Z	J	S	P	R	O	C
Q	B	A	E	G	P	I	K	O	R	Y	V	N	C	R	I	S	P
P	I	O	L	H	G	Z	Y	T	S	U	N	F	L	O	W	E	R



ACORN  
AUTUMN  
BIRDS  
BONFIRE  
COLOURFUL  
COSY  
CRISP  
DEW

FIRE  
FOREST  
GUMBOOTS  
JACKET  
LEAVES  
ORANGE  
PINECONE  
PUDDLES

PUMPKIN  
RAIN  
RAINCOAT  
RUSTLING  
SUNFLOWER  
TOADSTOOL  
TREES  
WIND



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