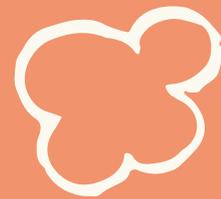


# What's Happening at

# YourPlace.



## A Message from the Acting CEO

### Hello Everyone.

YourPlace Housing is now well established and it is not long until we will be celebrating one year of operations.

The last few months have been difficult for all South Australians, as we continue to face the challenges imposed by the COVID-19. Now that restrictions are easing the staff of YourPlace Housing have resumed routine tenancy inspections and our responsive and programed maintenance services.



One of the key tasks moving forward is the development of a YourPlace Housing Tenant Engagement Strategy. I would like to thank all of you who participated in the phone survey. The purpose of the phone survey was to seek the views of a sample of our tenants on what type of information and services you are seeking from us.

One of the key findings was that our tenants wish us to continue to provide a tenant newsletter.

The staff of YourPlace Housing have worked to improve the content and presentation of this newsletter and we hope that you find the information useful.

We know that information is important and we are working to provide you with information in a variety of ways. We have been working on a website which is now operational.

YourPlace Housing is currently recruiting for a Chief Executive Officer, following the departure of Sally Sinor. The next edition of the Newsletter will provide an introduction to the new Chief Executive Officer.

I hope that you find this Newsletter useful and remember that feedback is important, if you have any suggestions about what should be included please contact your tenancy officer.

**Richard Tisher**  
Acting CEO, YourPlace Housing

### WE ARE SEEKING YOUR CONTRIBUTION

This is our first edition of What's Happening at YourPlace developed by the Team at YourPlace Housing.

In future, our aim is to develop the newsletter in collaboration with you. We use this space to communicate changes, provide updates and information, but most importantly to share your stories.

Are there any topics you want to read more or less about? Do you have a story other readers might enjoy? We'd love you to share them with us! This is your newsletter and we want it to reflect what you want to read and what you enjoy.

To share your comments, ideas and contributions you can:

- email us at [tenancy@yourplacehousing.com.au](mailto:tenancy@yourplacehousing.com.au)
- call the Tenancy Team on 8351 8466
- or write to us at 338-340 Tapleys Hill Road Seaton, SA 5023

To get your creative juices going we are offering an incentive. The authors of the most interesting and relevant articles submitted will receive a \$50 gift voucher. The deadline for the next newsletter is October 2020.

GOOD LUCK!!

Our website is now up and running. Visit [www.yourplacehousing.com.au](http://www.yourplacehousing.com.au)

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## Join the Pack

We understand that pets are important – they can be a big part of your family or your best friend.

A regular feature of What's Happening at YourPlace will be dedicated to our animal companions. If you would like to share your favourite story about your pet, please contact your Tenancy Officer.

Our inaugural member of the 'YourPlace Pack' is Penny, a Cairn terrier and companion to Justin, YPH Tenancy Officer.

Penny is 11 months old and a graduate of the Class of 29/2/2020 Puppy School. Penny enjoys running around the oval with her friends and despite being the smallest in the 'pack' isn't afraid of wrestling with anyone willing to have a crack at the title. After a big day out, a tired Penny likes nothing more than snuggling up in one of her many beds and thinking about what tomorrow has in store for her.

### TIP

Does your dog experience separation anxiety? Try leaving some clothing with him that you've worn. It's been proven that the scent you leave behind on your clothes can help ease your dog's separation anxiety.

### Don't Forget:

- Your dog must be registered by the 31st August each year.
- All dogs and cats over the age of 12 weeks must be microchipped
- All dogs and cats must be de-sexed

Discount microchipping days are offered throughout the state at various times of the year. Visit [chipblitz.com](http://chipblitz.com) for more.

Dogs and Cats Online (DACO) is the central point for all your dog and cat management payments and information.

### DID YOU KNOW?

**Dogs do dream!** Dogs and humans have the same type of slow wave sleep (SWS) and rapid eye movement (REM) and during this REM stage dogs can dream. The twitching and paw movements that occur during their sleep are signs that your pet is dreaming.

## YourCommunity Centres

If you live in metropolitan Adelaide the chances are you won't be too far from a Community or Neighbourhood Centre.

These centres help individuals, families and community groups connect and thrive by offering a wide range of services and activities designed to meet other people, learn new skills, make changes in your life and above all have fun.

Community Centres are friendly places where anyone can:

- Have a chat
- Learn new skills
- Become involved in local activities
- Join existing groups and organisations
- Volunteer and share skills
- Meet new friends
- Access information and referral

They offer a diverse range of activities and you will be spoilt for choice. Get involved in:

■ Arts & craft	■ Cooking
■ Sport activities & get fit classes	■ Outdoor activities
■ Health & well being	■ Woodworking & repairs
■ Social groups	■ Gardening
■ School holiday programs	■ Activities for kids & seniors

Many of these activities are free or low-cost and there really is something for everyone.

### Libraries

Most Council's have one or more libraries with free membership that provides you access to:

- An extensive collection of books (including audio books and e-books), movies, magazines and more

- Activities and programs for children, families, adults and teens
- Free WiFi
- Computers with internet access and applications
- Online learning resources including the Libraries SA App
- Use of technology and tools within the library
- A Home Library Service for people unable to access the library

Most libraries are part of the One Card Library Network, connecting 130 public libraries throughout South Australia. You can use your library card to access items from anywhere in the State. Reserve an item and it will be delivered to your preferred library.

You can even arrange for a book to be delivered if you are unable to visit the library in person.

“ You can never get a cup of tea large enough or a book long enough to suit me. ”  
– C.S. LEWIS

Visit your local Council's website to find out more.



## Introducing Your Maintenance Team

Some of you have met Gary during his building or maintenance inspections. Gary has 20 years experience in the building industry and has worked in the community housing sector for more than 12 years. Besides being an avid Port Power supporter, he enjoys camping, fishing and the great outdoors.

Jenni and Serina have a wealth of experience in maintenance administration. Both are devoted grandmothers and great cooks.

### Our Maintenance Services

#### Planned Maintenance

YourPlace inspects every property every 3 years to schedule planned maintenance.

This ensures that our properties are maintained and your home is upgraded as required.

When it's time for your property to have a Building Inspection you will receive a letter with a proposed time and date. The inspection is an opportunity for you to discuss any issues you have noticed at your property. For example:

- gutters need repair or cleaning
- water damage to benchtops or cupboards
- lifting/cracking concrete or paths
- rotting timber on facades
- painting – internally or externally
- issues with fences

### What happens after the Inspection?

YourPlace will keep a written and photographic record of the condition of your property. Using this information, YourPlace develops a 10-year maintenance plan covering improvements ear-marked to occur over the next 10 years.

### Responsive Maintenance

If things go wrong or break down please call us as soon as a problem occurs.

Unresolved repairs may result in further damage to the property or compromise your health and safety.

### When will maintenance be undertaken?

Repairs and maintenance are undertaken based on a priority system. When we receive a request for repairs or maintenance, we work out the priority of the request. We take into account:

- available budget
- the immediate or likely impact on your personal safety and wellbeing
- repair work that could cause further damage to the property if not addressed

### Working Together

By working closely with our tenants, YourPlace can deliver better asset management services, maximise the life of properties, and help foster tenants' pride in their homes.

This inspection should not be confused with the routine inspection conducted by your Tenancy Officer.

## Your Money



### Water

#### DID YOU KNOW ?

The State Government is delivering cheaper water bills for all South Australian householders from 1 July 2020.



#### How to Apply

To apply for a water concession:

- Visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)
- Phone the ConcessionsSA Hotline (9.00am to 5.00pm, Monday to Friday) – 1800 307 758
- Download a Household Concession form from our website
- Call us on 8351 8466 and we can send you a form

#### Get on top of your Water bills

Water bills are sent out every 3 months. To avoid a nasty surprise you may wish to consider arranging a fortnightly payment towards your water bill so when you receive your bill it won't cause financial hardship.

**Call the Finance Team on 8351 8466 who will be more than happy to discuss your options.**

## Energy

### DID YOU KNOW ?

- 'Standby power' used by products like microwaves, televisions and gaming consoles can account for 10% of your electricity bill. If it's got a little light or clock – it's using power. Running costs can be reduced by turning off appliances at the wall when they are not in use, getting rid of any additional fridges and freezers that are not needed, and drying clothes on the line rather than the dryer.
- For each degree heating or cooling is increased, energy use will increase by about 5% to 10%. To keep your bills in control, think about setting your heating thermostat from 18 to 20°C in winter and from 25 to 27°C in summer.
- You can make the most of the energy you're using by closing internal doors and only heating or cooling the rooms you're using.

For more energy-saving tips visit [www.energy.gov.au/household-guides](http://www.energy.gov.au/household-guides)

# YourPlace good food

...learn connect and share

## BREAKFAST EGG MUFFINS - BACON CHEDDAR

### INGREDIENTS

- 6 large eggs
- 1 tablespoon finely chopped onion
- 1/2 cup chopped bacon
- 1/2 cup shredded cheddar cheese
- Salt & pepper

### INSTRUCTIONS

- Preheat oven to 180 C. Lightly spray a 6 cup capacity muffin tin with non stick oil spray.
- In a large bowl whisk together eggs and onion, then add bacon and cheddar cheese. Season with salt and pepper to taste.
- Add mixture three quarters up into each tin of a greased muffin tin.
- Bake for 20 minutes.
- The mixture can be stored in the refrigerator for 4 days.

If you have a great recipe to share please contact your Tenancy Officer 8351 8466.

## ARE YOUR CONTACT DETAILS CURRENT?

Our tenants have been a major part of YourPlace Housing's evolution and history.

Whilst we happily acknowledge that many of you have been with us for many years, we are also aware that circumstances often change. Incorrect contact information could impact on the effectiveness of our communication with you and the timeliness of our service delivery, such as the completion of required maintenance works and rent reviews. For this reason, it is very important that you inform us immediately whenever your contact details change.

In the meantime, we request all our tenants to complete the attached Tenant Contact Details form. A reply paid envelope has been provided for your convenience.

# YourSafety

## Can you spot the SCAM?

Anyone can be targeted by scammers - so always be on the look out.

### Scams include:

- Dating and romance scams
- Fake inheritance scams
- Fake lottery scams
- Tax scam
- Phone discount scam
- Refund fraud
- Investment scams

Government, law enforcement agencies, utility companies and online purchasing sites WILL NOT contact you by phone, email or letter demanding immediate payment of fees or fines in a menacing manner threatening arrest.

- Don't be pressured into making a decision. Scammers may create a sense of urgency to scare you into the scam.
- Before you transfer money or share your bank details, discuss it with someone you trust.

Remember: If it sounds too good to be true, then it usually is. To learn how to protect yourself and know the SCAM visit [www.cyber.gov.au](http://www.cyber.gov.au) or contact your local police station.



## Emergency Information and Alerts

In addition to dialling Triple Zero (000) in an emergency you can download South Australia Police's App.

### Use the app to:

- Initiate a call to Emergency Triple Zero (000).
- Call the Police Assistance Line 131 444.
- Report suspicious behaviour via the Crime Stoppers icon.
- Report incidents of poor driving behaviour via the Traffic Watch icon.
- Stay in touch with SA Police News.
- Find police stations and traffic camera sites near you.
- Check the status of your Police Incident Report through the Track My Crime icon.

Visit the SA Police website to download the app.

# Farewell to Sally Sinor, CEO



After leading us steadfastly through a challenging but ultimately rewarding merger, Sally is leaving YourPlace Housing.

On behalf of the staff at Yourplace, thanks Sally for your inspirational leadership, mentoring and unwavering support.

Relax, enjoy yourself, and try something new.

"It is so hard to leave - until you leave. And then it is the easiest thing in the world."