

What's Happening at Your Place.

FROM THE CEO's Desk

Welcome

Welcome once again to What's Happening at YourPlace!

As we approach the festive season, I wanted to take a moment to share some exciting updates, including what we are planning for next year.

First and foremost, thank you to those tenants and family members who completed our last tenant engagement survey. It was great, once again, to see a high level of satisfaction with our services and the condition of your homes. YourPlace Housing provides not just a place to live; it's a home, and your input is at the heart of our ongoing commitment to your comfort and satisfaction. You will find results from the survey along with our action plan later in this newsletter.

If you want to have more of a say on our policies and how we work with you, please consider signing up to become a YourPlace Housing Scrutineer!

By the time you read this newsletter, we will have tenanted our first three newly developed properties in Elizabeth North! These properties will not only create new housing options but also showcase innovation and progress in the housing sector. Another three are well underway in Pasadena, with a further five just about to start in Valley View. The next 12 months will be a busy time, and we hope to have completed the majority of our twenty-five new properties by this time next year.

Property development is a challenging business, especially right now, with construction costs increasing along with trade shortages. In response to these challenges, both the Australian and South Australian Governments have started up some new housing development programs that provide grants and payments to help organisations like YourPlace build new affordable housing. We have applied for some of these and are hopeful of some success with our applications, so we can work to deliver more new houses next year and beyond.

I want to express my gratitude for the dedication, resilience, and determination of our team over this challenging year.

Thank you, to you, our tenants, for being an integral part of YourPlace Housing's success, and special thanks to those who have welcomed me into your home during the year.

This holiday season, I hope you are able to take some time for yourselves, spend quality moments with your loved ones, and recharge for the year ahead.

Wishing you a happy and peaceful holiday season.

Geoff Slack, CEO

OFFICE CLOSURE FOR THE CHRISTMAS & NEW YEAR PERIOD

YourPlace Housing will be closed from December 23rd to January 2nd.

Our emergency maintenance service will be available throughout the holidays. For urgent maintenance, call 8351 8466.

Be Involved and Have Your Voice Heard!

Are you interested in becoming a YourPlace Housing Scrutineer?

WHAT DO WE MEAN BY 'SCRUTINEER'?

We are looking for tenants who are interested in joining a group to provide feedback to us on a range of issues relating to our services. We will be seeking your opinions on policies, how we work with you, how we communicate with you, housing designs and more.

If you are interested in taking part or would like more information, please contact your Tenancy Officer.

December Edition 2023

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3 Properties Completed – Elizabeth North

YourPlace Housing is pleased to announce that the first three new properties, part of a larger development program in Elizabeth North, were completed on November 9, which was ahead of schedule.



Built by Constructwell, the houses were officially opened by the Honourable Nat Cook, Minister for Human Services, in a small ceremony on November 23. The Minister welcomed our new tenants to their new home and neighbourhood, in what was a very proud moment for everyone at YourPlace.

To increase quality housing outcomes for people living with disability, these three properties were built to the NDIS' SDA Improved Liveability Design Standard and Liveable Housing Australia "Silver" level, giving them a very high standard. YourPlace's project architects, KHAB led a number of workshops with tenants, families, and support providers seeking feedback on the final design and layout of the properties. Each property has a six-star energy efficiency rating, two bedrooms, bathroom, separate laundry, guest toilet and an open-plan

kitchen, dining and living room areas. They are pet friendly with a secure, small courtyard garden.

YourPlace worked in co-operation with our tenants chosen support provider in two of the new properties. It is very important for YourPlace Housing to continue these relationships with support providers and tenants to find the right housing within an environment that meets their individual needs.

The third property is now home to a long-time YourPlace Housing tenant who lived in the house that was originally on the site. She graciously transferred to another YourPlace Housing property and had expressed an interest in returning to the area as her life and support network was embedded in Elizabeth North and surrounds.

Keep an eye out in future newsletters as we have a number of other developments due to be finished in the first half of 2024. If you would like to know more, please contact your Tenancy Officer on 8351 8466.

Linda – Emerging Artist Winner

Linda is a YourPlace Housing tenant who recently won in the category of Framed/Hanging Art – Emerging Artist at 2023 CHARTS Awards.

Linda was inspired to create art after her dad passed away. He left behind a large amount of electrical components and other e-waste items, which Linda uses to form her artwork. With a passion for recycling and the environment, Linda's art is comprised of electrical wires of all colours, old keyboard keys, USB thumb drives, fuses, batteries, and anything else that can be removed from electrical goods. These are put together without any plan or drawing to follow and set in resin, with the final product looking stunning – just like the Kingfisher that won Linda this year's award.

Linda says entering art that you have invested so much time and energy

into and producing a creative piece, can show a stranger a bit of who you are. This isn't easy, especially if you are like Linda and have to push through the anxiety and nerves at the thought of being judged.

In the last year, Linda has been accepted into university and commenced her Bachelor of Arts. Five subjects into her diploma and Linda has received 3 distinctions and 1 high distinction. This is an incredible achievement for anyone, let alone someone who left school at the age of 15 and had never before written an essay.

Through study and art Linda has realised just how many people find



a safe outlet of expression through their art, and she encourages anyone who has thought about sharing their talent, but might be feeling uncertain or nervous, to push on and do it. She says...

"Share your talent, who knows where it could lead!"

Meet The Thorsens

YourPlace Housing is very pleased to introduce you to The Thorsen family; Kylie, daughter Pearl and Colleen, lovingly referred to as 'Nan of Pearl'.

The Thorsen family have always had artistic flare. Colleen, in her time, was a very clever and creative gardener, seamstress and handy craftsperson. Kylie says she would watch her mother from a young age and this inspired her in her creative endeavours. This has clearly rubbed off on Pearl who recently won an award in the 2023 CHARTS Awards for her painting, Lemon Days. Kylie and Colleen were also finalists in the Awards for their pieces 'Yarn' and 'Moonshine'.

Kylie says that her first real art projects were in high school and that, it was her favourite subject. She admits that she was a little too concerned with how her school projects looked. She would be very over the top with borders and fancy writing, and sometimes this was at the expense of the content!

As Kylie gets older, her artwork has become more therapeutic to her. She is less concerned about the outcome, and she says for her it is more about the process and total enjoyment that benefits her. Kylie likes to use a variety of materials found in her environment. She recycles these materials and experiments to see what can be made from junk and how things can be transformed and repurposed.

WINNER!
Framed/
Hanging Art
YOUTH ARTIST



Pearl expresses her art in various ways from drawing and painting, and has learned how to knit and crochet from her nan. She also enjoys a little dance party, like all 7 year olds.

Kylie has entered a lot of competitions over the past 25 years and has been a part of both solo and collaborative exhibitions including at the Fringe and SALA. Kylie and Pearl joined Art Start which is a free family activity day at the Art Gallery of SA. This gave them access to special activities and exhibitions throughout the Art Gallery with live music and performance opportunities. Kylie says that all three of them love participating in a creative activity whether it be painting, crocheting, dancing, or gardening and this benefits their emotional state, helps reduce stress and gives them a sense of fulfillment.

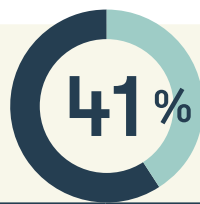
Kylie says that once they finish a project there's usually a bit of a break before they start another one. Sometimes they are happy with the end result, and sometimes just enjoyed the creative process together.



Tenant Satisfaction Survey

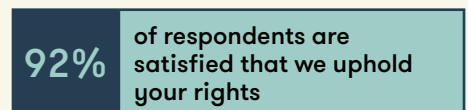
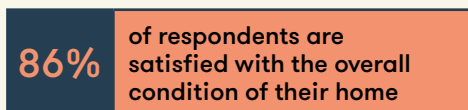
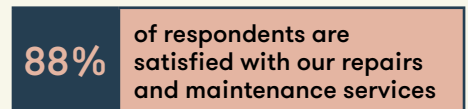
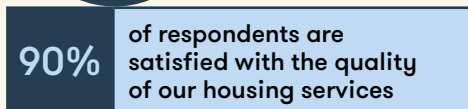
We would again like to thank everyone who took the time to complete and return the 2023 tenant satisfaction survey and share some of the results with you.

Your feedback helps us understand what we do well and areas we can improve on over the next two years.

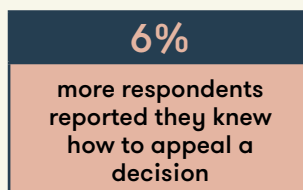


of our tenants completed the survey and said...

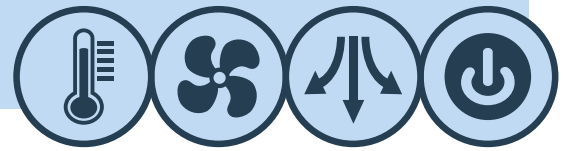
What we do well:



What we improved on since the 2021 survey:



Your Air Conditioner – Useful Tips



A well-maintained air conditioner not only keeps your home comfortable but also saves you money and reduces its impact on the environment.

Following these tips will help you enjoy efficient and cost-effective heating and cooling.

WHY IS PROPER MAINTENANCE IMPORTANT?

- **Energy Efficiency:** A clean air filter allows your air conditioner to operate more efficiently, reduces energy consumption and helps to lower your electricity bill.
- **Improved Air Quality:** A clean filter traps dust, allergens, and pollutants, providing healthier indoor air quality.
- **Prolonged Lifespan:** Regular maintenance extends the life of your air conditioner.

STEPS FOR CLEANING AIR CONDITIONER FILTERS:

It is important that you clean the filter at least every 3 months.

- 1 Make sure the air conditioner is switched off.
- 2 Locate the filter. Refer to your user manual to find the filter's location, it is commonly behind the front flap on your indoor unit.
- 3 Remove the filter. It should simply slide out.
- 4 Inspect the filter. Check for visible dust, debris, or damage.
- 5 Rinse the filter under cold, running water. Use a mild detergent if necessary. Allow it to air dry completely.
- 6 Reinstall the filter. Make sure it is properly placed in its original position.
- 7 Close the cover properly.
- 8 Turn power back on.

You can ask your Tenancy Officer to assist with this process during your tenancy inspections.

TIPS FOR EFFICIENT USE:



It is recommended the temperature is set at 24–26°C when you're at home, and a few degrees higher if you run it overnight.

- Fans can help distribute cool air more efficiently.
- Close windows and doors.
- Use blinds or curtains to block direct sunlight and shade your windows.
- Ensure that the area around the outdoor unit is clear and free from obstructions to ensure your unit has proper ventilation.
- Follow the cleaning schedule mentioned in this article to maintain a clean air filter.

Do you need Gardening?



YourPlace Housing is partnering with RepaySA, a gardening program where individuals who are first time offenders undertake gardening activities at your home.

For a small fee, these individuals will help maintain and beautify your gardens under the supervision of trained staff.

Please call the office on 8351 8466 and speak with your Tenancy Officer if you wish to take part or would like more information.

Some things for us to work on: Your Top 3 and Our Plan

WHAT	1 IMPROVE COMPLAINTS AND APPEALS KNOWLEDGE	2 IMPROVE OUR COMMUNICATION WITH TENANTS WHEN MAINTENANCE WORK IS NOT COMPLETED STRAIGHT AWAY	3 ENGAGE YOU IN OUR DECISION-MAKING
HOW	<ul style="list-style-type: none"> ■ Review all forms and fact sheets that communicate decisions and include information on how to appeal a decision. ■ Continue to publish information in every newsletter. ■ Provide YourPlace Housing staff refresher training. ■ Discuss and reinforce tenant rights to complain or appeal at the first routine inspection for new tenancies. ■ Publish brochures for distribution to all tenant households. 	<ul style="list-style-type: none"> ■ Regular post-maintenance survey phone calls. ■ Review procedures to better communicate with tenants when maintenance is deferred or delayed. ■ Redesign work orders to ensure instructions to contractors are clearly communicated. 	<ul style="list-style-type: none"> ■ Engage an independent consultant to have conversations with tenants about their housing experience. ■ Set up a Tenant Advisory Group (Scrutineers) to consult with us on major policy change, communication, housing designs and other topics of interest to the group. ■ Hold roadshows on various topics in various locations to provide opportunities for tenants to be involved.

Cute Sock Snowman

MATERIALS NEEDED:

- **Socks** – new or recycled. A 3-pack from Kmart costs \$6.00 = \$1.00 each
- **Two rubber bands**
- **Rice** – home brand is \$1.80 for 1kg. You need about 250gm per sock = \$0.45
- **Textas** – different colours to draw eyes and dots on the snowman belly

OPTIONAL:

You can decorate your snowman in many ways and the design is open to your imagination.

YOU COULD USE:

- **Buttons** on the belly – I used old ones
- **Goggle eyes** \$2.50 for 25 pairs of eyes = \$0.10 each
- **Ribbon, string or pieces of material for his scarf**
- **Bells** \$2.50 for 15 = \$0.17 each
- **Pipe cleaners**
- **Craft Glue** \$2.00
- **Felt or glitter pom poms** \$1.80 for 30 = \$0.06 each

MY COST PER SNOWMAN:
\$2.10 (approximately)



METHOD

- 1 Cut the sock just above the heel using scissors.
- 2 Fill the sock, almost to the top, with uncooked rice and secure tightly with a rubber band.
- 3 To form the body and head of the snowman, use another rubber band and tie it around the middle, a bit closer to the top. You want the top part to be a little smaller for his head.
- 4 Use the sock leftovers and fold over the neatest edge, which will be the brim of the hat. Place this piece over the snowman's head with the brim just above where the eyes will be placed.
- 5 Neatly fold the top edges together and glue to the rear of the snowman – you now have your snowman ready to decorate!
- 6 Tie a piece of ribbon, fabric, or twine around his neck as a scarf.
- 7 Glue buttons or pom poms on the belly of your snowman, or you could use coloured Textas to create different coloured dots.
- 8 To create eyes, use black Texta or glue goggle eyes to the snowman's head, just below his hat.
- 9 Add a button, some pipe cleaner or use an orange text to create the nose.
- 10 Optional: glue a bell to the base of the snowman's hat at the back.

There are endless ways you can decorate your snowman – **HAVE FUN!**

CORPORATE MESSAGE

Having trouble making bank payments due to branch closure?

You can arrange to pay your rent via Centrepay deduction or Direct Debit. Please call the YourPlace Housing office on **8351 8466** to chat with our Finance Team.

FOODBANK

FoodBank Food Hubs offer pantry foods, meat, frozen foods, personal hygiene products and household cleaning products to people who have been provided with Foodbank vouchers.

To enquire about Foodbank SA vouchers, please contact the Magdelane Centre, 82 Gilbert Street, Adelaide, on 1800 571 097.

THE SALVATION ARMY

The Salvation Army offers emergency food hampers throughout the year and other urgent assistance. They can also provide free, confidential conversations with a financial counsellor to help with debt and money management for a stress-free Christmas.

The Salvation Army hosts a Christmas lunch at no cost. If you are feeling lonely and have no one to share Christmas with, or are unable to prepare your own Christmas meal, you are invited and most welcome to join the Salvation Army's lunch.

Contact the Salvation Army on 13 7258.

HEART & SOUL GROUP

Heart and Soul Group offer free fresh fruit and vegetables, bakery and pantry items from their food relief centres.

Discounted food relief centres are located in Wingfield and Noarlunga. If you would like more information...
website: www.heartandsoulgroup.org
email: info@heartandsoulinc.org.au



We love Pets!

At YourPlace Housing we love meeting tenants' pets, they can be great companions and beneficial to reducing loneliness and great for our general wellbeing.

We have recently reviewed our pet policy and it can be accessed on our website or by requesting a copy which we can post or email to you.

It is really important that you get permission from us before you bring a furry, or not so furry, friend home.

You should always carefully consider what type of pet you want, what will be needed to properly care for them, how much time and attention the pet needs, and how much it will cost you to keep, because they can be expensive companions to care for.

If you are thinking about getting a pet, please contact your tenancy officer who can talk to you about the next steps and provide you with an application form.

Before agreeing to you keeping a pet, YourPlace housing will consider things like, how many pets are already kept at the property and the suitability of the property to house a particular pet, before giving permission.

You will be required to sign an agreement to register, neuter and vaccinate, where applicable, and provide appropriate care to your pet. It is also important that you agree to clean up after your pet, not allow any damage to the property to occur or be a nuisance to your neighbours, and of course love them like a best friend.



YourKitchen with Trudi COCONUT ICE

INGREDIENTS:

- 1 x 397g Tin Condensed Milk = \$1.80
- 200g Icing Sugar = \$1.25
- 300g Desiccated Coconut = \$2.15
- Food Colouring (optional), 3 drops each of red and green = \$1.20 for 50ml bottles

UTENSILS:

- Lined (baking paper) square cake tin or similar
- Large mixing bowl
- Mixing/wooden spoon
- Food grade gloves (optional)

PREPARATION TIME: 10 MINS

CHILL TIME: 1-2 HOURS

**MAKES APPROXIMATELY:
36 SMALL PIECES**

**TOTAL APPROXIMATE COST: \$5.20
(without food colouring)**

METHOD:

- 1 Pour the icing sugar, desiccated coconut and condensed milk into a large mixing bowl. Mix at first with a spoon and then with your hands to form a firm dough.
I chose to have three colours, WHITE, PINK and GREEN, for this recipe.
- 2 Divide mixture into three even sizes.
- 3 **GREEN LAYER:** Add green food colouring to one portion of dough and use your hands to knead until you achieve an even green colour. Place mixture into your lined cake tin and press into the corners with your fingers or the back of a wet spoon until flat and even.
- 4 **WHITE LAYER:** Place the white dough into the tin, on top of the green dough, and press into the corners with your fingers and wet spoon.
- 5 **PINK LAYER:** Add pink food colouring to the last portion of dough and use your hands to knead until you achieve an even pink colour. Place mixture into the tin, on top of the white dough, and press into the corners with your fingers and wet spoon until flat and even.
- 6 Chill for 1-2 hours in the fridge until set. Slice into small portions as it is quite a sweet.

Useful Numbers – Reminder

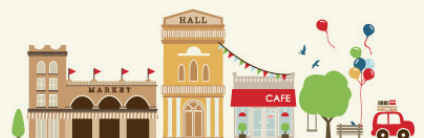
Repairs & Maintenance SA Power Networks	Electrical Faults and Emergencies (Open: 24 hours a day, 7 days a week)	131 366
AGL	Gas supply and meter problems	131 245
Australian Gas Networks	Gas Leaks	1800 427 532
SA Water	Water supply and sewerage issues	1300 729 283
State Emergency Services	Emergency assistance during floods and storms	132 500
Emergency Triple Zero	In life threatening or time critical emergency situations. An operator will ask whether you need police, fire and rescue or ambulance.	000
South Australian Police	NON-URGENT police assistance	131 444

play & go
ADELAIDE

Share a picnic and great night of free family fun at any of the Christmas carol events across Adelaide, there is sure to be one near you.

Head to the Play and Go website to find more free family events and activities across Adelaide during the 2023 summer school holidays.

<https://playandgo.com.au>



Your Place.
Housing

Office Telephone: 08 8351 8466
After Hours Emergency Maintenance: 08 8351 8466

www.yourplacehousing.com.au

If there's anything you'd like to see in the next "What's Happening at YourPlace", contact the Tenancy team.