

What's Happening at



Your Place.

FROM THE CEO's Desk

Welcome to another edition of What's Happening!

I can't believe we are halfway through 2023, already! This year is certainly shaping up to be just as hectic as the last and that usually means good things here at YourPlace Housing.

A key focus for me has been revisiting our Strategic Plan. A lot has changed since it was finalised in 2020, and we were eager to ensure the plan still reflected our future goals, along with providing a clear picture of our vision, purpose and values. I'm happy to say that the new, more streamlined, plan has been developed thanks to input from our Board and staff, and you can find it on our website under About Us → Strategic Plan. Please get in touch if you have any feedback, it's always welcome.

I am very pleased to report that the first stage of our redevelopment program in Elizabeth North is well underway and we have signed off on the site at Pasadena. On both sites we will build three brand new, two-bedroom houses. It's great to see some significant progress at a time when housing supply is such a major issue in South Australia and across the country.

In my last update I mentioned some changes we had made to our maintenance team. Since then,

Welcome

we have welcomed a new Maintenance Officer, Mikaela Storti to the team. Mikaela has a lot of experience in property and maintenance, and we're excited to have her join the team. If you haven't already had a chance to speak to her, you most likely will next time you call us to register a maintenance matter. Mikaela will soon accompany our tenancy officers on a few home visits so she can meet some of you in person.

This is one of two newsletters that we will send out this year, with another one scheduled for November/December. While the newsletter is an important tool for communicating with our tenants, just like our website, we understand that it's not for everyone. We are very keen to hear other ways you'd like to connect with us, so please make suggestions to your tenancy officer at your next inspection. It's important we communicate with our tenants in a way that is comfortable for everyone.

It has been great to visit some of your homes this year and hear feedback about YourPlace and other matters affecting you. I know that cost of living is a real challenge at the moment, and I encourage you to pay attention to some of the articles in this newsletter about that.

All the best for the coming months and I'll touch base in the next newsletter!

Geoff Slack
CEO



COMMUNITY HOUSING ART AWARDS SOUTH AUSTRALIA

CHARTS

2023 Community Housing Art Awards

We encourage tenants who are artists, established or emerging, to participate in CHARTS.

CHARTS celebrates and showcases the creativity of community and social housing tenants. There are four creative categories including: Framed/Hanging; 3D/Sculpture Art; Photography, Digital and Graphic Art; and Poetry and Literature.

Entries Close: 31 July 2023

For more information you can head to the website www.chartsawards.com.au



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Meet Tia



Tia has been a YourPlace Housing tenant since mid 2022 and continues to enjoy her home as much as she did on the life-changing day when she and her son Azaiah moved in.

Tia moved from Brisbane to Adelaide when she was 14 years old and returned to live there in her 20's with her son and partner.

Things changed, as they do in life, and Tia returned to Adelaide only to be faced with couch-surfing between friends' houses, sometimes living in just one bedroom with little to none of their belongings with them.

Happily, this all came to an end when Tia was offered a home through YourPlace Housing, and it has been onwards and upwards since!

Tia and Azaiah love where they are living, and the location enables them to go on walks to the nearby park and playground so that Azaiah can burn off some of his 8-year-old energy! When they aren't at the park they enjoy playing video games with Call Of Duty (only age appropriate versions!), Fear, Far Cry and Bio Shock among Tia's Favourites. Azaiah is currently in command of the Xbox,

and Tia is waiting patiently until she can buy another one so they can both play their beloved video games!

Tia and Azaiah love animals and couldn't bear to harm a living creature, not even a spider - they even have a huntsman in the house that they have named Jerry.

Listening to music and watching TV are high on Tia's list of things that she loves. She particularly enjoys true crime documentaries and the show Criminal Minds, so much so that she is studying Criminology, Police in Courts and Corrections and Homicide. The interest in true crime is what drives Tia to reach her goal of one day being a Homicide Detective.

Family is Tia's biggest passion and she is very much looking forward to making this house their long-term family home - that's Tia, Azaiah and Jerry, of course!

Join the Pack: ANGELA'S DOG - BUDDY



Buddy by name and buddy by nature. This beautiful tan and white bundle of fun and love didn't have the best start to family life, but rest assured, we have a happy ending in store.

At nine months old Buddy was dropped off to the Animal Welfare League (AWL) malnourished and with nothing more than an explanation that he was a 'dangerous dog, he bites and he needs to be put down'. This isn't what Angela saw when she viewed Buddy's profile on the AWL website. Angela immediately knew she had to meet him.

Turning up an hour before AWL's opening time, Angela wanted to be the first to meet Buddy. As soon they met, they both knew that Buddy had found his fur-ever home.

Unfortunately, Buddy had to move to his grandparents when there was a change in Angela's living circumstances. Private rentals that didn't allow pets, along with unstable accommodation left these best mates separated for more than a year.

Now happily reunited in their new home, Buddy and Angela have started a new life, where Buddy will sit for hours looking out the front window or at the screen door, listening to the children from the nearby primary school. Angela is careful to lock the screen door because Buddy has figured out how to open it by dragging his paws on the handle so that he can go out the front and play with his neighbour. Clever Buddy!

Life is looking bright for Buddy, filling his days daydreaming at the window, hiding his treats in his mum's plants and receiving all the pats and belly rubs he could ever want!

Dogs leave pawprints on our hearts!



COMPLAINTS & APPEALS

Are you unhappy with YourPlace housing services? Do you wish to make a complaint or appeal a decision made by us?

Regardless of whether it is a simple or complex issue, we aim to treat it seriously and work with you to resolve the matter.

If you wish to contact us about a complaint or appeal you can call us on 08 8351 8466, send an email to complaintsandappeals@yourplacehousing.com.au or lodge online via our website www.yourplacehousing.com.au/tenant-services/complaints-appeals-compliments

Tenant Survey Results

Thank you!

We would like to give a huge thank you to all the tenants and those who supported them who completed and returned the YourPlace Housing Biennial Tenant Satisfaction Survey.

41% RESPONSE RATE

This was well above National Regulatory System KPI benchmark of 25% which is a small decrease in comparison to the return rate from 2021 survey.

The 10 lucky recipients of the \$50 voucher draw have been contacted and we hope they enjoy whatever purchase they choose to make.

A summary of the results of the survey will be published on our website shortly and will help guide our future service delivery and respond to the needs of our tenants.

New Staff Meet Your Team



Melissa Thredgold

JOB ROLE: Tenancy Officer

FAVOURITE MOVIE: Stand By Me

FAVOURITE FOOD: Mexican

DREAM PET: Tamarin Monkey

DREAM HOLIDAY: England

INTERESTS/HOBBIES: Gardening & Camping

SOMETHING QUIRKY ABOUT YOU: 3rd Toe is my longest toe

BEST/WORST JOKE: "How do monkeys make toast? They Gorilla it."



Mikaela Storti

JOB ROLE: Customer Support Officer

FAVOURITE MOVIE: The Lion King

FAVOURITE FOOD: Potatoes (ALL ways)

DREAM PET: A Border Collie

DREAM HOLIDAY: Sicily

INTERESTS/HOBBIES: Reading, Pilates & Degustation's

SOMETHING QUIRKY ABOUT YOU: I eat kiwi with the skin on

BEST/WORST JOKE: "Did you hear about the Italian chef who died? He pasta-way."

Message from Maintenance

Over the last few months, you may have noticed that some of your calls to the Maintenance Team have been diverted to our after hours service - Call Connect.

This was a temporary solution to ensure that any maintenance requests were attended to in a timely manner whilst we recruited a new team member. We are delighted to advise that Mikaela Storti has joined YourPlace Housing as the Customer Service Officer, Maintenance. Part of Mikaela's role will be to respond to, and action any urgent maintenance requests between 9am - 5pm Monday to Friday. Calls outside of these

times and on weekends or public holidays will continue to be managed by Call Connect as has been the case for some time now.

There may be occasions when calls during business hours can't be answered in-house due to staff absences and these calls will now go to our maintenance voicemail for us to follow up.

On behalf of the team at YourPlace Housing we thank you for your patience and understanding during this transitional period.

REMEMBER IF YOU HAVE A MAINTENANCE ISSUE YOU CAN EITHER:

- Call 8351 8466 and select option 1 for Maintenance.
- Send an email to maintenance@yourplacehousing.com.au and use your name and address as the subject line. Simply enter your request into the body of the email.
- Go to the YourPlace Housing website → Maintenance and Repairs → Report a Repair: www.yourplacehousing.com.au/repairs-maintenance/report-a-repair

Your Money



HOUSEHOLD CONCESSIONS

You may be eligible for a water and energy concession from Concessions SA. If you are not receiving a concession, please call the office on 8351 8466 to discuss.

GET ON TOP OF YOUR WATER BILLS

Water bills are sent out approximately every 3 months. To avoid any nasty surprises, you may wish to consider making fortnightly payments so when your account arrives it doesn't cause financial hardship. If you are interested in setting up a regular payment, please call our corporate services team on 8351 8466 who can discuss options with you.

Community Connections Program



The Community Connections Program is a support tool for people living within the community to increase and strengthen their independence and quality of life by building connections with communities, social networks and services.

The Community Connections Program works with participants for up to 12 weeks

and will be tailored to fit each participant's needs and requirements in achieving their goals.

The Community Connections Co-ordinator will work with each participant to create and develop connections and inclusion within the community, and other services.

You can contact your YourPlace Housing Tenancy Officer if you wish to be referred to the program.



YourKitchen with Trudi

TOMATO & BASIL FETTUCCINE

INGREDIENTS:

- ¼ cup olive oil
- 3 x garlic cloves
- 1 x brown onion
- 810gm crushed tin tomatoes
- ¼ cup fresh basil
- 500gm fettuccine

DIRECTIONS

- 1 Heat oil over medium heat. Add garlic and cook until fragrant.
- 2 Add onion and cook until softened.
- 3 Add tinned tomatoes and ½ cup water.
- 4 Simmer for 5 minutes.
- 5 Cook pasta according to directions.
- 6 Combine pasta with sauce and toss through basil.
- 7 Serve with parmesan, if preferred.



SA Financial Counsellors Association

Financial counsellors are non-judgmental, qualified professionals who provide support, information and advocacy to people in financial difficulty.

They offer information, counselling and advocacy on a range of issues:

- Financial stress and hardship
- Electricity, gas, water and phone bills
- Multiple debt problems including legal action
- Budgeting and money plans

- Rental and mortgage problems
- Pensions, allowances and concessions
- Personal loans and credit cards
- Threat of eviction
- Threat of repossession
- Bankruptcy

Financial counsellors can talk to your creditors on your behalf and, where possible, try to negotiate lower payments. A financial counsellor can help identify your options and give you the information you need.

Financial counselling services are free, independent and confidential and available to everyone.

- Contact: 1800 007 007
- Opening Hours:
9.30am to 8pm – Monday to Thursday
9.30am to 4.30pm – Friday
- Website: www.safca.org.au



A financial counselling service is available within many not-for-profit organisations e.g. The Salvation Army, Uniting Communities, Anglicare, therefore the best way to engage with a financial counsellor is via the National Debt Helpline (the gateway service).

Famiiily Encouraging our tenants to thrive and enjoy a better life

YourPlace.
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.