

What's Happening at



YourPlace.

From the CEO's Desk **Welcome**

2022 has been a really busy year for the team at YourPlace Housing.

As I've mentioned in previous newsletters, we've been working hard on our new redevelopment program, which is now well and truly underway. This program isn't just important for building new properties but is also essential for our ongoing viability as we seek to reduce future maintenance costs of older dwellings. There is more on this later in this newsletter.

There is a price to this sort of progress, particularly for our tenants who are living in properties being sold or redeveloped. Our team will continue to work hard to find suitable alternative housing for people who need it, and while there is still some work to do, we are pleased that a number of tenants have been successfully relocated during the year. One such tenant is Rose, who shares her story in this newsletter.

During the year, we moved our office to the Adelaide CBD where we are now far more accessible to tenants and closer to many of our key stakeholders. We now have professional meeting spaces, and a kitchen area for more informal meetings and events. In September, we hosted our valued maintenance contractors to talk through some of our plans in that space.

During the year we also did some work meeting with tenants to try to understand how we could improve our services including maintenance. It was this feedback that led us to review how we managed maintenance and make the difficult decision to redesign some of our roles. As a result, we bid farewell

to Gary Wolstencroft, Jenni Christie and Serina Dilena who had been with our organisation for many years. We sincerely thank them for their contribution and commitment to YourPlace and our tenants.

With our new structure in place, and a new skill set among our staff, we will be engaging more with our tenants and contractors to improve delivery of our maintenance services with a greater focus on preventative maintenance. This is especially relevant in the context of increased costs of materials and labour due to broader economic factors in the construction sector.

It would be remiss of me to not mention COVID, which significantly impacted the service we provided over the last twelve months. With the easing of restrictions, we were very pleased to ramp up our home visits and property inspections and be once again meeting face-to-face with you all!

We have also welcomed five new staff members in the past 12 months - Melissa Thredgold in Tenancy Services, Katharine Miller and Paula McKenzie in Corporate, and Skyy Harrington and Chantal Crawford in Assets. They have all have thrown themselves into their work, and I thank them for choosing YourPlace!

We look forward to the coming year and the opportunities it will present.

Geoff Slack
CEO

Visit our website www.yourplacehousing.com.au



OFFICE CLOSING TIME

YourPlace Housing will be closed from Saturday 24 December 2022 and will reopen on Tuesday 3 January 2023.

If you have any urgent maintenance issues, please call the office number, **8351 8466** and the call will divert to our after hours service 'CALL CONNECT'.

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Meet Jorja



Jorja is a young and independent woman who was born with Spina Bifida.

As a child she lived in the family home on the Eyre Peninsula which wasn't modified until she was 5 years old. During this time, Jorja spent a lot of time in hospital. As a teenager she moved to boarding school in the city for 3 years and then moved back to a family-owned house which again was not modified and therefore not suitable.

After an accident in 2016 when Jorja broke her tibia and fibula it became very apparent that she needed to find a house that would enable her to live independently and realise her potential.

To this end in 2018 Jorja moved into a modified apartment in the city owned by YourPlace Housing. Along with the other YourPlace Housing tenants she enjoys being part of a small community and has made many friends all of whom support each other when needed.

Jorja has made her house 'her home'. She has taken advantage of a Google

Home device which makes life easier and allows her to set alarms and alerts.

Living in the city enables Jorja to shop at the central market and eat out with friends some of whom she met at boarding school.

Travelling in Australia and the UK has highlighted the fact that many places are not suitable for people living with disability. Jorja feels that more laws are needed to encourage jurisdictions to make public places accessible to people with mobility challenges. This has motivated her to finish her studies and Jorja hopes to work as a NDIS Support Co-Ordinator so that she can help other people living with disability to 'live their best life'.

In the meantime, Jorja looks forward to a bright future, more travelling and seeing her favourite musical Six.

Join the Pack:

BRYAN AND BRETT'S CATS

YourPlace Housing would like to introduce three new members the pack: Sookie, Sam and Raztus, the very loved and spoilt cats of Bryan and Brett.

All three have been with Bryan and Brett since they were kittens and in fact Sam and Raztus were born under the bed.

The leader of this merry trio is Sookie who at 14 is the brother of Sam and Raztus who are both 12 years old.

All three enjoy an idyllic life, coming and going as they please. However, a strict curfew is in place since Sam went missing about 4 years ago. Where he went and what adventures he had is still a mystery

but for now he is a very much a 'stay at home' cat.



The trio have their own little quirks:

- Raztus will only eat when her brother Sam eats with her and likes to hang out in her own room, yes, she has her own room
- Sookie enjoys sleeping on the bed
- Sam prefers to sleep on his own bed, he has two located around the house. He also regularly checks out the insides of the cupboards and has been locked in them on more than one occasion.

The cats are very intuitive and can sense when something different is going on especially when Bryan and Brett are going on holidays.

Raztus is on a diet since suffering from hyperthyroidism and will only eat tin fish. The radiation therapy for Raztus cost Bryan and Brett dearly but they say they will always spend the money if there is a chance to help their beloved cats.

DID YOU KNOW ?

Cats usually sleep around an average of **15 HOURS PER DAY.**

This means that a cat spends roughly **70% OF THEIR LIVES SLEEPING.**

Must be nice to be a cat!



There is a routine that Bryan and Brett adhere to (clearly, they are not the leaders of this pack!!). They are woken up for breakfast and then the cats head outside to start their day. Dinner is between 4-6pm and after that Sam and Raztus settle in for the night while Sookie goes out for an evening walk.

Sookie



Sam



Raztus



Under Construction!



REDEVELOP
11

BUILD
37

RETAIN
25

SELL
12

LOCATION	TOTAL IN	TOTAL OUT	RETAINED BY YPH	SOLD TO MARKET
Elizabeth North	1	3	3	0
Pasadena	1	3	3	0
Northfield	1	3	1	2
Seacombe Gardens	2	4	2	2
Klemzig	1	3	1	2
Mt Barker	1	3	3	0
Valley View	2	5	5	0
Woodville	2	13	7	6
TOTAL	11	37	25	12

These dwellings have additional accessibility features over and above standard new builds and will meet Liveable Housing Australia Silver specifications. In addition, three of our new properties will be built to a higher standard - two will be fully accessible for people who use wheelchairs, and another will be suited to people who require very high levels of support and specialised equipment.

Most of the dwellings will contain two bedrooms, with either two bathrooms or one bathroom and two toilets, a design that matches the profile of people on the housing register. We expect that the houses will be suited for both couples and singles with up to one child.

In what is a significant and exciting two-year project for YourPlace Housing, we are undertaking major development work across eight sites in the greater Adelaide area.

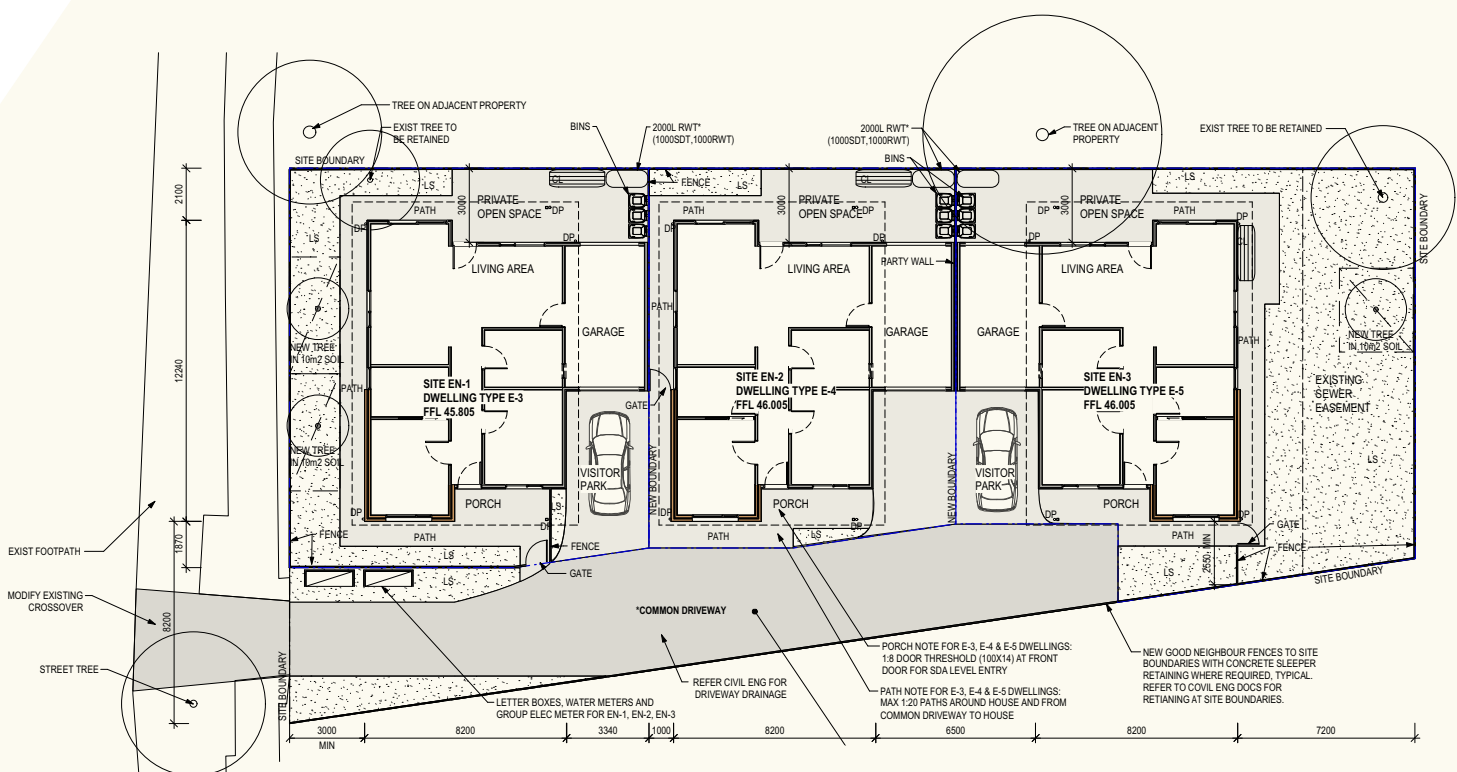
These areas were chosen based on our understanding of future demand and their location to services and amenities.

As a housing provider to people with disability, it's vital we lead the way with

housing designs that meet the needs of our tenants. For this reason, the minimum standard for all properties retained by YourPlace as part of this program is "Improved Liveability" under the Specialist Disability Accommodation guidelines.

All properties will be built to a six-star energy efficiency rating, with some even meeting a higher standard. We will also look to include additional energy saving options, such as solar panels, where our budget allows.

Construction for the first site in Elizabeth North will commence in late 2022 to early 2023, with these properties to be completed in the latter half of 2023. The full construction program will take around two years, with most sites starting in the 2023 calendar year.



Tenant Relocations

Whilst the construction of new buildings is an exciting prospect for YourPlace Housing and in the long term will benefit tenants moving into the new houses on completion, for some of our tenants, living in houses that are being sold or redeveloped it has been a different story.

Moving house is one of the most stressful things you can do in your life. You literally turn everything upside down and it takes up weeks of your life. It can also be one of the best things you can do. It's exciting and an adventure. One such tenant Rose found it both stressful and liberating. She shares her story.

Whilst we have successfully relocated 14 tenants there is still more work to do. The team at YourPlace will continue to work hard on behalf of our tenants to ensure that their 'moving experience' is similar to that of Rose.

MY EXPERIENCE OF MOVING – BY ROSE:

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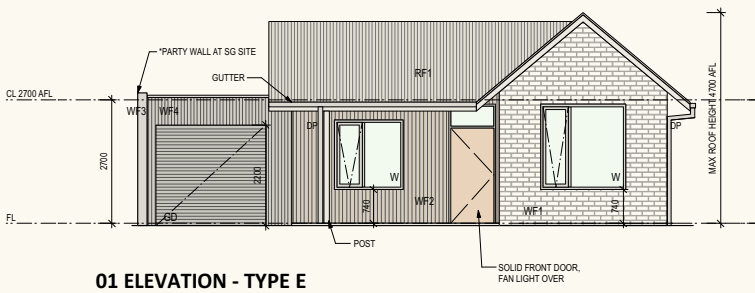
Firstly, it's relevant to note that I had been living in my house since 1988, the property having been purchased on behalf of a new (at that time) housing cooperative to which I belonged and was a founding member. The house I had lived in for 34 years is on a large corner block and was in a poor state of repair. When I first learned that I was to be rehoused under YourPlace Housing's Development Program I was both relieved and daunted. Relieved because my house was very run down, and a maintenance nightmare, and daunted because moving house is up there with job loss and divorce as a major life stressor.

Moving house is something no-one exactly enjoys, although it provides a perfect opportunity for decluttering. With the help and guidance of Deb and Justin, I was able to maintain focus on my own responsibilities in the move, and they would take care of the rest. So, when a property became available, one which was only a few kilometres from my then-home, a date for moving was arranged, along with a removalist, and a skip for the removal of rubbish.

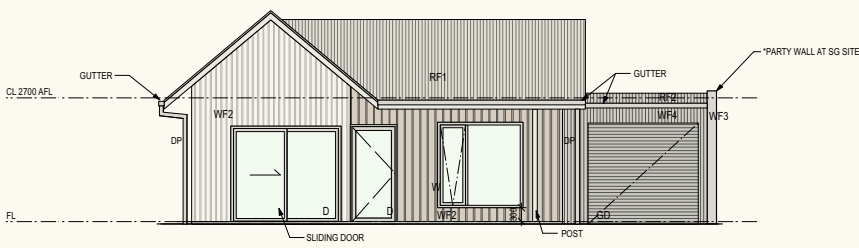
One feature of the program is that, where possible, improvements/features added by the tenant to the original property which are not present on or in the new property may be provided from the funding available. For instance, having installed blinds on the windows of my original property, similar blinds were then installed in the new property.

From the you-have-to-move-out-of-your-house phone call from Justin to moving to my new property took just 11 weeks and 2 days. Moving day was stressful but is now a distant and blurred memory. My new house is in a quiet neighbourhood and has a garden which is just the right size for me to manage and enjoy. Better still, the house already feels like home.

”



01 ELEVATION - TYPE E



03 ELEVATION - TYPE E



YourPlace Housing's Asset Management Team

Meet Your Team

The 2021-2022 financial year has seen unprecedented change for the Asset Management Team and we relished the challenge.

YourPlace Housing's Assets team and contractors provided a continuous and highly responsive maintenance service to our tenants and delivered critical maintenance right throughout COVID-19 and the related restrictions. We constantly reviewed the COVID operating environment to ensure the safety of our tenants, staff, and contractors at all times.

In 2021, our three-yearly property assessments were outsourced to an independent contractor, which enabled a report on the condition of more than 400 properties. The data we collected from these assessments will inform the development of YourPlace Housing's 3-5 year maintenance plan. The initial data has shown us that there is a lot of work to do, and we are progressively upgrading our properties based on these assessments. We took the opportunity to undertake major works whenever properties became vacant, and over the course of the year completed work in more than 30 such houses. We also focussed on preventative works to minimise the deterioration to our properties.

We recognise that the environment in which we operate is rapidly changing, and our products and services needed to change with it. This recognition led us undertake a review of our asset management function to identify ways we can improve the delivery of our maintenance service, which will ultimately provide a better quality of service to our tenants. We also need to ensure that the way we manage and structure the business is based not only on best practice principles but also uses our resources in the most effective way.

Among other changes, the Asset Management review culminated in the restructure of our maintenance team, and as you will read in our CEO's report, we said goodbye to three of our longstanding staff; Gary, Serina and Jenny who left the organisation to pursue other careers. We are so grateful for their contribution to YourPlace Housing over many years.

From the Asset Management Team best wishes for the festive season.



Deb

POSITION: Senior Manager, Projects

FAVOURITE MOVIE: Pulp Fiction or The Shawshank Redemption. But for a classic - North by Northwest or Vertigo.

FAVOURITE FOOD: Cake. It must be good as I am a bit fussy.

DREAM PET: 2 actually - a Black German shepherd and a Swiss white shepherd

DREAM HOLIDAY: Antarctica on a small vessel

INTEREST/HOBBIES: Anything related to architecture, design, art, and fashion

SOMETHING QUIRKY ABOUT YOU: Lived on a boat for 5 years

BEST/WORST JOKE: A horse walks into a bar. The bartender says, "Why the long face?" Why did the gym close down? It just didn't work out!



Skyy

POSITION: Senior Asset Coordinator

FAVOURITE MOVIE: Inception

FAVOURITE FOOD: Italian

DREAM PET: Staffordshire Terrier

FAVOURITE MUSIC: Fave band wither NIN or Queens of the Stoneage. Have a broad taste in music, listen to everything from Fleetwood Mac and Led Zeppelin to Prodigy, Foo Fighters and Ed Sheeran.

DREAM HOLIDAY: Japan

INTEREST/HOBBIES: Barbequing on offset smoker and reading

SOMETHING QUIRKY ABOUT YOU: Quiz/trivial pursuit specialist

BEST/WORST JOKE: What do you call cheese that isn't yours? Nacho cheese.



Chantal

POSITION: Customer Support Officer (Maintenance)

FAVOURITE MOVIE: Ferris Bueller's Day off

FAVOURITE FOOD: Thai - Star of Siam

DREAM PET: Otter or a farm full of Samoyeds

DREAM HOLIDAY: Canada without the kids but with kids go to all the Disneylands

INTEREST/HOBBIES: Hiking, AFL Adelaide Crows member

SOMETHING QUIRKY ABOUT YOU: I went to Tasmania for a holiday ended up staying for a year

BEST/WORST JOKE: Why did the banana go to hospital? Because it wasn't peeling well...



Paula

POSITION: Business Support Officer

FAVOURITE MOVIE: Four Weddings and Funeral

FAVOURITE FOOD: Seafood

BEST QUOTE: If you don't go after what you want, you never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place.

FAVOURITE MUSIC: Imagine - John Lennon

DREAM HOLIDAY: Around the world trip

INTEREST/HOBBIES: Gardening, cooking, family

BEST/WORST JOKE: Yesterday I saw a guy spill his Scrabble letter on the road. I asked him, "What's the word on the street?"



Help is on the Way

Are you moving house or just doing an annual clean out? Feeling a little overwhelmed about who may be able to assist with this daunting task?

Stop stressing, because Your Place Housing have some great contacts of organisations that specialise in pick up and removal of excess household items that are clogging up that precious extra space!

Most of us are aware that local Councils offer a hard rubbish kerbside pick up or a free

dump voucher once a year. Contact your local Council to see what hard rubbish collection services they offer to their residents.

If you have items that the council will not take, or you simply cannot get them to a recycle yard you can call a company called Scrapaway who provide FREE pick up of suitable items for most suburbs across Adelaide.

Scrapaway will take items such as air conditioners, lawn mowers, whitegoods, car batteries and so much more. If you would like to know more about Scrapaway's services give them a call on 0400 557 821 or head to their web page and see what they can do to help you!

www.scrapaway.com.au

Garden Maintenance to do during Summer

Keeping your garden and yard clean and tidy makes your house and community look better.

It can also make your house safer by keeping away pests like mice, snakes and termites and reduces fire risk. Schedule some time to:

- Weed and clean your garden
- Prune flowering plants regularly will also ensure lots of blooms throughout the summer season

- Mow your lawn, trim edges, and remove weeds regularly. Long grass is a haven for snakes and mice. Tip: Don't cut your grass too short as longer grass will wear better and prevent weeds.
- If you can, trim bushes and trees to keep them away from your house and public paths. Also keep them away from your doors and windows to improve visibility and reduce hiding spots for intruders
- Remove any rubbish or grass clippings to stop termites getting to the house

Above all take care of yourself.

When working outside in the heat make sure to stay hydrated, take frequent breaks, and always wear sunblock and protective clothing.

COMPLAINTS AND 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-complaints

PAYMENT REFERENCE NUMBER

Just a reminder – please include your payment reference number with all banking payments.

Not sure of your number? Please don't hesitate to call us on 8351 8466, and we will be able to advise you.



YourKitchen with Trudi HAZELNUT SLICE

EQUIPMENT:

- 28cm x 18cm slice tray

INGREDIENTS:

- 1 pack plain biscuits (Marie or Arrowroot)
- 125 grams butter
- ¾ cup sweetened condensed milk (230 grams)
- 2 tablespoons golden syrup
- 100 grams flaked almonds
- 360 grams Cadbury Hazelnut Chocolate (2 blocks)
- 30 grams coconut oil

METHOD:

- 1 Line a slice tray with baking paper, ensuring plenty of overhang.
- 2 Crush biscuits into small pieces and set aside.
- 3 Over a low heat in a medium saucepan, melt the butter, condensed milk and golden syrup, stirring until combined. Remove from heat once melted.
- 4 Under a low heat grill, lightly toast the almonds. Make sure you keep an eye on them, as they can burn quickly.
- 5 Add the crushed biscuits and flaked almonds to the melted mixture and combine.
- 6 Spoon the mixture into slice tray and press down using the back of a spoon, until firm.
- 7 Melt chocolate and coconut oil together in a small saucepan over a low heat until melted.
- 8 Pour melted chocolate over the biscuit base and place in the fridge to set for 2 hours.
- 9 Cut into pieces and enjoy!

Famiiily Encouraging our tenants to thrive and enjoy a better life

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.