



March 2022

Reporting Maintenance

Dear Tenants

Due to the large volume of maintenance requests, Salvation Army Housing are implementing some new guidelines in relation to raising maintenance issues.

When reporting maintenance issues, urgent or not, it is important that tenants are able to be contacted.

If a call comes through from an unknown number it is most likely a contractor attempting to arrange a date and time to address the issue. If unable to establish contact after several attempts and the job is not urgent the job will be cancelled.

If the job is urgent and making contact with the tenant proves difficult, the contractor will be issued with keys to complete the work. The tenant will be notified by SMS.

Having booked a date and time for contractor attendance if a tenant is not present at the property and they have arrived at the pre-arranged time, there may be non-access charges applicable (between \$25-\$50), depending on the circumstances.

If you need to cancel the appointment for the contractors to attend, please attempt to give 24-48 hours notice to avoid unnecessary costs being incurred, fuel and travel time etc.

All maintenance must be reported or requested through the Salvation Army Housing office. Please only contact contractors directly in the event of emergency maintenance after office hours.

[Eli Sorger, Asset Manager](#)

Ph 8368 6800



Emergency maintenance numbers

(for out of hours emergencies only)

- Plumbing: 8240 1235
- Electrical: 8381 8286
- SA Power Networks: 13 13 66
- SA Water: 1300 729 283
- Gas Emergencies: 1800 427 532
- Glazing : 0412 686 746



Greetings from your CHAPLAIN

*(I'm on the one on the right)

Hi, I'm Phil, Chaplain with Salvation Army Housing and I am here to serve you and support you if you need.

The last couple of years have been really tough. With the Covid pandemic bringing lockdowns and isolation, increasing global instability and natural disasters (fires and floods) around our great country, we are confronted with challenges and uncertainties that can create anxiety, financial strain, and distress for many of us.

As Chaplain my role is to provide support for you, our friends who reside in Salvation Army Housing homes. If you would like a visit, or a chat, please feel free to contact me - **(08) 8368 6800** and I'll help in any way I can.

Here are a couple of quotes, which I hope will encourage you today:

Worry does not empty tomorrow of its sorrow.

It empties today of its strength.

Corrie Ten Boom

Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world.

Desmond Tutu

Saving Tips



Dress for the season

- Put on some warmer clothes before you crank up the heating. Each additional degree of heating adds between 5% and 10% to your energy use.

Shut the door on wasted energy

- heating the entire house can waste a lot of money. Shut the door to areas you aren't using (like bathrooms and the laundry). Only heat the rooms you're using. Turn off your heaters before going to bed and when you're leaving the house.

Let the sunshine in

- Solar panels may not be suitable for every home and budget. But you could still be using the free power from the sun. Open your curtains when the sun is shining and close them when it's getting dark.

Don't use the shower to warm up

- Hot water accounts for about 25% of the average bill. Try to avoid the temptation of using the shower to get warm. Aim for a 4 minute shower.

Shop around and switch to save

- Don't assume your existing energy provider is offering you the best deal available. Look at government price comparison websites to check which provider has the best rates. You can also contact your current provider to ask them if there's a better deal they could put you on right away. Most people can compare electricity and gas offers on energymadeeasy.gov.au.

Include active transport choices

- Swapping short car trips for walking or cycling can save money. It can also keep you fit during the winter months. You'll save on petrol, maintenance and the upfront cost of buying a car.

Clothes dryer

- Clothes dryers are very convenient—but remember you're paying for this convenience. Try not to always put your clothes into the dryer. Use free energy from the sun and the wind to dry your clothes if you can.

Turn off gadgets and appliances

- Standby power uses up to 3% of the electricity used in your home. Any appliance with a little light on it is using energy even if you're not using it. Turn off unused appliances at the wall.

Waste not, want not

- In Australia we waste up to 30% of the food we buy. Food waste costs Australian households \$2200 to \$3800 a year. This food ends up in land fill where it produces methane. This is a greenhouse gas that is particularly damaging to the environment. Much of the food waste comes from poor planning. Use shopping lists. Check your pantry and fridge before heading to the shops.



Ingredients

- 170 g butter
- 1 1/4 cups icing sugar mixture
- 1 tsp vanilla extract
- 1 pinch salt
- 3 egg yolks
- 2 1/2 cups plain flour
- 12 marshmallows
- 24 Nestle Smarties pink
- 72 Ferrero Tic Tacs

Royal Icing

- 2 egg whites
- 2 tsp lemon juice
- 3 cups icing sugar sifted

EASTER BUNNY BISCUITS

1. Preheat the oven to 170°C
2. Whisk the butter by hand until it is smooth and creamy.
3. Mix in the icing sugar then add the egg yolks, vanilla and salt. Stir until combined.
4. Add the flour and mix it loosely with a wooden spoon until the dough comes together.
5. Turn it out onto a floured surface and knead until the dough is smooth. Shape it into a disc and wrap it in cling wrap. Refrigerate the dough for 30 minutes.
6. Roll out the dough to about 1cm thick. Use a 5 - 6cm round cookie cutter to cut 12 bunny butt shapes out of the dough. Then use a small egg-shaped cookie cutter to create 24 bunny feet.
7. Place the biscuits onto two baking trays lined with baking paper. Bake in the oven for 10 - 15 minutes until just browned around the edges. Cool on a cooling rack while you make some royal icing.
8. Divide the icing into two halves. Colour one half with a few drops of rose food colouring to make it very light 'bunny' pink.
9. Ice half of your biscuits with pink and half white. Add two bunny's feet to each round circle. Add a marshmallow tail and then a Smartie as a paw pad and three tic tacs for the paw toes.
10. Icing: Using an electric mixer, whisk egg whites with the lemon juice until combined.
11. Gradually add in sifted icing sugar on low speed until smooth
12. Add food colour of your choice.
13. Pipe onto bunny biscuits.

Leave for 2-3 hours to set hard

Easter Colouring Activity

