



Overall Program Update for SAHT

Winter is upon us! Keep warm and stay safe :)

Overall the program is going well, with no staff changes. The same team is here to assist.

We thank you for your assistance with our rent review process and apologise for any rent increases. That may have occurred. Most increases were due to the market rents being increased and the hold on rent reviews during COVID.

Mid year functions for this year have been placed on hold. This is due to COVID and the restrictions in place with close contact. We are still looking at holding our end of year functions but that is also dependant on the pandemic and government advise.

Regardless of an end of year function being held, we will still be looking at providing each household with Christmas Food hamper.

Maintenance after hours call number has been changed and our new after hours mobile is underway and working. Every household should have a magnet that shows this number! If you do not have one please contact the office and we will send one out to you.

Our tenant survey is underway and you should receive it very soon so please keep an eye out for it.

A big thank you to everyone for working with us and we look forward to working with you all in the future.

Thank you all, from the Team at Salvation Army Housing TAS.



Salvation Army

HOUSING

Tenant Satisfaction Survey Underway

Our tenant satisfaction survey is underway by an external party being : CHIA.

Community Housing Industry Australia!

Just a simple reminder to let everyone know that our yearly tenant survey is currently underway.

This year we have engaged an external party to complete our survey and compile all results.

The survey is anonymous and we ask for your honest feedback.

This will assist us moving forward so we can see what we are doing well and not so well. This survey and results will help us grow as a team and program overall.

Thank you for your help and assistance with this and we look forward to providing you with the results in our next newsletter.

Emergency Phone Numbers and After Hours Contacts

After hours service for emergencies only — 0419 702 040

You must leave a message with your name, return phone number & stated emergency. Please call this number if the emergency is after 4.30pm or before 8.30am



Ambulance/ Fire/ Police : 000

TAS Water: 13 69 92

State Emergency Services SES: 6173 2707

Police Assistance: 131 444

TAS Networks: 1300 137 008

Procedural Update

No new procedural changes to report. Everything is still the same.

We recently completed a rent review as the last rent reviews were placed on hold due to COVID. Moving forward we will be trying to have your lease renewal/property inspection and rent review all at the one time to make it easier for everyone and to realign everything.

Maintenance Update

Maintenance - If you can report any maintenance to your tenancy worker or directly to the office via phone during business hours, that would be greatly appreciated.

Maintenance that is required, should be reported by yourself and not a family member or friend. If you can please provide us with an up to date phone number so we can pass this information onto our trades, that makes it easier for everyone.

Thank you for your cooperation.

Rent Increases and Changes to your Centrepay deductions or direct debit!

Please note that if you are due for a rent increase that we are not able to change your centrepay deduction amount unless you have completed one of our internal centrepay deduction forms.

If you have a direct debit setup which is coming from your bank account, that is up to you to change it as we are unable to do this on your behalf.

If you do not change your centrepay deduction amount or direct credit amount prior to your stated rent increase date, you may fall into arrears with your rent. If this happens then a repayment plan may be required.

So if you need your centrepay rent deduction changed, your tenancy worker can do this on your behalf but the centrepay deduction form needs to be completed and returned to the office.

We thank you for your cooperation with this.

Winter is here!

Things to do in Winter!

- Clean out the vegie beds
- Use draft stoppers
- Clean out dryer filters if you have one
- Clean out heat pump filters
- Request a heat pump service if you have one?
- Place dehumidifiers in every window to assist with condensation and to reduce mould
- Open the curtain to let some light/warmth in

Easy Spaghetti Bolognese—1 pot wonder!

500gms mince

1 or 2 tins of tinned spaghetti

1 onion—optional

Brown/cook mince and onion, then put 2 tins of spaghetti into the same pan and heat until fully hot or cooked.

Place grated cheese on top if you choose or just eat as is. Yummo..

Don't be afraid of change. You might lose something good, but you'll gain something better.