



Overall Program Update for SAHT

Spring is here! The birds are singing...

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

We would like to thank everyone who participated in and completed our annual Tenant Survey — 44% response rate!

The results have been compiled and we now know what we are going well with and what we need to improve on so thank you again for everyone who took the time to complete the survey. An internal review is currently being conducted and all feedback provided has been considered. Some of the results will be provided in another section of this newsletter.

Budget for 2021/2022 have been finalised!

The program budget has been finalised for this financial year period being 2021/2022.

The PAS inspections have identified some properties that require renovations and or repairs. The properties that require emergency repairs will be prioritised and repairs completed as a priority.

You may have noticed that we have some new trades on board. We are always looking for good trades and every trade we use must be signed off internally to make sure they meet the Salvation Army Trades requirements. They must be approved and suitably qualified with all required legal and compliance documents.

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



Salvation Army
HOUSING

Maintenance

If you require any maintenance to be completed on your property, please report the maintenance directly to your tenancy worker or via phone to the office on 6270 0322.

You can also report any maintenance when your routine property inspection is conducted. This can then be noted on your inspection report that is completed.

Please do not feel afraid to report any maintenance that needs to be done as if we don't know, we are unable to fix.

If you have already reported the maintenance and it has not been done, please report it again as some things do get missed, forgotten or misplaced.

We do get busy at times and that is no excuse so please feel free to report it.

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

PAS Inspection and maintenance outcomes!

PAS inspections were recently completed. Once all the information has been compiled by our Asset Services In Victoria, a forecast maintenance schedule will be completed. This forecast schedule will show a planned maintenance schedule moving forward. This will include any major repairs or renovations, for example: exterior painting, roof and gutter, heater replacements, flooring, kitchen and bathroom renovations/upgrades and the list goes on.

This just means that overall we will be looking at what needs to be done moving forward and planning for it in the future.

Upgrades!

Property upgrades will not be completed unless necessary as moving forward that is what the forecast maintenance schedule is for. Appropriate heating for all properties is the first thing that will be completed. We are restricted by the budget so not everything can be done at once which is why we are in the process of planning for it. I hope this answers some of your questions and concerns moving forward. If you are not sure, please just ask and we can advise further.

Survey results!

The response rate was 44% were returned!

What was good..

We returned high scores on:

- Repairs and Maintenance
 - Condition of home
 - Communication
 - Neighbourhood
- Quality of life improvement

What we need to improve on..

We returned low scores on:

- Appeals Knowledge
- Ability to influence Decision-making

If you want to be heard, it is a good idea to return the survey as every response is counted and this is how we achieve a better overall service for you!

Thank you for your honest feedback.

If you don't tell us your honest feelings, we are unable to learn and make the required changes moving forward!

Thank you to everyone who assisted with the survey!

Spring is here!

Things to do in Spring!

- Spring clean
- Remove any built up rubbish
- Clean out heat pump filters
- Air out your home and open windows
- Wash your curtains or blinds
- Clean your windows free from mould
- Clean your exhaust fan covers
- Check and test your smoke alarm

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.