



Salvation Army
HOUSING

May 2021

Team Introduction

We have welcomed some new team members at Salvation Army Housing over the last few months, please see below a list of our current team:

Beth—State Manager SA/WA/NT

Julie—Housing Co-ordinator

Simon—Housing Worker

Tricia—Housing Worker

Trisha—Maintenance Officer

Thank you to all of our tenants for your co-operation in our recent property audit.

It is a vital part of our service delivery to ensure that we have an accurate picture of the condition of our properties and this audit has helped us to plan ahead for more major maintenance items. The process of now carrying out the identified work is underway and relevant contractors will contact you in due time to arrange times to attend.

Please note our office opening hours have changed. They are now:

Monday to Friday 8.30 am to 4.30pm

Emergency Phone Numbers and After Hours Contacts

Ambulance/ Fire/ Police : 000

Water and Sewer Metro: 1300 883 121

Water and Sewer Country: 1300 880 337

State Emergency Services SES: 132 500

Police Assistance: 131 444

SA Power Networks: 131 366

Horsman Plumbing Metro: 0438 862 577

CME Solutions electricians : 0438 240 247

Tenant Charges for non attendance at maintenance appointments

Just a reminder that if you have made a time for a contractor to attend to a maintenance issue and you either deny access, or forget and are not home, you will be charged a non access fee. It is only fair that contractors be allowed to charge this, as it takes up valuable time in their day and messes up their bookings.

Please ensure if you have an emergency and cannot make the agreed time, you contact the contractor to reschedule as soon as you are aware. Thank you.



Tenant Satisfaction Survey

Tenant satisfaction surveys are on their way. Please use this as an opportunity to provide valuable feedback so that we can continue to improve our services. The closing date of the survey is 11th June 2021, please contact the office on 8368 6800 if you have any questions.



Chaplain Phil Browne

Chaplains are provided by The Salvation Army to assist anyone in need of support, and we have been lucky enough to secure the services of Phil Browne, who provides chaplaincy services across many programs within The Salvation Army.

A chaplain is a trained person who offers independent and confidential care and support without judgement to help with life's challenges, and can be a one off casual chat or a more regular catch up if needed.

Phil is available on a part time basis, Mondays, Tuesdays and/or Thursdays, and he is happy to assist tenants where he can. He may occasionally attend inspections with your Housing Worker, but he is also available for one on one chats where required.

If you would like more information, or to make an appointment with Phil, please call us here at the office on 8368 6800.