



### **June 2021 Tenant Satisfaction Survey—We have listened to your feedback**

Welcome to the summer edition of our newsletter and thank you to those who responded to the feedback survey in June. Your comments have been noted and we will endeavour to address a couple of issues raised regarding current pet policy and our complaints procedure in this edition. All feedback was reviewed and we are continuously trying to improve our internal processes to provide improved service to consumers.

Several tenants queried our pet policy in their responses to the survey. Previously, community housing organisations have had a fairly rigid policy in terms of allowing pets in properties however while no formal changes have been made at the moment our organisation considers all such requests on an individual basis. We accept that pets are therapeutic on any number of levels, especially for those living alone or with anxiety issues.

Most complaints can usually be addressed relatively easily however, for more serious issues that require SACAT involvement, hearsay evidence will not be accepted and housing workers cannot testify to events they did not see or experience. It is essential that complainants maintain a record of what occurred and when, and if necessary include police report numbers to enable staff to make a case. Should there be a need to request a SACAT hearing, that evidence can be produced, and while we understand that appearing either by phone or in person can be intimidating, SACAT want to hear first hand what happened and how it impacted surrounding neighbours before making a decision on the outcome especially if there is a possibility of rendering the tenant homeless.

#### **New Team Member**

We would like to welcome Lucky Singh to the existing team, he is an experienced housing worker and his areas are mainly close to the office encompassing areas such as Holden Hill, Gilles Plains, Oakden and Broadview.

## Financial Assistance

Having money troubles?

Financial problems can affect anyone, anywhere, at any time. With debt building up, paying your rent or even buying food for your family can feel overwhelming.

Money troubles may leave people feeling lonely, embarrassed and isolated. If your financial situation gives you more of an icy shiver than a warm sense of safety, help is at hand. There are many services to help you get back on your feet.



Do you need urgent help?

Call or visit your nearest Salvos centre to find out more about;

## Financial counselling

Do you need practical step-by-step directions to help you leave money troubles behind for good?

Get free, confidential advice from caring, qualified counsellors who really listen to you without judgement.

## No Interest Loan Scheme (NILS)

Sometimes we all need a little bit of extra help. If you're on a low income and need a loan for essentials, apply for a no-interest loan today. It's safer and cheaper than pay day loans, pawning your goods or renting appliances.

Services and support in SA, find them using the [Affordable SA App](#)

The Salvation Army is delighted to partner with the State Government to provide Helpline Services in conjunction with this mobile app providing greater access to resources and support services for South Australians and empowering them to take greater control over their financial decisions.

### With the 'Affordable SA' app you can:

Explore information with the "I need help with..." tool

Stay connected with the latest events, through a one-click add to calendar functionality

Get directions to events

Stay up to date with the latest news and announcements

Add content to your favourites so you can revisit it at a later date

Share content via email or social media

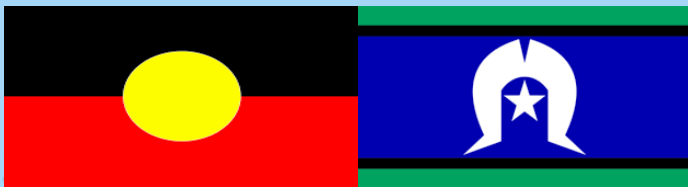
Easily connect with the services and support you need throughout South Australia



## 10 interesting facts about Australia that may surprise you



1. Tasmania has the cleanest air in the world
2. The Great Barrier Reef is the largest eco-system in the world
3. Australia has over 60 separate wine regions
4. Fraser Island is the largest sand island in the world
5. Indian Pacific train has the longest straight section of train track in the world
6. The Great Ocean Road is the world's largest war memorial
7. 80% of the animals are unique to Australia
8. 2.5 km of Uluru is underground
9. The Australian Alps get more snow than the Swiss Alps
10. 90% of Australians live on the coast



During office hours, all maintenance to be reported to office 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



Tommy is trying to catch a fish. But there aren't any fish in the water. Can you see where five little fish are hiding?