



Overall Program Update for SAHT

Happy Autumn and a Happy Easter

Happy Easter to everyone!

If you are travelling, please stay safe and take rest breaks as required. We hope the Easter

Bunny is nice to you and that you don't eat too much chocolate :)

Overall the program is going well, with no staff changes.

A huge thank you to everyone for working with us to complete the PAS inspections as they are now 100% complete. I would like to apologise on behalf of Salvation Army Housing and Property Safe for any issue or miscommunication that came from Property Safe with regard to these inspections. I know it was hard at times but now that they're done, we won't have to do them for another 3 years.

Mid year functions are nearly upon us, so watch out for any letters advising of when and where these may be happening.

Maintenance after hours call number is changing to a specialised After Hours mobile number for ease of access to our tenants. We will still have our normal office number for any daytime office related calls.

Our tenant survey will be out in the next newsletter period as well, so watch out for that.

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

Property Condition Surveys

PAS inspections are now 100% completed.

A huge thank you to everyone for working with us to make this happen.

These PAS Inspections will be completed in a 3 year cycle.

The inspections were initially organised by Salvation Army Housing Headquarters in Victoria. These inspections were required to be completed Nationally for Salvation Army Housing as a whole so we are compliant with the national regulator.

I would also like to apologise on behalf of Property Safe for the miscommunication and or delayed inspections that may have occurred. Honestly Property Safe over committed themselves on the time they thought it would take to complete these inspections and they sincerely apologise for this. Thank you again for your assistance.

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 Updates

Rent assistance and Rent Certificates

It is up to you to advise Centrelink of how much rent you are currently paying, so that you can receive the correct amount of rent assistance that you may be eligible for.

You can provide a copy of your lease agreement, rental statement, rent review letter or you can request a copy of your rent certificate from Centrelink. If you ask for a rent certificate from Centrelink, this will need to be verified by our office. This is one of the easiest ways to receive the correct amount of rent assistance that you are entitled to.

You can book a time with your tenancy officer and they can assist you with completing this form—then they can sign it for you and you can return it to Centrelink.

Please note some tenants may not be eligible for rent assistance due to the amount of income they currently receive. You can also check the current rate of rent assistance that you may be charged on the rent calculation sheet we provide with your rent review letter. If you have any questions please just ask your Tenancy officer.

Thank you to all our residents for your cooperation.

Rent Reviews 2021

Due to the Pandemic, all rent reviews and rent increases were placed on hold until February 2021.

We have now started the process of completing rent reviews.

As part of your obligation with us, you are required to provide us with any information that we request.

We will request that an up to date household declaration be provided and it has to show all current household occupants.

We will then request all up to date income details to be provided to us within the required timeframe.

This may include a Centrelink income statement, payslips or any other form of income that you or members of your household may be receiving.

If you do not provide this information as requested, we can then increase your rent to full market rent.

We would like to avoid this at all costs, so we ask that you work with us and provide the requested information as per the terms of your lease agreement with us. Your rent will more than likely increase by \$1 to \$2 due to all rent increases being on hold over the last 12 months.

We thank you for your cooperation.



Autumn is here!

Things to do before the cold weather sets in:

- Weed the garden
- Do a big clean out. Declutter your space
- Place dehumidifiers in every window to assist with condensation and to reduce mould
- Test your smoke alarm
- Daylight savings ends soon!
- If you have a cat or dog—or both! It may be time for flea and tick treatments
- Block any holes to stop mice coming in during the colder months

Easy Autumn soup recipe idea to try!

Pumpkin Soup

- 1 kg pumpkin—peeled and chopped
- 2 small onions—peeled and diced
- 1 litre vegetable stock
- 1/2 cup of cream (or milk if you have no cream)

Place the pumpkin, onion and stock in a pot and place on the stove. Cook slowly on low for 2-4 hours, until pumpkin is soft and cooked through. Cool for 10 minutes and then using a potato masher or stick blender, blend until nice and smooth. Stir in cream or milk then season to taste and serve.

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