



## Overall Program Update for SAHT.

Merry Christmas and Happy New Year for 2021!



Overall 2020 has been a strange year. Many challenges with things that have occurred that we would have never thought would happen but we have been able to get through these strange times.

The Team at Salvation Army Housing would like to send out a HUGE Thank you for your cooperation and support throughout the year and your continued support for 2021.

General overall update from the Team is, no changes to staff and we are all still here to support you however we can move forward.

Our tenant satisfaction survey was a great success with 113 being returned from 194 tenancies. A very good improvement on last year. Thank you to everyone that assisted with this as well.

We provided 194 Christmas Food Hampers to our Residents and we hope you all enjoyed the goodies inside. This was a great effort and heaps of planning from us here SAHT. The food limits made it interesting but we started early just in case so we could make it happen for you all.

Hopefully in 2021 we can go back to our usual Christmas Functions and celebrate together.

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

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




## Property Condition Surveys

In January 2021 we will be completing a Property Condition Survey on all our properties within our full portfolio.

We have engaged an external company called Property Safe. **Bret McManus and his team will be conducting these inspections between 11/1/2021—29/1/2021.** They require full access to the property inside and out and we ask that you work with us all to make this happen. All we ask is that you cooperate and allow the team access as then they will be all done and dusted.

These inspections will be carried out once every 3 years and is part of our obligation with the National Regulator and we appreciate your patient with this matter. A mail out will be provided closer to the date and we Thank you for your assistance with this matter.

## **Emergency Phone Numbers and After Hours Contacts**

**Office After Hours Service for Emergency's Only— 6270 0322—After 4:30pm until 8:30am**   
( This number is diverted to an after hours mobile — but you must leave a number for a return call )

**Ambulance/ Fire/ Police : 000**

**TAS Water: 13 69 92**

**State Emergency Services SES: 6173 2707**

**Police Assistance: 131 444**

**TAS Networks: 1300 137 008**



## Procedures Updates

### **Property Condition Survey/Inspection - This is just a another reminder as per the front page!**

**This procedure applies to all tenants of Salvation Army Housing properties and is part of your ongoing lease agreement with us. We ask for your cooperation with this matter and thank you in advance.**

It is our obligation to maintain your home and our assets. A property condition survey/inspection will be carried out on every property within our Portfolio in January 2021 between the period of 11/1/2021 - 29/1/2021.

The inspections will be carried out by a Company called Property Safe and Bret McManus and his team will be completing them on our behalf. These inspections will occur once every 3 years from now on.

These inspections are to check the overall condition of the property both internally and externally. An inspection will be completed and photos taken of the interior and exterior of the property including items such as; painting, roofing, guttering, eaves, wiring, plumbing, kitchen, ovens, bathroom, flooring, switch boards, smoke alarms, heating, windows and anything else that may be required. This inspection will assist us with the ongoing maintenance of all our properties moving forward. We will then be able to produce an ongoing planned maintenance schedule for all our properties. This will include any upgrades that may be required in the future. Please work with us to make it better for all of us. Thank you in advance.

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### **Rent Reviews 2021 !**

Due to the Pandemic, all rent reviews and rent increases have been placed on hold until February 2021. At this stage we will be conducting a rent review on all properties starting in February 2021.

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

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

We will then request all up to date income details 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 a member 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 as per the letter stated. We would like to avoid this at all costs so all we ask is that you work with us and provide the requested information as per the terms of your lease agreement with us. Your rent will more then likely increase by a \$1 or \$2 due to the fact we have had all rent increases on hold for a 12 month period. Sorry in advance if this is the case and we thank you for your cooperation with this matter.

### **Summer is here -**

Things to do and ideas to keep cool...

- 1. Mow your lawn regularly to keep the grass low.**
- 2. Open windows for ventilation.**
- 3. Weed your garden.**
- 4. Keep cold water in your fridge or freeze for hot days.**
- 5. Prepare a bush fire safety plan as you never know if you may need it.**
- 6. If you have a pet, make sure you have fresh water all the time.**

**Easy Recipe Idea to try... This will keep you cool!**

#### **Lemonade Fruity ice Cups**

**1 x packet of plastic cups**

**1 x packet of paddle pop sticks—if you wish**

**1 x bottle of lemonade**

**1 x Tin of fruit or Pineapple ( whatever you have on hand )**

**Place lemonade in a bowl or jug, add your choice of fruit and mix well. Then place in the plastic cups with or without your paddle pop sticks.**

**Place in freezer until hard. Then enjoy.**

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