



Tasmania

### Tenant Forums 2019



Forums provide an opportunity for Tenants to share and discuss ideas and views. An opportunity to obtain up to date information and gain access to resources. SAHT staff can also provide referral and potential access to support services as needed.

#### When:

April, Tuesday 2nd

June, Tuesday 4th

August, Tuesday 6th

October, Tuesday 1st

December, Tuesday 3rd

**Time:** 10am—11am

**Location:** The Salvation Army Housing Tasmania Office , Located at Unit 54/2A Bedford Street, New Town TAS

**Cost:** Free

#### Register your interest:

**Email:** [Rachel.o'farrell@aus.salvationarmy.org](mailto:Rachel.o'farrell@aus.salvationarmy.org) **Phone:** 6270 0322

### Emergency Phone Numbers and After Hours Contacts



**Office After Hours Service for Emergency's Only— 6270 0322**

( This number is diverted to an after hours mobile—must leave number for a return call )

**Ambulance/ Fire/ Police : 000      Police Assistance: 131 444**

**TAS Water: 13 69 92**

**TAS Networks: 1300 137 008**

**State Emergency Services SES: 6173 2707**

## Procedures Updates

### Procedure for Drug Testing Properties

This procedure applies to all tenants and visitors attending SAHT properties.

SAHT take a zero tolerance on the use, selling, manufacturing of illicit drugs by tenants and or visitors in SAHT properties.

Regular screenings for residue in rental properties can be undertaken at anytime.

Screening for illicit drug residue during and between tenancies ensures SAHT are living up to their legal responsibility to provide a home that is fit for purpose.

SAH and SAHT make no apologies for the hard line zero tolerance stance on illicit drugs.

We have the up most respect for the Law and its battle against illicit drugs within our society and the human devastation drugs impose.

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### Maintenance Contractors Calls

With reported and compliance maintenance issues, SAHT diligently react to such matters for the protection of the tenancy and Asset alike, with the main focus being tenant health and safety.

It is vitally important that all tenants answer phone calls or return voice mail / text messages promptly.

**Failure to do so places you and potentially the asset at risk.**

If a contractor assigned to the maintenance issue has no return contact after a 5 day period of initial call and or text message, a final text message will be sent via the contractor as a final demand for communication.

Upon tenant failure to contact contractor, the contractor will within 24 hours be given the keys to the SAHT property and will have full access to execute said maintenance.



### Winter is Coming

#### Ways to Save Heat at Home

1. Understand **your heating** system and its controls. ....
2. Close off any **unused rooms**....
3. Avoid drying clothes in **your** clothes dryer ....
4. Use **draft stoppers** .....
5. Keep items away from your heater....
6. Use **the sun**. ...
7. Close **the** curtains

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