



From the CEO

The last few months have been challenging for both Advance Housing and our tenants with the impacts of COVID-19 being felt in many ways. The team here at Advance Housing though have been far from idle.

With some tenants experiencing reduced employment our team has been cognisant of being as available as they can be to discuss any challenges you may be facing and develop solutions with you.

Thankfully, with restrictions in WA gradually being lifted these pressures appear to be easing for most people and we can move to a new normal, however that may look.

The Advance Housing team are now all back in the office and have commenced regular inspections and all forms of maintenance are back in full swing.

Progress on our student housing project is continuing apace with completion aimed for late this year which is very exciting as it will present options to support more people in our local community to study here in the Great Southern.

We are also exploring new systems to improve our responsiveness, compliance, and asset management approaches as well as looking at how our organisation can best be structured to meet our tenant's and stakeholder's needs. These initiatives will not be hugely visible in the public eye but will support our Board and staff to improve the overall running of our organisation.

We will also be ramping up tenant engagement initiatives over the next few months now that we can have safe contact with our community again. We will provide updates on these activities in the near future.

On behalf of all of us here at Advance Housing, thank you for being patient and open in your communications with us during the strange times we have all experienced so far in 2020. It is greatly appreciated.

As always, should you have any questions, concerns, or suggestions I would love to hear from you. If you have something you think I need to hear please call me on 9845 9697 or email john@advancehousing.com.au and we can tee up a time to talk about it.

John Lysaught – CEO

New opening hours

**Our office is now open from
8.30am to 4.00pm Monday – Friday**

121 Serpentine Road, Albany WA 6330

Phone: (08) 9845 9697

Email: admin@advancehousing.com.au

Web: www.advancehousing.com.au

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THINGS TO KNOW

ELECTRICAL SAFETY DEVICE TESTING

Advance Housing Ltd have engaged Jim's Test & Tag to undertake the testing of all Electrical Safety Devices within AHL controlled properties. The testing will include:

- 1) Smoke alarms
- 2) RCDs
- 3) Earth Fault Loop Impedance
- 4) Earth rod place and condition



In the future a representative from Jim's Test & Tag will contact you directly in advance to advise of the proposed testing date and time.

As with our Social and Community Housing, testing at AHL Student accommodation will include:

- 1) Smoke alarms
- 2) RCDs
- 3) Earth Fault Loop Impedance
- 4) Earth rod place and condition
- 5) AHL provided portable appliance test & tag



If you have any queries please contact AHL Admin email admin@advancehousing.com.au or call (08) 9845 9697.

RENT REVIEWS

Advance Housing will re-commence scheduled rent reviews from July 2020. Please note the Government's Economic Support Payments and Coronavirus Supplement, both in response to COVID-19, will not be included in rent or eligibility assessments.

Please ensure your current Centrelink records reflect your correct Assets

ROUTINE INSPECTIONS & MAINTENANCE

Advance Housing have recently recommenced routine inspections and issuing purchase orders to contractors to attend to new and outstanding maintenance items.

In the interests of everyone's health and safety, should you or any member of your household be unwell prior to your scheduled visit, please let us know and we will reschedule.

EVICCTIONS DUE TO RENT ARREARS

It is important to note that the moratorium on evictions for rental arrears only applies where a tenant can demonstrate loss of income due to COVID-19. Tenants are encouraged to continue to pay their rent as normal and ensure they maintain their properties to the required standards.

RESIDENTIAL TENANCIES ACT (COVID-19 RESPONSE)

The Commissioner for Consumer Protection has recently issued advise about renter's rights and responsibilities during the Covid-19 coronavirus pandemic. For further information on these changes and how they may effect you, please visit:

www.commerce.wa.gov.au/consumer-protection/residential-tenancies-covid-19-response

TENANT ENGAGEMENT

Unfortunately, the arrival of Covid-19 meant that our 'BBQ in the Park' event had to be cancelled. Although this was disappointing, it was necessary to ensure that we protect our tenants, staff and the broader community. We look forward to hosting an event for you all soon....

CHANGES TO OUR DEBT RECOVERY PROCESS ARE APPROACHING

Below is a summary of changes to the Tenant Debt Recovery Process that will be implemented at a later date. Notice will be provided prior to applying these changes.

- A Household may only have one payment plan in place at any one time; if additional debt is incurred it cannot be added to an existing payment plan.
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- A Household may have a maximum of three payment plans in a 12 month period.
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- Payment Plan instalment amounts are set by AHL based on the debt amount. In cases of financial hardship where there is evidence of financial counselling or similar, AHL will consider reducing the instalment amount.

Please note that notice to apply these changes may be way of newsletter, email and/or postal mail.

Student Accommodation Stage 2

Here are some images of the progress being made in our new student housing



COMMUNITY HAPPENINGS

What's on at the Albany Public Library??



Challenge a friend to read for at least 600 minutes this winter starting in June! Kids and Adults can register with Beanstack to track their time and complete fun rainy day activities. #WinterRead2020!



Read 600minutes this winter!
#WinterRead2020

Register for Beanstack on our website
library.albany.wa.gov.au

RAINBOW COAST NEIGHBORHOOD CENTRE

Contact 9841 8254 for more information regarding the programs below:



Albany - Katanning - Mount Barker

Useful Contacts: -

Foodbank

Unit 5 – 7 Cockburn Rd, Albany
(08) 9842 6645
Open Mon – Thur 9.00am to 3.00pm &
Fri 9.00am to 1.00pm

Albany Community Foundation

PO Box 418, Albany WA 6331
acfwa.com.au

Anglicare

44 Collie Street, Albany
(08) 9845 6666
Open Mon – Fri 8.00am to 4.00pm

Salvation Army

152 – 160 North Road, Albany
(08) 9841 1068
corpsofficer.albany@aus.salvationarmy.org

Breakfast in the Park

Now available three times a week at the following locations:

The Little Park on Mokare Road, Spencer Park

Every Tuesday morning
7am to 8.30am

The Big Magnolia Tree outside The Old Gaol

Stirling Terrace CBD
Every Wednesday morning
7am to 8.30am

Near the Guide Hall

Parker Street Lockyer
Every Thursday morning
7am to 8.30am

Each of these mornings we will be offering for
FREE:

- a Bacon and Egg Roll
- Fruit
- Other food as available
- Tea and Coffee