

Life in Advance



DECEMBER 2021

From your CEO

Welcome to the Spring Edition of Life in Advance.

My sincere apologies for the time between newsletters. 2021, like 2020 before it, has been a very challenging year in many ways for both AHL and our tenants. Having said that, we have not been idle.

Our new student housing is up and running and is steadily filling up with students engaged in post-secondary education from all over regional WA. Residents are engaged in a range of studies including university, TAFE, apprenticeships, and traineeships. This takes pressure out of the housing system and allows regional west Australians to study in a regional setting which is very exciting.

We are currently working on upgrading our main website to make it more informative and interesting for our tenants and other stakeholders along with providing better ways for you to engage with AHL. Watch this space!

We have moved to an annual rather than biannual tenant satisfaction survey as a means of enhancing our engagement with you. By either using the link to the right or connecting to the link we are sending you as at time of writing this newsletter or following the instructions in the letter you will received shortly, you will be able to complete this valuable piece of feedback. A copy of the of the overall report from the last survey is attached for your information. We always value your feedback, so the time taken to respond is greatly appreciated.

We have had a few changes in staff with Gary Cross (Asset Manager) and Cheryl Dowell (Property Manager) moving on and Brittany Brown and Georgia Holman joining us as Property and Tenancy Manager and Reception Trainee respectively. We have also reviewed and restructured the organisation to better meet current and future needs of both our tenants and our operating environment.

Finally, in an effort to deliver on our new strategic plan (a copy is attached for your information), we have a number of new development projects underway that will significantly increase the number of dwellings we can supply to social and affordable housing tenants. More information will be to hand shortly, once these are all locked in.

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 08-9845 9697 or email me on john@advancehousing.com.au and we can tee up a time to talk about it.

Kind regards

John Lysaught

Tenant Survey 2021

Advance Housing Ltd conducts an Annual Tenant Satisfaction survey, which provides the organisation with an understanding of our tenants' satisfaction with their housing and the services provided by AHL during their tenancy.

This is your opportunity to provide feedback (positive or otherwise) to the organisation to help improve the services we provide, and highlight the areas that are most important from a tenant perspective.

Use the link below to provide your valuable feedback:

<https://www.surveymonkey.com/r/WFNRPQ5>

In this issue:

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- Q & A
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- Meet the Team - Staff Profile
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Q & A

What is Contents Insurance, and do I need it?

Contents insurance provides a level of financial protection against damage, theft or loss of personal possessions – the “contents” of your home. This may include anything from a pair of sunglasses to a flat screen TV, to your furniture and other household items.

While it is not a requirement that you hold Contents insurance as a tenant, it is certainly something that we would strongly recommend to any householder. In the unlikely event that disaster strikes, think about how you would be able to replace all your household possessions. A Contents insurance policy can certainly give you peace of mind should a situation like this arise.

How much notice do I have to give if I move out?

If you have a periodic tenancy agreement, then you are required to give 21 days’ written notice of your intention to vacate. For fixed term leases, your contract is for the term stated on the agreement and you must speak to your Property Manager if you need to vacate before the end date of the contract.

Why do I have to provide proof of income for all household members if I am already paying the maximum amount of rent?

Advance Housing must meet contractual obligations with the Department of Communities – Housing which includes ensuring that all tenants meet eligibility criteria. To prove eligibility, we do require all proof of income when conducting a rent review. We understand that this can be an inconvenience, however, it is a condition of you being able to live in the property.

Meet Your Board: *Mr Andy Knowles - B.Sc. (Melb.) MBA*



Originally from Sheffield, England, Andy spent most of his childhood in the south Pacific until moving to Victoria to complete his secondary education in Geelong before completing his degree in Marine Sciences and Geology with Honours.

After spending time in Senior business and corporate roles in the mining and construction industry, Andy returned to tertiary education to complete studies in strategic management, administrative policy, corporate finance and marketing.

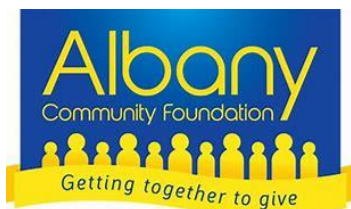
In 1989 Andy returned to Perth and the building industry where he completed his Master Builder’s licence and started his own construction firm. Over 20 years Andy developed this business to be at the top of the second-tier builders in WA, employing 40 staff with a regular annual turnover of approx. \$60 million. He sold his equity in 2010 and moved back into the mining arena.

Andy’s partner Helen is a long-standing member of the Albany community and after 10 years together he decided to permanently settle here last year, but regularly visits his children and their families in Perth. He works in semi-retirement, and was delighted to join the Board of Advance Housing Ltd. He has an unusual and extensive skill set and is passionate about giving back to the community and this endeavour is largely satisfied by the mission, goals and successes of AHL. Andy is highly focused on organisational outcomes through leadership and team participation, strategic analysis, problem solving, PR, and conflict resolution. He has a high regard for social, community and environmental responsibilities. He is keen to use his strong knowledge of construction and property development to further increase the number of properties that can help resolve the ever-increasing pressure on community housing in the Great Southern.

Our Community Partners in

Focus:

The Albany Community Foundation is a not-for-profit organisation with the vision of assisting local people in our community who have fallen on hard times through no fault of their own.



The ACF works hard to advance the homelessness cause through its involvement in the annual Homeless Sleepout Event, as well as administration of the unique local Homelessness Fund, which provides crisis funding to the most vulnerable in our community. We have supported residents of Advance Housing's Student Housing facility with payment of security deposits and rental bonds to ensure people at high risk of homelessness don't miss out on accommodation options.

The ACF's preferred means of application is through our agency partners. Those agencies include PIVOT, Anglicare, Palmerston, AYSA as well as advocacy services such as Albany Community Legal Service, Depression Support Network, Relationships Australia, etc. More information can be found at www.acfwa.com.au. Individuals can also apply for funding, and we have discretionary funding for Special Purpose Grants that deliver local community benefits, including our Local Schools Program.

Did you know?

Advance Housing is on social media! Visit us on Facebook at Advance Housing Ltd or Albany Student Housing to follow us.



Water Corporation...

Have you received your first water consumption account from the Water Corporation? All tenants now receive accounts for water consumption directly from the Water Corporation. Payment of the amount owing can be paid via one of the options listed on the back of your water account. Direct debit payment options are also available if you prefer the convenience of automatic payments.

Contact Water Corporation on **13 13 85** or visit their website at <https://www.watercorporation.com.au/> for further assistance with managing your water account.

Meet the team

In this issue we meet Anne-Marie Temperton – our Accounts Receivable “Guru”



After many years of visiting family in Albany, Anne-Marie made the move from Perth in January 2014 to commence employment with Advance Housing (then GSCHA).

Anne-Marie grew up in the Pilbara (including 11 years in Wittenoom) and can still feel the red dirt in her veins. Living at the base of Mount Watkins, surrounded by Karijini national park was amazing.

When not at work Anne-Marie enjoys spending time with her extended family (including 3 dogs), as well as bush walking, fishing, singing, and occasionally experimenting with a sewing machine.

Are your Contact Details up-to-date?

It's important to keep your personal details up to date with Advance Housing, the information we collect is used for verifying who is authorised to speak with us on your behalf, as well as providing important emergency contact information should the need arise for us contact your registered next of kin.

Do we have the correct email address and contact phone numbers for you?

Please advise AHL of any changes to personal information as soon as they happen so our records can be updated.

Community happenings

Great Southern Universities Centre:

Get the study support and resources you need at Great Southern Universities Centre, located at 46 Fredrick Street, Albany.

Great Southern Universities Centre (GS-UniCentre) is part of a Federal Government initiative (Regional University Centres - RUCs) designed to provide support for regional tertiary students to access higher education while remaining in their local community. GS-UniCentre aims to provide student support and campus-style facilities for students who study online and externally. We are here for everyone regardless of your course or study provider. **Contact: 9823 8500**

Garage Sale Trail 2021, Australia's Festival of Pre-Loved Stuff:



SELL. SHOP. LEARN. on the Garage Sale Trail this November as Australia's festival of pre-loved stuff returns to Albany.

Register for free at: garagesaletrail.com.au

THE CITY OF ALBANY'S
CHRISTMAS FESTIVAL
& PAGEANT

**FRIDAY
DECEMBER 3**
Twilight Markets from 4pm
Live performances

**SATURDAY
DECEMBER 4**
Twilight Markets from 3pm
Live performances
Entertainment

**PAGEANT
6pm - 7pm**

York Street, Town Square & Alison Hartman Gardens
www.cityofalbanyevents.com

FREE COMMUNITY CHRISTMAS LUNCHEON

Christmas Day - Commencing 12 Noon
Hosted By Grace & Glory Ministries International
To Be Held at PCYC ~ 77 Sanford Road Albany

This years Free Community Christmas Luncheon will again be hosted by Grace & Glory Ministries International. It is provided to all within the community completely free of charge and without any obligation whatsoever.

If you are not joining anyone else, or are alone at Christmas time; then we would love you to share Christmas with us. Perhaps you would like to help out on the day or even assist with a donation, then please don't hesitate to contact us.

You can register your details today by contacting:
Grace & Glory Ministries International
Mobile: 0412 850 105 or Telephone: 9844 4550
Website: www.christmasluncheon.org or www.ggmi.org
Email: ggmi@bigpond.com

Or by contacting the office of
Peter Watson M.L.A. Member for Albany
91 - 93 Aberdeen St Albany
Telephone: 9841 8799

Sponsors: Brunch STOP CAFE, LET'S PARTY, McDonald's ALBANY, IGA, mainroads, CLEANAWAY, officechoice, GRACE & GLORY, theextra, PCYC, ALBANY STATIONERS.



121 Serpentine Road, Albany WA 6330

Call us on (08) 9845 9697

Email admin@advancehousing.com.au

advancehousing.com.au