

# Life in Advance



MARCH 2022

## From your CEO

Welcome to the Autumn Edition of Life in Advance.

As we head further into 2022, we are still shadowed by the spectre of COVID-19. Please rest assured that our team are doing all we can to ensure the safety of both our tenants and our staff during this time. All our team are fully vaccinated, and all our contractors are required to deliver services in line with the current WA Health Directions as they apply to their industry or trade.

Our student housing has had a high take up this year with our rare vacancies being snapped up quickly. If you, or someone you know, is engaged in post-secondary education and are looking for accommodation in Albany, please point them to our Housing Services Team.

Our new development projects, as mentioned last issue, are progressing well at this early design stage, and we will have news to share on these shortly. I can share that these projects will target reduced energy costs for our tenants and will increase affordable housing supply in our region significantly over the next few years.

Thank you to everyone who responded to our Annual Tenant Survey. We are analysing your responses now and will send our tenants a summary report when this work is complete.

In staffing terms our Housing Services Manager; Tamara Belfield and Housing Services Team Leader; Rikarly Ramirez have both left Advance Housing to pursue new opportunities after many years of service to the organisation and our tenants. We wish them both well on their new journeys and continue to work with them in their new roles. This has resulted in AHL welcoming Gilbert Arlandoo as Housing Services Manager and Cath Masters has joined us as a new Housing Services Officer. Gilbert has many years' experience in senior local government roles and Cath joins us from the community services sector. Additionally, long term staff member Anne-Marie Temperton has moved from our finance team to the housing services team as a Housing Services Officer. We are pleased to welcome these new team members as we continue to develop as an organisation and look forward to ramping our tenant engagement activities back up now that we have a full complement of staff.

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](mailto:john@advancehousing.com.au) and we can tee up a time to talk about it.

Kind regards

John Lysaught

## Survey Winners

In late October last year, we sent out our annual Tenant Satisfaction Survey and the response was amazing!

We received a lot of feedback about what we do well and the areas that we could improve on.

As promised, we drew 3 winners from all the responses we received, and they each received a \$100 Coles gift card for their contribution to our continuous improvement.

The winners were:

Vlorenza Redshaw

Maureen Hanna

Mary Mills

Congratulations to our winners!

We look forward to the next tenant engagement activity being as well received as this one.

## In this issue:

- **Changes to Payway Services**
- **Meet the Team – Staff Changes**
- **Board Member Profile**
- **Q & A**
- **Maintenance Works**
- **Community Events**

# Important Information for Tenants

## Changes to Payway Services

From 30<sup>th</sup> March 2022, the Post BillPay service accessed via your PayWay card will no longer be available. What this means is that you will no longer be able to make over the counter payments with your PayWay card at Australia Post after 30<sup>th</sup> March 2022.

Payments can still be made using your PayWay card via BPAY in your online banking by using the BPAY details shown on your PayWay card.

Other payment options for recurring rent payments include:

- Centrepay
- Payway Direct Debit (set up through AHL)
- Over the counter deposit at your bank. For this you will need to obtain AHL's bank details and provide a reference, this being either your name or your lease number
- Direct Debit through your online banking

For one off payments:

- Over the counter deposit at your bank, providing AHL's bank details and a reference as above
- Direct Debit through your online banking.

Payway Card – BPAY through your online banking

## Maintenance Contractors

Advance Housing aims to respond to maintenance requests as soon as possible.

Maintenance work is prioritized based on risk to health and safety of residents and/or risk of damage to the property.

Examples of emergency repairs include:

- Report of electric shock or faulty smoke alarm
- Failure or breakdown of gas, electricity, or water supply
- Burst water pipe or no hot water
- Faults or damage that are causing the property to be unsafe or not secure

The contractor is requested to contact tenants to facilitate access for the repair.

When you schedule a time with the contractor for works to be completed, please ensure that you honor this

arrangement. Failure to provide access to the contractor as agreed may result in you bearing the cost of the call out fee.

## Board Member Profile

### Joanna Fictoor

I have lived in Albany now for 10 years and have found Albany to be the most wonderful place to live. There are so many amazing events and activities to attend or take up, I say, "if you can't find something to do in Albany....then I'm not sure where you are looking". I am proud to be on the board of Advance Housing and to be able to make a positive difference to the lives of people in our community with low or moderate incomes. Safe and secure housing is fundamental to building and sustaining a thriving community. I currently work as the Service Manager Great Southern for Anglicare WA. As Service Manager I have responsibility for the Albany Women's Centre, helping women and children affected by family and domestic violence. In addition to this service, I manage housing and financial counselling services in Albany & Katanning



# Dreaming of owning your own home?

It may not be as difficult as you think...

## Keystart

The Department of Communities offers a range of home ownership products through its lending provider, [Keystart](#). An initiative of the State Government, Keystart was established in 1989 to provide low-deposit home loans to Western Australians who were unable to meet the deposit requirements of mainstream lenders.

Keystart helps eligible people buy their own homes by offering an affordable pathway. Keystart's home loans have lower entry costs, with a low deposit requirement and no lender's mortgage insurance. Keystart provides full ownership and shared ownership home loans. Specific home loan assistance is also available for sole parents trying to retain the family home, people living with a disability that affects housing needs, and Aboriginal applicants.

To date, Keystart has helped more than 118,000 WA households realise their home ownership dream.

For more information on Keystart's loan products and eligibility requirements, contact Keystart on **1300 578 278** or visit [www.keystart.com.au](http://www.keystart.com.au).

*Keystart's Australian Credit Licence: 381437*

## COVID-19 Update

Advance Housing continues to implement precautionary measures to help minimise the risk of COVID-19 exposure. Our priorities responding to COVID-19 are:

1. Ensuring the health, safety and well-being of our employees, tenants and contractors.
2. Focusing on continuing to provide our tenants with high quality services as far as practicable
3. Taking actions to support slowing the community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need.

### You can help us by doing the following:

Please ensure you are wearing a mask when we enter your property.

Practise physical distancing (keep at least 1.5 metres or two arms lengths from each other).

Practise good personal hygiene (wash hands often and cover coughs and sneezes with a tissue or use your elbow).

Please advise us before your inspection, if you are unwell or displaying symptoms of COVID-19 so we can re-schedule your inspection.

## Meet the team

In this issue we meet the Teams at Advance Housing.

Due to recent Staff changes, we would like to update everyone on who is doing what at Advance Housing and introduce some new staff members:

### Corporate Service Team:

[Karen Marwick](#) – Manager, Corporate Services

[Ellen Proski](#) - Team Leader & Finance Officer

[Dearnie Germain](#) - Team Leader & Finance Officer

[Tracy Brown](#) – Finance & Administration Assistant

[Georgia Holman](#) – Receptionist

### Property Management Team:

[Gilbert Arlandoo](#) – Manager, Housing Services

[Brendan Thomas](#) – Housing Services Team Leader

[Kai McKenna](#) - Housing Services Officer

[Brittany Brown](#) – Housing Services Officer

[Anne-Marie Temperton](#) - Housing Services Officer

[Catherine Masters](#) - Housing Services Officer

[Julie Bairstow](#) – Rent Review Officer



# Community happenings

## Active & Healthy Ageing Program

22<sup>nd</sup> March 2022, at Albany Public Library  
Bookings can be made by contacting Albany Public Library on **(08) 6820 3600**.

## The Long Live You 2022 Autumn Program Albany Leisure & Aquatic Centre

3-week program from April 1 – June 30, 2022

Great for beginners  
Activities run by fully qualified instructors  
Fun and social atmosphere  
Opportunity to give feedback and request new activities

## Fishability Albany

### Do you love fishing?

Fishability Albany has been running in the region for five years now. The team of volunteers led by the Program Coordinators led by John May (0429 883 989), Tim Volkins and Ed Szydowski, deliver a weekly fishing activity on Friday mornings at Emu Point Jetty between **9.00am and 11.30am**.

JK Backhouse is the Albany Boat Program Coordinator (0428 144 181).

## Residential Tenancy Act WA

For information about your rights and responsibilities as a tenant, and the rules which govern Landlords visit

[https://www.legislation.wa.gov.au/legislation/statutes.nsf/main\\_mrtitle\\_821\\_homepage.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_821_homepage.html)

## 2022 Autumn Harvest Festival

Welcome in the new season and enjoy a day of family fun at the 2022 Autumn Harvest Festival!

**Sunday 20 March, 11am to 2pm**

Location: Spencer Park Community Garden

Location 8 Hardie Road, Spencer Park

Pet Ponies, sausage sizzle, Henna Van, markets, music, local art and food and so much more!

Presented by The Commons, Proudly Supported by Albany Rotary

## 123 Magic and Emotion Coaching (Albany)

A 3-session parenting program for parents and carers of young children aged 3 to 10 years old.

- Learn how to manage your child's difficult behaviours by using less talk, less emotion, and by picking your battles.
- Help your child to develop the ability to manage their emotional reactions and develop emotional intelligence.

**Free Crèche:** Limited numbers so bookings essential

**To register:** Phone 9841 8254 or email [admin@rcnc.org.au](mailto:admin@rcnc.org.au)

## OCEAN HEROES ALBANY 2022

Ocean Heroes aims to improve the wellbeing of those on the autism spectrum and their families through surfing

**Date: Saturday 2 April 2022**

**Venue: Middleton Beach, Albany, Western Australia**

What to bring: Bathers, Wetsuit if you own one, towels, and a change of warm clothes

Contact: [sam@oceanheroes.com.au](mailto:sam@oceanheroes.com.au) or call Sam on 0431930284 during office hours



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