

# Life in Advance



SEPTEMBER 2022

## From Your CEO

Welcome to the Spring Edition of Life in Advance.

As the weather hopefully warms up, and the Great Southern shows us all why we live in this part of the world, I wanted to share an update on what we have been working on for our tenants.

As mentioned previously, we have been developing a pipeline of new housing projects to help alleviate pressure on social and affordable housing. We have now acquired 4 development land parcels in Greater Albany that include both inner and outer urban areas, and embrace a range of housing formats designed to meet wait list need. We are currently working through design, planning and finance considerations and will be able to share design concepts in the near future. All our new developments seek to embrace energy efficient options to reduce running costs for tenants in the future. We are also looking at projects in other communities in our region in response to housing demand.

Additionally, we have been working with our key partner, Albany Youth Support Association (AYSA) on developing a business case and identifying a site to pursue the creation of a Youth Foyer for the Great Southern Region. Youth Foyers are transitional housing models with wrap around services that help young people that are homeless or at risk of homelessness to engage in work, education, and volunteering, and improve their capacity to have a better life. A working group made up of AYSA and Advance Housing representatives, local MP; Rebecca Stephens and Albany Mayor Dennis Wellington, attended a conference and project workshop in Queensland in early September to progress planning.

Now that Covid impacts have lessened tenant engagement activities are back on the agenda, including both social connection and skills development activities, and a call for new members of our tenant reference group. Please see the relevant sections in this newsletter for more information.

Finally, we have been working on a new website that will provide more ways for tenants to connect with us including news and updates, access to forms and information sheets, and the ability to request non-urgent maintenance and changes to household make up, pet requests, etc. We are almost finished and can't wait to get the final version online for you all to use.

Please find attached the summary report for our last tenant satisfaction survey. It is encouraging to hear that tenants are still satisfied overall with the homes and assistance we provide. We really appreciate the time taken to complete it. Thanks also to those tenants that responded to our energy and transport survey – the results are being analysed and will be out soon.

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 set up a time to talk about it.

Kind regards

John Lysaught

## Survey Results

Thank you to those tenants that responded to our annual tenant survey. The overall response rate was very high with 42.56% (up from 39.45 % in 2020) or 143 of our tenants providing a response.

With an overall satisfaction rating of 'good' to 'very good' in the order of 95.45% there are continued strong indications that tenants are generally happy with the service and properties we provide.

The themes raised where we could be doing better continue to be worked through. These include suggestions on tenant engagement, communication opportunities and continued improvement of maintenance delivery (albeit improved from 2020's results).

Please feel free to contact John Lysaught at the office should you wish to share any element, good or bad, of your experience with us or have any questions about the survey.

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# Important Information for Tenants

## Neighbour Complaints

A tenant is entitled to reasonable peace, comfort, and privacy and must be able to make full use of their property; this is called quiet enjoyment. It does not necessarily mean 'not noisy'.

It is an offence for a property manager/owner to interfere with a tenant's reasonable peace, comfort, and privacy.

The RTA cannot become involved in disputes between neighbours as they are not parties to the same tenancy agreement.



However, the tenant is required to respect their neighbours' right to peace, comfort, and privacy.

If a neighbour believes the tenant is interfering with their quiet enjoyment of their home, they may speak to the property manager/owner.

If a neighbour complains, the property manager/owner may want to address the issue with the tenant. However, they are not responsible for a tenant's behaviour or actions and are not obliged to act when a neighbour complains about the tenant.

Other agencies that may be able to help:

- [Local government](#) investigates complaints relating to residential properties (e.g., dogs barking and excessive noise from air conditioners)
- [Local police](#) can act on complaints about excessive noise and bad behaviour, and complaints such as dangerous driving
- [Dispute Resolution Centres](#) offer free mediation services to help manage neighbourhood disputes without going to court

## How to prevent mould in your home:

- turn on your exhaust fan and open windows when showering or cooking.
- make sure there is air flow in the room when drying clothes inside.
- wipe up condensation on surfaces, walls or windows.
- avoid storing water-absorbent materials such as books, cardboard boxes and soft furnishings in a damp space.



Advance Housing Ltd is responsible for addressing mould caused by structural issues such as a leak in the roof, a faulty pipe, malfunctioning gutters or poorly working ventilation fixtures like exhaust fans or windows.

Tenants are responsible for mould caused by poor ventilation in the home, so it is important to know how to avoid the build-up of mould during your day-to-day activities.

We ask tenants to keep an eye out for water penetration into ceilings, walls or floors because of a leak or poor drainage. Signs of this kind of issue include peeling paint, rotting wood or a damp smell. If you have this type of damp or mould in your home, or you have a mould problem you can't fix yourself, please contact your Housing Services Officer on (08) 9845 9697

## Eligibility and Rent Setting

All Advance Housing Ltd tenants have their Rent & Eligibility reviewed on an annual basis, or at any time there is a change of circumstance within the household.

It is very important that you let us know anytime there is a change to:

- the number of people living in your home
- a change to your household's income
- a change to your household's cash assets (for Band A tenants)
- a change to your household's total assets (for Band B tenants)

Examples of common household income changes may be: a change to Centrelink Income type, changes to Family Tax Benefits and/or number of dependents, new or varied employment & wage details.

### Assets: An Important Reminder –

Please ensure that you keep your asset details updated with Centrelink regularly as this will assist with a quicker rent and eligibility assessment process.

Your asset details are listed on your Centrelink Income Statement. If you do not receive a Centrelink Income or your Centrelink asset details are not up to date you will be required to provide these details at the time of assessment

If you have any questions regarding our eligibility and rent setting processes, please call the Rent Review Officer at Advance Housing on (08) 9845 9697



## Sustainability in the home

Composting or having a worm farm at home is an inexpensive and natural way to reduce your waste and benefit your garden! You can recycle your vegetable scraps, fallen leaves, lawn clippings and other kitchen and garden waste into a fantastic organic material to improve your garden soil.

Not sure how to get started? Have a look at these great information sheets from Recycle Right on how to set up a [home composting](#) system or get started with a [worm farm](#).

To help get you going, we also have a limited number of subsidised compost bins available to City of Albany residents through [Compost Revolution](#) - just follow the steps on the website to purchase your discounted bin!.

## Be a GREAT Sort!

Landfill is the last resort.



Find your local solutions at [wastesorted.wa.gov.au](http://wastesorted.wa.gov.au)



## Vermin Control

Our Top 4 most important things you can do to keep pests away:



- **Maintain cleanliness.** The general rule of thumb in pest control for apartments is regular cleaning and maintenance. For the most part, rubbish attracts pests like ants, cockroaches, rodents, and flying insects. Hence, accumulating rubbish creates a haven for these pests to breed in. In the case of spills, they should be wiped immediately.
- **Minimize moisture.** Damp places attract pests like cockroaches and rodents. Additionally, they encourage the growth of mould and mildew – microorganisms that are harmful to humans when inhaled or touched. Keeping moisture at minimum levels prevents unwanted moisture building up in different places in your apartment.
- **Keep every corner well lit.** Most pests love to dwell in the dark. In your apartment, this pertains to unreachable corners and areas that are not regularly disturbed. Use sufficient lighting in each room to cover all areas and make your apartment an uncomfortable place for pests.
- **Consult pest control professionals.** These people know just what to deal with and how exactly to deal with them. They know how to get the job done and with fast, good results. Regardless of the severity of the pest infestation in your home, these professionals know the appropriate pest control for apartments.





## Our Community Partner:



Anglicare WA is a leading not-for-profit organisation highly regarded by clients, funders, and donors. We play an important part in building strong communities and families.

Our purpose is to drive positive outcomes with those in need and to challenge barriers to thriving. We believe in a just and fair Western Australia where everyone can thrive.

In the Great Southern we currently provide over 20 different services in 5 locations, with Family and Domestic Violence, Trauma Counselling and Relationship Services making up the bulk of what we deliver.

In addition, we offer financial counselling, NDIS disability services, Housing support and supervised visits through the Children's Contact Service.

The main Office for the area is the St John's Centre located at 44 Collie Street, Albany. Additional sites are in Katanning, Mt Barker, and Manjimup, as well as our Women's Refuge located in Albany.

Services are overseen by two Service Managers, Carol Pearce – Albany and Joanna Fictoor – Great Southern.

You can contact our services by phoning **98456000 Monday to Friday 8:30am – 4:30pm**. Further information on the services we provide can be found on our website [www.anglicarewa.org.au](http://www.anglicarewa.org.au) and Facebook page [www.facebook.com/anglicarewa](https://www.facebook.com/anglicarewa)

## Tenant Reference Group

Do you have a passion for social and community housing and an interest in supporting the work that Advance Housing does in the local community? If so, we would like to hear from you.

Advance Housing Ltd are seeking expressions of interest from Tenants to join the Tenant Reference Group, to help review strategic direction, our handling of feedback, and the creation of tenant focussed community activities and events. The group will operate under a clear Terms of Reference and be supported by our Housing Services area.

To express your interest please write to our CEO; John Lysaught and tell us:

- Your background, and what you could bring to the group in terms of assisting AHL to meet its mission.
- Your availability to attend meetings and your contact details.
- Why you would like to be involved.

Please send this to [john@advancehousing.com.au](mailto:john@advancehousing.com.au) or post your EOI to PO Box 5695, Albany WA 6332 by 30th October 2022. If you have any questions, please contact Gilbert or John on 08 9845 9697.

## Meet the team

### Board Member Profile.

#### Penny Bryant:

Penny is Chief Financial Officer at Community Living Association (CLA), a not-for-profit organisation providing disability support services to



people in Albany and the Great Southern. She has held this position for 8 years. She is a member of the CLA Executive Management Team, as well as managing the Finance and Payroll Department.

Prior to her position with CLA, Penny worked in the Aboriginal Health Sector and was based in Broome. She travelled regularly throughout the Kimberly for work. She has also worked in the mining sector in the Pilbara. She has a Business Degree majoring in Accounting and Human Resource Management, and professional status with CPA Australia.

Penny grew up on a wheat and sheep farm, approx. 120 km east of Albany, on the eastern end of the Stirling Ranges. She attended South Stirling's Primary School and completed her high school education at boarding school in Perth.

Penny has been on the board of AHL since 2016.

### Staff Member Profile:

#### Gilbert Arlandoo

##### Manager, Housing Services



I commenced in the role of Housing Services Manager with Advance Housing in late March 2022. My main role is to provide operational and strategic leadership to the Property and Tenancy Management team. I am also privileged to have some involvement in Asset Management, Project Development and to contribute to the Executive Management Team.

I come from an Engineering and Planning background, and I have been predominantly involved in the areas of Public Infrastructure, Development Services, Assets and Project Management for the best part of my career. I am excited to have joined of an organisation that's providing professional and innovative services to providing high quality affordable housing opportunities to people in the region. I am passionate about the role Advance Housing provides in the community and its effort to understanding the unique needs of tenants and ensuring that every property is appropriate, adaptable, well maintained and suitably located.

I have recently moved to Albany and still discovering the place. I love the Great Southern and what it has to offer, especially the beaches, arts, and music.

# Community happenings

**A BIG Shout out** to our staff member Brittany for her efforts to raise awareness and funds for Homelessness in Albany.



Brittany took part in Albany Community Foundation's BIG SLEEP OUT on 27<sup>th</sup> August 2022  
Brittany's efforts saw her raise \$750 for the event!

For more information about the event go to:  
<https://www.acfwa.com.au/>



## ARE YOU LOOKING TO ENTER OR RE-ENTER WORK?

If you are an aged pensioner, and you'd like to work and top up your income, or are just looking to find work, now is a good time. To hear about local job opportunities, what employers are looking for in candidates, and how to apply for work in the current Great Southern market, join the local Jobs and Skills Centre team for an information session and morning tea to find out how they can help you.

The Federal Government Work Bonus provides an incentive for aged pensioners to work by allowing them to keep more of their pension when they have income from working. For example, this means a single aged pensioner with no other private income could earn up to \$480 a fortnight from work and still receive the maximum rate of pension.

Western Australia's TAFE Jobs and Skills Centres are one-stop shops for careers, training and employment advice and assistance. Services are free, and accessible to all members of the community. The centres are staffed by people who can provide free professional and practical advice on training and employment opportunities including careers advice, apprenticeship and training information

Advance Housing Ltd are hosting our local Jobs and Skills Centre team on 24 October to provide guidance on how to enter, or re-enter, the workforce.

### Details are as follows:

**Venue:** Gavin Ellis Seminar Room – 121 Serpentine Rd Albany.

**Time:** 10am (main session will be for an hour with time available afterwards for one-on-one consultations)

**Cost:** Free

**RSVP:** by Thursday 20 October on 08-9845 9697 or [admin@advancehousing.com.au](mailto:admin@advancehousing.com.au) for catering purposes



We are holding a Tenant Quiz Night!  
This family friendly event will be held:

**Date:** Wednesday 12<sup>th</sup> October 2022

**Time:** 6pm til 8pm

**Place:** Gavin Ellis Seminar Room, 121 Serpentine Rd

**Entry Cost:** **FREE!**

Test your general knowledge trivia, win prizes, and enjoy a night out on us!

Please RSVP by 12pm Monday 10<sup>th</sup> October to:  
[admin@advancehousing.com.au](mailto:admin@advancehousing.com.au) or call 9845 9697 to register your interest.

121 Serpentine Road, Albany WA 6330

**Call us on** (08) 9845 9697

**Email** [admin@advancehousing.com.au](mailto:admin@advancehousing.com.au)

[advancehousing.com.au](http://advancehousing.com.au)