

Life in Advance



Winter Edition 2025

From the Advance Housing Team

Welcome to the Winter Update for July 2025

As the crisp air of winter settles in across the region, we hope you're keeping warm and well. This season marks a busy and exciting time for our team, with plenty of work underway to maintain existing homes and build new ones that meet the evolving needs of our community.

Sneak Peek: New Homes in McKail

We're thrilled to share a preview of our newest community housing development in McKail!



Six beautiful new homes will be completed in early July, with another six to be ready by early August. These homes are designed with comfort and sustainability in mind, boasting a **7-star energy rating**. That means quieter living, lower energy bills, and a warm, cozy environment throughout the year.

These builds are a great example of modern community housing that are high-quality, well-managed, and thoughtfully designed to seamlessly blend into the neighbourhood.

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ACKNOWLEDGEMENT OF COUNTRY

Advance Housing acknowledges the Traditional Custodians of the lands on which we operate and pay respect to the First Nations Peoples and their elders past, present and emerging, in the spirit of reconciliation.

From the Advance Housing Team

Continued

Refurbishment in Orana

Starting in July, we'll begin refurbishing an older housing complex in Orana. This upgrade will significantly enhance the look and feel of the homes, improve security, and reduce running costs. We're excited to bring new life to this space and improve everyday living for our tenants.

Clearing the Way for New Beginnings

We're also preparing key sites in central Albany for future development. This includes the demolition of older homes and site preparation for new housing opportunities. It's all part of our long-term commitment to growing and improving community housing in the region.



Tenant Survey Results – Thank You!

A huge thank you to everyone who participated in our last tenant survey. We're proud to share that **97% of tenants rated their overall experience with us as good or very good!** The feedback highlighted strong performance in housing allocations, maintenance, and contractor engagement. We also heard your suggestions for improvement—especially around communication with contractors, sharing more information about tenant rights and community updates. We're already working on these and appreciate your input.

AHI Brighter Future Awards

We're humbled to share that we were recently nominated for two awards at the recent Australasian Housing Institute Brighter Future Awards for WA. One nomination was for *Leading Innovation* given our partnership with Anglicare WA, the Albany Community Foundation and Country Women's Association of WA. Together we brought unused homes back to life to support people experiencing homelessness. Our CEO, John was also nominated by his industry peers and awarded the *Outstanding Achievement Award* for his ongoing work to grow community housing. These nominations are a reminder of the passion and commitment our team brings to supporting our community every day.

As always, if you have any queries, concerns, or suggestions for improvement, we'd love to hear from you. Your voice helps shape the future of community housing.

Warm regards

The Advance Housing Team

Tenant Information

How to Lodge a Complaint with Advance Housing

- You can call our office directly on 9845 9697
- Email us at admin@advancehousing.com.au
- Or go to our website www.advancehousing.com.au click on the **Tenant** tab at the top and select **Lodge a complaint** This will take you to a form to fill out, and once submitted will come through to our team who will be in touch shortly to discuss.

Lodge a
complaint



Great Southern Community Legal Services offer Tenant Advocacy support to renters, boarders, and lodgers living in private rentals, public housing, community housing, or park homes.

They offer information, advice, and advocacy to help you understand your rights and resolve tenancy issues. You can visit 4/15 Peels Place, Albany or call 9842 8566



Get up to \$500 for education costs

Achieve a savings goal for 10 months,
and **ANZ will match it up to \$500.**

To be eligible, you need to meet all of these requirements:



18 years
or older



A regular
income
(you or your
partner)



Attend
free online
financial
education
workshops



Are studying
yourself or
have a child
at school, or
starting next
year



Current
**Health Care
or Pensioner
Concession
Card**

Saver Plus was developed by ANZ and the Brotherhood of St Laurence and is delivered in partnership with The Smith Family and Berry Street. It is funded by ANZ and Department of Social Services.

Saverplus.org.au

1300 610 355

Advance Housing Tenant Winter Warmer Morning Tea



Tenants are invited to join us for free morning tea

WHEN: 10.30am Wednesday 23 July 2025

**WHERE: Gavin Ellis Seminar Room (behind
Advance Housing office on 121 Serpentine Road)**

SPACE IS LIMITED

**Please RSVP by COB Wednesday 16 July 2025
via 9845 9697
or email us at admin@advancehousing.com.au**

You are welcome to join us for a relaxed get-together with the AHL community. It's a great chance to connect with other tenants, meet some of our team and hear what we've been working on.

Feel free to bring any questions - this is your space too! If you have any complaints, we kindly ask you to use our formal channels so we can give them the attention they deserve.



HOW WE CALCULATE YOUR RENT

Your household income and assets are used to assess eligibility & calculate the rent you pay.

The household includes everyone living in the property.

You will be assessed as either a Band A or Band B household which informs the way your rent is set.

Band A

Refers to households who meet the Public Housing income eligibility criteria.

Band B

Refers to households with income above the Public Housing income eligibility criteria and within the National Rental Affordability Scheme income eligibility limits

25% (Band A)
or 30% (Band B)
of Household
Assessable Income



100%
Commonwealth
Rent Assistance
(CRA)



Rent Charged
(capped at Discount
to Market Rent)

Assessable Income for rent setting includes, but is not limited to:

- Earned income, Centrelink pensions, supplements, allowances, maintenance payments, foreign pensions, and interest from financial assets.
- Income from all household members 16 years and older.

Market rent means the independently assessed market rent for your housing type in your location determined by the Australian Taxation Office (ATO). Discount to Market rent is the ATO Market rent discounted to 74.9% of that amount.

During your tenancy, you must tell your Housing Services Officer of any changes to household members or income within 14 days. Please note, permission from your Housing Services Officer is needed before extra householders can move in.

Prior to the start of your tenancy, and each year during your tenancy, we will ask for your household income and asset details. This is so we can check your eligibility and calculate your rent.

Depending upon the housing program that applies to your home, you may be asked to provide extra information. You will be advised of this in your Eligibility and Rent Review letter.

Information is needed by the due date in that letter to confirm your eligibility for community housing and to calculate your rent. If you do not provide the information, you may be in breach of your agreement and/or your rent may increase to the Discount to Market Rent amount. Please contact the Rent Review Officer to discuss any queries via 9845 9697 or email admin@advancehousing.com.au

See more information about Advance Housing's Rent Setting Policy at:
<https://advancehousing.com.au/about-us/resources-and-publications/>

Saving on Energy Bills & Reporting Maintenance

ENERGY TIPS (EXCERPT FROM RENTERS GUIDE ENERGY.GOV.AU)

Try these practical steps to reduce household energy use and bills:

- **Use natural light.** You can also open curtains in winter to let the sun in during the day and close them before it gets dark. Similarly, it's a good idea to close curtains during the hottest part of the day in summer.
- **Standby power.** Many appliances and gadgets, such as phone chargers, game consoles, microwave ovens, and stereos continue to draw power when not in use. This standby power can account for 10 percent of your household electricity use. By switching appliances and gadgets off at the wall when you're finished with them, you'll cut both your energy use and your bills. If it's got a little standby light or a clock-it's using power.
- **Fridges and freezers.** The optimal temperature for your fridge is between 3 and 5 degrees Celsius; for freezers it is between minus 15 and minus 18 degrees Celsius. Every degree lower requires 5 percent more energy. Improve the efficiency of your fridge and freezer by removing any frost build-up in the freezer and leaving a gap of 5-8cm around them for ventilation. If you have a second fridge for entertaining, only turn it on when you need it.
- **Washing and drying clothes.** When machine washing, save energy and water by using cold water, and the shortest cycle possible, adjusting your water level to suit the size of the load, and waiting till you have enough clothes for a full load. Dry clothes on the clothesline instead of in an electric clothes dryer where possible. It's available and free.

HOW TO REPORT MAINTENANCE

Please report any repairs or damages promptly by emailing admin@advancehousing.com.au, or using the online form at <https://advancehousing.com.au/tenants>.



To report an emergency or urgent repair please call us on 9845 9697 during business hours.

For emergency repairs outside business hours please contact one of AHL's contractors directly; their details are listed in the Tenant's Handbook, and on our website at [website https://advancehousing.com.au/tenants](https://advancehousing.com.au/tenants)

When reporting repairs, please provide as much detail as you can. The more we know about the problem, the easier it will be for our contractors to resolve your issue on their first visit. If the damage has been caused by another party and has been reported to the Police, please have your Police Report Number ready to provide to our staff.



Chickpea, Cauliflower & Pumpkin Curry

Cooking time: 30 minutes
Serves: 4

INGREDIENTS

- 2 tablespoons olive oil
- 2 onions, diced
- 3 cloves garlic, peeled and diced
- 1/2 pumpkin, peeled and chopped into small cubes
- 1/2 cauliflower, chopped into florets
- 2 tablespoons Garam Masala powder
- 2 cans tinned tomatoes (or 4 cups fresh, roughly chopped)
- 1 can tinned chickpeas (drained and rinsed)
- 1 can coconut milk

METHOD

1. In a large fry pan add olive oil, garlic and onions and fry for 3-5 minutes, stirring often.
2. Add the Garam Masala. Cook for another 2-4 minutes, stirring well.
3. Add tomatoes, pumpkin, cauliflower, chickpeas, coconut milk and 2 cups of water.
4. Simmer on low heat for about 20-30 minutes.
5. Serve on steamed rice.

FOOD FACT

Pumpkin is high in beta-carotene, lutein, zeaxanthin and C, which can help protect your eyes against vision loss and also can help boost your immune system.



One Pot Gnocch-out

Cooking time: 30 minutes
Serves: 4-6

INGREDIENTS

- 1/2 butternut pumpkin
- 1 red onion
- 2 garlic cloves
- Small bunch fresh basil (leaves only)
- 125g reduced fat cheese
- 1 tbsp olive oil
- 1 tsp dried herbs
- 2 tbsp reduced salt
- vegetable stock powder
- 2 x 400g can diced tomatoes
- 500g packet shelf stable gnocchi
- 400g can brown lentils
- 1 cup spinach



METHOD

1. Peel pumpkin and cut into bite size pieces, & finely chop onion.
2. Add oil to frypan and turn onto a medium heat.
3. Add chopped onion and cook for 2 minutes until soft.
4. Add garlic and 1 tsp of dried herbs and cook for 1 minute.
5. Add pumpkin and cook for 2 mins.
6. Add 2 tbsp of vegetable stock powder, 2 cans of tomatoes, 1 1/2 cups of water to frying pan, and stir.
7. Cover with lid and cook for 5 mins, stirring occasionally.
8. Add gnocchi and 1 cup of water, stir to combine.
9. Cook uncovered for 5 minutes or until the gnocchi is tender.
10. Drain and rinse the lentils and add to the pan.
11. Turn off the heat, stir 1 cup of spinach and chopped basil through the gnocchi.
12. Top with grated cheese and serve.

Meet Our Board & Team



Greg Cross

Board Director

Raised in a family business in earthmoving and property

development, Greg's career path shifted after a car accident at age 20 left him a paraplegic. He spent the next 40 years in export food processing, gaining extensive experience in production, finance, transport, environmental compliance, and industrial relations law.

Now retired, Greg was General Manager for 20 years at a company with a \$200 million annual turnover and 500+ staff. He brings deep insight into everyday challenges, especially for people with disabilities

Achievements include:

- ACCI Business Person of the Year
- Diploma in Industrial Relations Law
- Justice of the Peace
- Certified Trainer and Assessor
- Albany City Sports person of the Year (Disability category)



Jen Bane

Board Director

General Manager –
Discovery Bay Tourism
Precinct

Director – Advance Housing Ltd
(since Dec 2024)

Jen is the General Manager of Discovery Bay Tourism Precinct, overseeing Albany's Historic Whaling Station, Regional Wildflower Gardens, and Wildlife Park.

With over 20 years of senior experience in WA's tourism and not-for-profit sectors, she also serves on the Boards of the Australian Maritime Museums Council, Southern Right Whale Tracker Steering Committee, and Albany Tourism Strategy Project Control Group.

A member of the UN's Regional Centre of Expertise in WA, Jen is completing a Diploma of Governance and is committed to good governance, community engagement, and sustainable housing outcomes in the Great Southern.



Julie MacKenzie Administration Assistant

How do you sum up a lifetime of who, what, where into a short overview....

Born and raised: Mt Barker eldest of 8 children in farming family

Married: Once for a long time

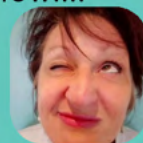
Children: 2 – a pigeon pair

Grandchildren: 2 – a pigeon pair

Lived: lots of places in WA, from down south, to the Pilbara, with the majority of time in Geraldton. Julie relocated to Albany in 2024 to support her Mum and to be closer to family.

Worked: Financial administration in small business, charitable organisation and government roles.

Downtime: mostly a balance of peaceful and quiet activities such as bike riding, ALAC fitness. Julie also plans to finally scrapbook those plentiful life photos now she's unpacked. Plus spend quality time with friend and family- which is bonus of relaxed living.



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Call us on (08) 9845 9697

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