

Life in Advance



Summer Edition 2025



From the Advance Housing Team

As the year nears an end, we'd like to take a moment to share some updates and express our thanks.

Team Update

Firstly, we recently said a warm farewell to two valued team members, Anne-Marie and Jacinta, who have moved on to exciting chapters in their lives. We are grateful for all their contributions, and we wish them all the best in their future endeavours.

With a slight change in our team structure, we're pleased to welcome an existing team member, Brendan to the role of Senior Housing Services Officer. Brendan brings both experience and stability to housing services. We're confident this change will provide consistent support and service to our tenants.



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Acknowledgement of Country

Advance Housing acknowledges the traditional custodians of the land we live and work on, the Noongar people. We acknowledge and respect their continuing culture and contribution to this region.

Project Update

From the Advance Housing Team

On the housing front, projects to expand housing supply continue to progress. Construction is progressing on 12 new one and two-bedroom homes, in a partnership led by **My Homes Australasia**. These homes are scheduled for completion in summer and will provide more homes for people on low incomes, who have experienced, or at risk of experiencing homelessness.

Meanwhile, **Stage 1** of our refurbishment project for older homes is nearing completion. Three homes have received a full refresh, including new kitchens, bathrooms, and energy-efficient upgrades. These improvements make the homes quieter, more comfortable in temperature, and more affordable to run. **Stage 2** of this project will begin in early 2026.



Tenant Survey

We'd also like to thank everyone who participated in our recent "How I Use My Home" survey. Special mention to our randomly selected gift voucher winners: one tenant from Albany and another from Katanning! Congratulations!

Reconciliation Action Plan

Looking ahead, we're beginning the development of a Reconciliation Action Plan. We invite 1-2 tenants to join a working group to help shape this important initiative. If you're interested, please contact our team.

Stay Connected

For more regular updates, a look behind-the-scenes, and community highlights, follow us on Facebook or LinkedIn. We look forward to sharing what's happening and hearing from you!

Safety Tips in an Emergency

As we enter the higher risk weather season, we encourage you to be informed and prepared.

Stay Informed

Regularly check the [emergency.wa.gov.au](https://www.emergency.wa.gov.au) website for updates on emergency warnings and incidents

Listen to your local ABC radio station or 6PR

Stay in touch with friends and neighbours

For recorded emergency info call the Department of Fire and Emergency Services (DFES) on **13 33 37**

For SES emergency assistance call **132 500**

Stay Safe

Follow the action in official warnings to ensure safety during emergencies

More Information

See www.dfes.wa.gov.au/emergencywa/prepare



Tips to Save Water

Top tips to save water inside the home

- **Report dripping taps or leaking toilets** - Contact your Housing Services Officer on 9845 9697 as soon as you notice leaks.
- **Shower as long as a four-minute song** - Reducing your shower time is one of the easiest ways to save water.
- **Turn off the tap when brushing your teeth** - A running tap can use up to 10 litres per minute.
- **Use the half flush button on the toilet** - Save a few litres every flush.
- **Only wash with a full load** - Reducing your washing by just one load a week will save up to 50 litres of water.
- For more tips visit [watercorporation.com.au/savewater](https://www.watercorporation.com.au/savewater)



Centrepay Update

Service Australia has recently changed the way tenancy payments can be made through Centrepay.

From 3 November 2025:

- Centrepay will only apply to rent.
- A new deduction authority form is required for any new payments, or any changes to existing payments.



FAQ 1 - NO change

I have my rent deducted from Centrepay to AHL

I pay my water myself when I receive an invoice

I pay my electricity myself when I receive an invoice

FAQ 2 - New Deduction Authority Form to be completed

I have a tenancy debt paid from my Centrepay to AHL

I have my water paid from my Centrepay to AHL

I have my electricity paid from my Centrepay to AHL

What do I need to do?

If you answered yes to any **FAQ 2** payments, please contact your Housing Services Officer on 9845 9697 to assist

Feeding Wildlife and Animals



Feeding native animals may seem kind – but it can be harmful to wildlife, disruptive to the environment, and illegal under Western Australian law.

Why it's a Problem

- Health risks to birds: Human food can cause malnutrition and disease.
- Aggressive behaviour: Artificial feeding encourages crowding and fighting.
- Pest attraction: Leftover food draws rats, cockroaches, and non-native species.
- Environmental imbalance: Overpopulation of certain birds disrupts local ecosystems.

Tips

- Enjoy birds from a distance – observe, don't feed.
- Keep outdoor areas clean and free of food scraps.
- Report any concerns to your local council.





Holiday Emergency Contacts for Maintenance

What is emergency maintenance?

Emergency maintenance is of the utmost urgency and relates to safety, health and security where the welfare of tenants or the property is at risk.

Work that is not deemed to be an emergency is not attended to outside of working hours. For these matters, please report to Advance Housing and we will arrange inspection of works required.

Examples of identified emergency maintenance are:

- Gas Leak
- No lights to house (check RCD switch in meter box first)
- Electric shock or spark
- Stove completely not working and no other cooking facility
- Blocked toilet or multiple water pipes
- Burst water pipe or water leak where the water service must be turned off
- Vandal damage where security of the home is compromised
- No hot water



In the event of emergency maintenance required, please contact:

Electrical:

Breaksea Electrical 0419 300 034
J & S Castlehow Electrical (08) 9841 5252

Plumbing and / or Gas

BP Bird Plumbing & Gas 0407 414 393
Wade Marshall 0408 469 321

Window Repair

Glass Supplies (08) 98 41 7555

Lock Repairs*

Lockworx 0438 417 023

***For Lock Repairs at 121
Serpentine Road Student
Housing only**

Albany Lock Service (08) 9842 9779





Advance Housing 2025 Holiday Season Hours

Thurs 11 Dec		Closed 11am - 3pm
Wed 17 Dec		Closed 1pm - 4.30pm
Mon 22 Dec		Normal Hours
Tues 23 Dec		Normal Hours
Wed 24 Dec		Closed 12pm - 4.30pm
Thurs 25 Dec		CLOSED
Fri 26 Dec		CLOSED
Mon 29 Dec		Normal Hours
Tues 30 Dec		Normal Hours
Wed 31 Dec		Normal Hours
Thurs 1 Jan		CLOSED
Fri 2 Jan		Normal Hours

Please refer to Advance Housing Fridge Magnet / Website for
Emergency Maintenance and the approved contractors over the
Christmas and New Years Shutdown period.



MINOR PROPERTY MODIFICATIONS

A tenant will be able to make small changes, called minor modifications, with the landlord's permission. The tenant must ask for permission using the Form 26 (Minor Modification request form) The landlord can refuse for limited reasons.

A tenant will need to:

- Complete the tenant section of the minor modification request form.
- Give the form to their landlord
- Keep a copy for their records

The landlord has 14 days, starting the day after they receive the form, to:

- Make a decision, and let the tenant know and
- Apply for Commissioner for Consumer Protection approval to refuse if needed.

If a landlord wants to set any special conditions, they need to get Commissioner approval. Conditions only apply if they are approved.

If the landlord does not respond at all, the tenant can make the minor modification. More information about timing is available on <https://www.commerce.wa.gov.au/consumer-protection/counting-days>

Modifications tenants can do themselves:

- Picture hooks
- Screw for wall mount, shelf or bracket
- Wall anchoring device eg for tv or furniture
- Water saving or hand-held shower heads. This means a shower head with a water efficiency rating of 3 or more stars under the AS/NZS 6400:2016 Water efficient products – Rating and labelling | Standards Australia Store
- LED light bulbs that do not need new fittings
- Window covering eg curtains or blinds
- Curtain or blind cord anchors
- Adhesive child safety lock on a drawer or door
- Pressure mounted safety gate
- Child safety device on window
- Lock on letterbox and gates – landlord may require tenant to provide a copy of the keys
- Wireless doorbell
- Vegetable or herb garden
- Flyscreens on doors and windows
- Draughtproofing

Landlords can require a qualified tradesperson make these modifications:

- Lever style taps
- Phone or internet connections
- Painting a room
- Non-permanent window film



Healthy recipe idea



Mexican Vegetarian Caesar Salad

Preparation time: 25 minutes

Ingredients:

- 300g sweet potato, cut into 1.5cm pieces
- 1 tbsp olive oil
- 3 tsp taco spice mix
- 260g (1 cup) Greek-style yoghurt
- 1 lime, rind finely grated, juiced
- 1 tsp honey
- 2 baby gem lettuces, leaves separated
- 400g can black beans, rinsed, drained
- 1 avocado, thinly sliced
- 1 cup fresh coriander sprigs
- 100g corn chips
- Pickled jalapeños, to serve (optional)

Method

- Preheat the oven to 240°C/220°C fan forced. Line a baking tray with baking paper. Place the sweet potato, oil and spice mix on prepared tray and season. Toss to combine. Roast for 15 minutes or until the sweet potato is tender.
- Combine the yoghurt, lime zest, juice and honey in a bowl. Season.
Divide lettuce among plates. Fill with beans, avocado and sweet potato mixture. Coarsely crumble some corn chips over the top. Drizzle with dressing. Serve with jalapeños, if you like, and remaining corn chips.

Christmas Treats



White Christmas Truffles

Preparation time: 3hours chilling time BUT worth every minute

Ingredients:

- 180g white chocolate, chopped
- 80ml (1/3 cup) thickened cream
- 1 tsp vanilla bean paste (optional)
- 40g (1/4 cup) dried cranberries, chopped
- 40g (1/4 cup) pistachios, chopped
- 35g (1/3 cup) desiccated coconut

Method

- Place the chocolate and cream in a heatproof bowl over a saucepan of simmering water (make sure the bowl doesn't touch the water). Use a metal spoon to stir until melted and the mixture is smooth. Stir in vanilla, if using. Set aside to cool slightly.
- Stir in the cranberries and pistachios. Refrigerate for about 3 hours, stirring occasionally, or until firm enough to roll into balls (the mixture will still be a bit sticky).
Place coconut in a shallow dish. Roll level tablespoons of mixture into balls and roll in coconut. Arrange in a single layer in an airtight container and keep in the fridge until ready to serve.

Easy Italian Pasta Salad



Easy Italian Pasta Salad

Preparation time: 15minutes Cooking time: 10minutes

Ingredients:

- 200g dried farfalle (bow-tie) pasta (or other short pasta shape)
- 150g green beans
- 75g (1/4 cup) bought basil pesto
- 2 tsp extra virgin olive oil
- 1/4 cup fresh basil leaves
- 6 radishes, thinly sliced
- 200g baby bocconcini
- 1/2 small radicchio lettuce, coarsely chopped
- 200g tomato medley mix, sliced

Garlic Dressing:

- 100ml extra virgin olive oil
- 60ml (1/4 cup) red wine vinegar
- 2 garlic cloves, bruised

Method

- To make the garlic dressing, place all the dressing ingredients in a jar and seal tightly. Shake until combined then season. Set aside to infuse.
- Cook the pasta in a large saucepan of salted boiling water following packet directions or until al dente, adding the green beans in the last 3 minutes of cooking. Refresh under cold running water then drain well. Cut the beans in half lengthways.
- Transfer the pasta to a large bowl. Add the pesto and oil. Toss until the pasta is well coated.
- Arrange the pesto pasta down the centre of a 36cm oval serving platter. Arrange the basil, radish, bocconcini, radicchio, tomato and beans in rows on either side of the pasta.
Remove the garlic cloves from the dressing. Drizzle two-thirds of the dressing over the pasta salad and toss until combined. Divide among serving plates and serve with the remaining dressing on the side.

Community Notice Board



The **Albany Christmas Festival** and Pageant is bringing a touch of the North Pole, transforming the heart of the city into a FREE family winter wonderland!

Activities include:

- A 50m² snow pit Winter Wonderland
- make snow angels and enjoy imaginative free play
- Snow Zone beneath the Albany Public Library balcony
- Christmas Markets and Youth Markets
- Cookie decorating, face painting, Food Vendors
- Live entertainment on the Town Square Stage
- Santa's photobooth free festive family photos

In addition to all the fantastic entertainment and attractions, Christmas Markets and Youth Markets will be brimming with holiday cheer, offering a delightful array of festive treasures for you to explore.

At 6 pm the **Christmas Pageant** begin, with floats adorned with holiday cheer will parade on York Street.



In a partnership with Breaksea Arts, the City of Albany's traditional New Year's Eve event will be transformed into Kaya 2026, a **free family event** featuring live performances, storytelling, cinematography and fireworks.

Kaya, which means 'hello' in Menang-Noongar language, invites the community to come together for the start of a year-long program of events to recognise Western Australia's first bicentenary.

The event at ANZAC Peace Park will run from 5 pm to midnight, with the **traditional 9 pm and midnight fireworks**, food vendors and entertainment.

121 Serpentine Road, Albany WA 6330

Call us on (08) 9845 9697

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advancehousing.com.au