



Winter Edition Newsletter

From the Advance Housing Team

As the cooler months settle in, we hope you are staying warm, safe, and comfortable in your home. We're pleased to share some updates from across our community, including exciting projects, a warm welcome to a new team member, and the results of our recent tenant survey.

Welcome to Our New Team Member

We're delighted to welcome Barbara to the Advance Housing team as our new Receptionist, job sharing with Zoey. Barbara will be working each afternoon at the front desk and brings a friendly face and a genuine willingness to help. Please feel free to stop by, say hello, and reach out if you need assistance - Barbara is here to support you.

Refurbishment Works- Stage 2 Progress

We're pleased to report that Stage 2 of our refurbishment project is well underway. Significant progress has been made, including:

- Roof repairs
- Exterior rendering
- Asbestos removal
- Extensive internal upgrades

These improvements will enhance the safety, comfort, and longevity of these older homes.



Oyster Harbour Green Project - Behind the Scenes

Have you ever wondered what happens *before* construction begins?

In order to support best outcome tenders, Advance Housing proactively created a panel of pre-qualified commercial builders in 2023. This is not just a simple checklist - it's a rigorous process designed to ensure that we partner with builders who deliver:

- Quality work
- Reliability
- Positive community impact

This careful preparation helps set every project up for success from the very beginning.

We are pleased to share that Wauters Building Company has been appointed to build the 36 new homes, with construction anticipated to start in June 2026.



My Home project

We're proud to announce that the My Home Project has now been completed in full. These 12 new properties built by Smith Constructions are now long-term homes for people on low incomes, experiencing homelessness. Our new tenants come from all walks of life - all ages, genders, and cultural backgrounds- helping to build a diverse and inclusive community.



Hardie Road Project - Looking Ahead

We're excited to share that detailed design work is actively underway for the Hardie Road Mixed Use Development in Spencer Park.

This future project will deliver:

- 52 new homes- including 41 social and affordable homes and 11 key worker homes

- Commercial space to support local services and businesses

This development is an important step toward supporting the supply of more affordable housing.



Reconciliation Action Plan

Our team are actively working on our first Reconciliation Action Plan (RAP). If you are an Aboriginal tenant or student and would like to be part of this process, please chat to your Housing Services Officer as we would love to hear from you!



Tenant Survey Results - Thank You!

A big thank you to everyone who took part in our recent tenant survey - your feedback is incredibly valuable and helps shape our services.

Here's what you told us:

- 93% of respondents are satisfied with their home overall
- 84% rated the condition of their property as *good or very good*
- 96% rated their overall experience with Advance Housing as *good or very good*

We value all the feedback provided and remain committed to continuously improving your experience. We're also pleased to announce that two lucky tenants were randomly selected to receive \$50 vouchers as a small token of our appreciation.



Staying Connected

We value our community and encourage you to reach out if you have any questions, concerns, or suggestions.

Noise Complaints

A reasonable level of noise is part of everyday living, and most people occasionally cause or experience some level of disturbance from neighbours. While occasional higher levels of noise is generally accepted, ongoing excessive noise can lead to stress, disputes, and reduced enjoyment of your home. Being considerate of neighbours by keeping noise to reasonable levels, especially during early mornings and late evenings, helps maintain a respectful community environment.

Noise from activities such as power tools, music, parties, vehicles, and people can become a disturbance if it is excessive, frequent, or occurs at unreasonable hours. Residents are encouraged to minimise noise where possible, communicate with neighbours, and report serious antisocial behaviour or dangerous activity to WA Police 131444 if required. Before lodging a formal complaint, try speaking to the neighbour causing the noise. Many people don't realise they're causing a disturbance.



Preparing for Storms

Preparing for a severe storm

Storms, floods, cyclones, and bushfires are part of life in Western Australia, so it's important to be prepared and ready to act.

Creating an emergency plan is the best way to stay safe. Talk about the plan at home, include children and practice together.

For more information see the DFES website: dfes.wa.gov.au Remember, in a life-threatening emergency, call triple zero (000).

Current warnings and incidents can be found emergency.wa.gov.au



Emergency WA Warnings
and Incidents

In the event of a power outage

Stay calm and check if the outage affects only your property or it's a widespread issue. If it is only your property, first check the switchboard to look for tripped circuit breakers.

www.westernpower.com.au/outages

To report an outage please call 13 13 51.



For more details see
Western Power Outages

During a power outage

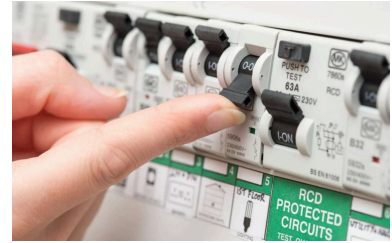
If you experience an unplanned power outage and there is the potential for it to extend for a long period of time - here's some tips on how to manage the extended outage:

- Have an emergency kit ready containing a waterproof torch, first-aid kit, non-perishable food, water, required medication and a radio (battery-powered) with spare batteries.
- Unplug electrical appliances, especially those that have heating elements (e.g. kettle, oven).
- Switch off air conditioners so they are off when power is restored.
- Minimise opening and closing your fridge or freezer.
- Keep useful phone numbers on hand, such as the State Emergency Service (SES) and your electricity provider.
- Unplug 'surge-sensitive' equipment such as computers and TVs to avoid potential damage.
- Keep across the news and emergency updates (on your mobile phone or radio).



What are RCDs?

RCDs (Residual Current Devices) are safety devices that protect people from electric shocks and reduce the risk of electrical fires by quickly disconnecting electricity, or 'tripping', when a fault is detected. RCDs can trip due to faulty appliances, overloading circuits, or moisture.



1. Faulty Appliances:

Common culprits:

Kettles, toasters, washing machines, fridges, old or damaged cords and ovens are frequent causes due to their heating elements or motors.



How it happens:

A faulty appliance can leak current to the ground, and if this leakage is significant enough, the RCD will trip.

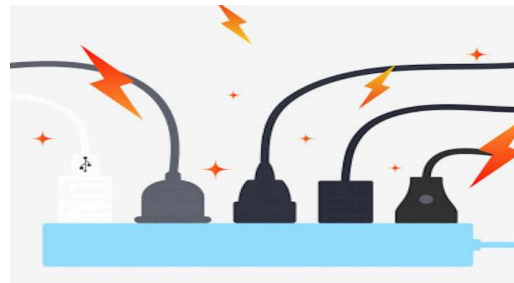
Example:

A toaster with a faulty heating element can cause the RCD to trip.

2. Overloading Circuits:

How it happens:

Too many appliances drawing power from the same circuit can overload it, causing the RCD to trip as a safety measure.



Example:

Using a microwave, kettle, and toaster simultaneously on the same circuit in the kitchen could overload it and trip the RCD.

3. Moisture and Water Damage:

How it happens:

Moisture can enter appliances or electrical outlets, causing short circuits and triggering the RCD.



Example:

A hairdryer falling into the sink or water damage to an appliance can lead to RCD tripping.

Troubleshooting Steps

1. **Reset the RCD:** If the RCD has tripped, reset it by switching the main switch back on.
2. **Identify the faulty appliance:** Unplug all appliances in the kitchen. If the RCD resets, plug them back in one by one, resetting the RCD each time, to identify the faulty appliance.
3. **Check for overloading:** Avoid using too many high-powered appliances on the same circuit at once.
4. **Inspect for water damage:** Check for any signs of water damage to appliances or outlets.
5. **Seek professional help:** If the RCD continues to trip after troubleshooting, or if you suspect faulty wiring, contact your Property Manager who will arrange for an electrician to come out and assess the issue. Please note, if an electrician attends and the issue is related to your appliances, the cost of the call out will be charged to you.



Meet Our Team

Zoey Lenson

Born and raised in Albany I have lived the majority of my life here. I tried the city life but it was not for me, too much traffic!

Having previous experience in hospitality I took on a role in employment services and found joy in being able to help others which led me to this role today at Advance Housing, commencing in December 2025 and working as a receptionist.

Most recently I have moved out of town to live on my in-law's farm to help with the farm and

raise my two boys. You will mostly find us in or around the sheep yards with a baby lamb in tow or riding the motorbike up and down the paddock on repeat.

When I am not spending time with my kids or partner, I enjoy hiking, beach walks with my dogs and running.



Barbara Hartley

Born in WA, I grew up in Wanneroo with my family.

I have travelled a lot around Australia. The first time was in 2002 where my sister and I did the big lap with 3 children under 6 in a tent. Then more recently, last year with my husband, before settling here in Albany.

I am happily married with 4 children between us who are all adults now. I have recently become a grandmother for the first time to my gorgeous grandson Oscar.

After running my own Business, I decided it was time for a change and after doing a tour of Australia we settled into full time van life down south.

I am a new addition to the Advance Housing family working as a receptionist and I



thoroughly enjoy my role here as it gives me the ability to help others. I love that there is so many different things to keep me busy each day and there is a wonderful team behind me.

Community Notice Board



ALBANY MARITIME FESTIVAL

As the days grow shorter and winter sets in, Albany comes alive with a vibrant program of arts, culture, and family-friendly fun. Step into the warmth and explore a month-long celebration of our Port City's rich maritime heritage.

1ST JUL – 31ST JULY 2026

[VIEW EVENT](#)



COMMUNITY LED EVENT

BINALUP MENANG | FIRST LIGHT, FIRST PEOPLE

A Menang-led collaboration between Elders and award-winning portrait photographer Nic Duncan

26TH JUN – 26TH JULY 2026

[VIEW EVENT](#)



FORESHORE FRIDAY

Embrace the spirit of winter and join us for Foreshore Friday – a cosy night of live music, local flavour, and good vibes by the water.

3RD JULY 2026, 6:00PM – 11:00PM

[VIEW EVENT](#)

Community Spotlight

Albany MenShed

Albany MenShed is a long-standing, not-for-profit community organisation established in 2007. It provides a welcoming space where men can connect, share experiences and participate in hands-on activities that support wellbeing and social connection.

The MenShed:

- offers opportunities for men to build supportive social networks
- coordinates regular practical activities shaped by members' interests
- is accessible and inclusive for all males in our community
- provides a safe, friendly environment run by men, for men

Albany MenShed is committed to:

- providing a safe and friendly meeting place
- respecting the diverse needs and contributions of all members
- ensuring accessibility and inclusion
- honoring men in their roles as fathers, partners and community members

To learn more or get involved, visit: <https://albanymenshed.com.au/>



PIVOT

support services

Stakeholder update May 2026

PROGRAM DELIVERY

• Community Hub

Our Community Hub is open 5 days a week providing emergency food relief, swags, backpack beds, crisis accommodation support and supplies. Our coordinators connect person to provider for a range of needs including financial, housing, counselling and FDV services.

• NDIS

NDIS Support Coordination support people living with disability on self-managed or agency-managed plans.

• Reintegration

Pivot works with prisoners within 6 months of their release date to develop personalised transition plans that support successful reintegration into the community. Support focuses on areas such as accommodation, employment, health, legal and financial needs, with post-release assistance available for up to 12 months

• New Leaf

Home and garden maintenance services for commercial properties, private and NDIS funded plans. We also do car cleaning and cleaning services. See our new Facebook page for more information.

Phone: 9842 9699

Email: admin@pivotsupport.com.au

www.pivotsupport.com.au



WE HAVE RELOCATED

You can find us operating at **1/265 York Street** as of Monday 11 May 2026.

In a freshly painted and carpeted office space, in central Albany, Pivot is positioned to help more people access support.



WHAT ARE YOUR HOUSING ASPIRATIONS?

Are you aged over 55 years and living in Western Australia, New South Wales or Queensland?

Are you living on a low income and not a home owner?

We would like to speak with you about your housing aspirations.

WHAT IS THIS RESEARCH ABOUT?

We'd like to chat with you about:

- If the housing you live in now meets your needs
- Where you aspire to live in the future
- The factors which will support you to achieve your housing aspirations

The interview will take 1-hour online or by phone at a time that suits you.

Participants will receive a voucher to thank them for their time.

CONTACT US

Express your interest in the research via the QR Code or email
Amity.James@curtin.edu.au

[Expression of Interest](#)



Delivering housing solutions that meet older people's housing aspirations

The project is being conducted by researchers at Curtin University and the Western Sydney University. It is funded by the Australian Research Council and has received approval from the Curtin University Human Research Ethics Committee (HRE2026-0130). Should you wish to discuss the study with someone not directly involved, you may contact the Ethics Office on (08) 9266 9223 or email hrec@curtin.edu.au.

ART Workshops

at the
Albany Noongar Centre

 10-2
Mon & Wed

MONDAYS & WEDNESDAYS
drop in, create, connect

MAY

Dyeing

-  Batik
-  Shibori
-  Tye Dye



JUNE

Weaving

-  Earrings
-  Baskets
-  Lampshades



JULY

Ceramics

-  Hand-built cups
-  Small plates
-  Jewellery



GET IN TOUCH

 Creative@wagylkaip.org.au

 0423 090 099



ALBANY ABORIGINAL
CORPORATION



Wagyl Kaip
Southern Noongar
Aboriginal Corporation



Southern
Ports

Maintenance

What qualifies as an emergency repair?

An emergency repair is for a life-threatening situation, or is affecting tenants' health/ safety right now, or is causing serious damage to the property. Examples of emergency situations include;

- gas leak
- sewerage leaks
- burst water pipe
- dangerous electrical faults
- storm, fire or flooding damage

What qualifies as an urgent repair?

An urgent repair is for a situation that is a major inconvenience, or repairs that are necessary for the supply/ restoration of an essential service. Examples are:

- roof leak
- loss of power
- badly leaking tap
- blocked toilet
- system overflowing faulty hot water system

What qualifies as a non-urgent repair?

A non-urgent repair is organised for a situation that needs to be fixed to keep the property in good condition but does not include refurbishments or additions. Examples are:

- damaged tiling
- damaged fence
- loose towel rails
- deteriorated door handle



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.

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Our mailing address is:

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