



Salvation Army HOUSING



Tenant Forums 2019

Forums provide an opportunity for Tenants to share and discuss ideas and views. An opportunity to obtain up to date information and gain access to resources.

SAHSA staff can also provide referral and potential access to support services as needed

When:

June, Tuesday 4th

August, Tuesday 6th

October, Tuesday 1st

December, Tuesday 3rd

Time: 10am—11am

Location: The Salvation Army Ingle Farm Coffee Shop, corner
Bridge and Maxwell Road, Ingle Farm

Cost: Free with morning tea provided

Register your interest:

Email: sahsa.admin@aus.salvationarmy.org **Phone:** 8368 6800



Salvation Army Housing Emergency/After Hours

Contact Numbers

Emergency - Ambulance, Fire, Police Dial 000

Police Assistance 131 444

Electricity 131 366

Water & Sewer (Metro)

1300 883 121

Water & Sewer (Country)

1300 880 337

Horsman Plumbing

(All Suburbs) 0438 862 577

CM Electrical (All Suburbs)

1300 000 263

State Emergency Services

132 500



PETS POLICY

Salvation Army Housing recognises that having a pet can provide benefits to particular tenants, however the Association is mindful of restricting damage to the properties and also the peace and comfort of the neighbours.

Where a tenant has written permission from Salvation Army Housing for that pet to reside at the property, no action is required. However, if a pet is at a property without written consent then the tenant is breaking their lease and their tenancy can be in jeopardy.

If you would like to confirm the status of your tenancy please contact your Housing Worker on 8368 6800.

If your lease is a No Pet Lease this includes Pet-Sitting.

Procedure Updates

Procedure for Drug Testing Properties

This procedure applies to all tenants and visitors attending SAHSA properties

SAHSA take a zero tolerance on the use, selling, manufacturing of illicit drugs by tenants and or visitors in SAHSA properties.

Regular screenings for residue in rental properties will be undertaken at inspections.

Screening for illicit drug residue during and between tenancies ensures SAHSA are living up to their legal responsibility to provide a home that is fit for purpose.

SAH and SAHSA make no apologies for the hard line zero tolerance stance on illicit drugs.

We have the up most respect for the Law and its battle against illicit drugs within our society and the human devastation drugs impose.

Maintenance Contractors Calls

With reported and compliance maintenance issues, SAHSA diligently react to such matters for the protection of the Tenancy and Asset alike, with the main focus being tenant health and safety.

It is vitally important that all tenants answer phone calls or return voice mail / text messages promptly.

Failure to do so places you and potentially the asset at risk.

If a contractor assigned to the maintenance issue has no return contact after a 5 day period of initial call and or text message, a final text message will be sent via the contractor as a final demand for communication.

Upon tenant failure to contact contractor, the contractor will within 24 hours be given the keys to the SAHSA property and will have full access to execute said maintenance.

SAHSA will ask for visual proof of final demand text message for verification, prior to keys being handed out.

Winter is Coming

Ways to Save Heat at Home

1. Understand your heating system and its controls. ...
2. Turn your thermostat down. ...
3. Avoid drying clothes on your radiators. 3. Use a hot water bottle. ...
4. Investigate switching to a different energy supplier. ...
5. Keep furniture away from radiators. ...
6. Use the sun. ...
7. Draw the curtains

