



Salvation Army HOUSING

Maintenance Edition

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Salvation Army Housing—Medium Term Housing Provider

We provide Community Housing for people on a low income and who have a support worker in place.

We are Medium Term Housing (2-8 years)

After 5 years we will be commencing the process to discuss with you what other options might be available for you and your housing.



Restructure of SAH

Due to a change in staff we have decided to look at a new structure and so for now there will be only two Housing Workers:

Simon Fullbrook



Donna Hewish



All tenancy concerns will be forwarded to one of them until we have completed our restructure.



Salvation Army **HOUSING**

Procedure for Maintenance Contractors Calls / Tenant Responsibilities

With reported and compliance maintenance issues, Salvation Army Housing diligently react to such matters for the protection of the tenancy and asset alike, with the main focus being tenancy health and safety.

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

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

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

If the tenant fails to contact the contractor after this final demand, the contractor will be given the keys within 24 hours to the Salvation Army Housing property and will have full access to execute the outstanding maintenance issues.

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

Your co-operation is greatly appreciated to ensure our properties are well maintained.

Salvation Army Housing Solar Power

Procedure

Salvation Army Housing acknowledges the current South Australian Governments focus on renewable energies around domestic housing and energy bills.

Under the scheme, Housing SA Trust homes will be the phase 1 roll outs, then the private sector has the option after 2019.

We are not Housing SA housing, we are SAHSA housing, which excludes us from initial phase 1.

At this stage, there are no documented costs of and/or solar system or installation itself. The ownership of the system is not defined by the government, but does loosely indicate part ownership by SA Government due to subsidy.

The web site information is ambiguous and not clearly defined; hence, Salvation Army Housing would not enter into this type of scheme.

In General

Unfortunately, Salvation Army Housing, as a Community Housing Provider, cannot approve any such schemes for our houses and units or tenants alike. The issues Salvation Army Housing faces are repairs and maintenance to our houses when the 2-8 year maximum tenancy expires and the tenant vacates.

The repair to properties due to the removal of panels/support frames, cables, inverter, along with any other subsequent damage associated with this removal process, would be tenant charged.

As our tenants don't own the properties, the system then will potentially have to travel with the tenant, as Salvation Army Housing will not take over the installed system due to potential maintenance up keep and liability.

As a Community Housing Provider, we are already under budgeted. With these financial restraints, budgets do not extend beyond non-liable maintenance, as outlined by Renewal SA.





Garden Maintenance is Important



Tenant Housing Responsibilities

Maintaining your garden is an essential part of your Tenancy.

Failure to do so can be viewed as a breach of Tenancy.

Not only are you responsible for the house, maintaining and caring for the surrounding land within the fence line (lawn, shrubs, and ground covers) falls under the tenancy agreement.

Being conscious of water wise usage, Salvation Army Housing still expect the tenant to have pride in the house and maintaining the grounds with regular gardening and care.

Not only does pride in your garden increase its appeal and self being through achievement, it also has a very important structural advantage to the house.

By watering the lawn and garden areas on a regular basis, this ensures that the ground has enough moisture to reduce movement and cracking.

This will go a long way into ensuring that the house's longevity is increased, which in turn, will be serving more social tenancies beyond yours.

Weeding, mowing and pruning of shrubs and trees are also vital parts of garden maintenance.

Weeding, mowing and pruning of shrubs and trees are also vital parts of garden maintenance.

You are responsible for these actions also.

If you are unable to do such tasks, it is your responsibility to arrange for external services to execute these tasks on your behalf.

Failure to do so will incur a SAHSA Tenant Charge through SAHSA gardening contractors.

New Water Levies to take effect with Rent Review



From 1st June 2018 we will be including a water levy in your rent calculation. These levies are designed to pay for your water. In some cases you may never receive a water invoice as it would have already been paid off! If you would like more information please do not hesitate to phone or email the team at Salvation Army Housing and we will endeavour to assist you.



Salvation Army HOUSING

Bond Increases

We have commenced a process to review all security bonds that are held at the Residential Bond Department. Any tenant that has been in a property for over two years will be required to increase their bond amount.

We will advise you with a personal letter detailing what your new bond amount will be (this will be the equivalent to either four or six weeks rent, depending on what rent you pay per week) You will then have 28 days from the date of your personal letter to commence our Payment Plan or 60 days to pay in full the new Bond.

If your bond was a Housing SA Bond Guarantee you will be provided with a new Property Owners Declaration and an Interim Bond Release Letter so that you can take these to Housing SA and get a New Bond Guarantee.

If you paid a cash bond you will have several options:

Pay the amount owing in a lump sum

Contact Housing SA to see if you are eligible for a Bond Guarantee

Apply for a payment plan with your Housing Worker. The repayment amount for these arrangements will be determined by

Salvation Army Housing based on the amount owing.

If you have any questions regarding this, please contact your Housing Worker via email on sahsa.admin@aus.salvationarmy.org or phone 8368 6800.

Centrelink Authority

When you started your tenancy with Salvation Army Housing, did you sign a Multiple Authority Form allowing us to alter Rent, Water & Maintenance Payments from your Centrelink payment to us?

If you did, please be aware that when you alter or cancel your payments to us through Centrelink yourself we are no longer able to do it on your behalf, except at Rent Review time. If you want us to act on your behalf again outside of Rent Review set times, you would have to resign an authority with us therefore granting us permission again. If you have any questions regarding this please contact the team at Salvation Army Housing and we will be able to assist you.

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

Salvation Army Housing

109 Hampstead Road

MANNINGHAM SA 5086

Postal Address: PO Box 68, GREENACRES SA 5086

Phone: (08) 8368 6800

Fax: (08) 8266 7455

Email: sahsa.admin@aus.salvationarmy.org

Salvation Army Housing doors are OPEN:

Monday 11am – 4pm, Tuesday - Friday 9am – 4pm