



## Overall Program Update for SAHT.

### We are getting there, slowly but surely.

Due to the current world we live in and all the changes we have all made due to the Pandemic, we are still here trying to deliver our Salvation Army Housing service as best we can.

As you are aware due to COVID-19 ( Coronavirus) Tasmania is slowly lifting it's restrictions and will soon be back to our new normal.

During this time Salvation Army Housing will continue to operate but with certain limitations in place where required and in line with the Residential Tenancy Act.

Staff have resumed property inspections, so we ask that if you can continue to follow social distancing measures that are currently in place and stay a safe distance from staff, that would be greatly appreciated.

If you have any maintenance issues, please contact the office on 6270 0322 and if you have photos that may assist us with rectifying your maintenance, sending these via email or phone would be of great assistance to us if you are able to do so.

Maintenance will continue to be carried out but we ask that you let us know if you are feeling unwell in any way as we do not want to put you or our trades at risk. If you could also stay a safe distance from our trades to make it easier for everyone, that would be greatly appreciated.



### Christmas Functions

**At the present time and due to the restrictions in place, we have made the very hard decision to not hold our Christmas Functions this year.**

**The logistics of social distancing would be too hard and not fair on all involved as we would all have to sit 1.5 meters apart and trying to make this work is currently unachievable.**

**Instead we will provide all of our tenants with a Christmas Food Hamper for each household. The hamper will have everything in it for you to make a nice Christmas Feast in your own home.**

**We will get them all ready during December and let you know closer to the date when they will be ready for collection.**

## Emergency Phone Numbers and After Hours Contacts

Office After Hours Service for Emergency's Only— 6270 0322

( This number is diverted to an after hours mobile — but you must leave a number for a return call )



**Ambulance/ Fire/ Police : 000**

**TAS Water: 13 69 92**

**State Emergency Services SES: 6173 2707**

**Police Assistance: 131 444**

**TAS Networks: 1300 137 008**



## Procedures Guidelines and Updates !

### **Pets - You must have an approved written Pet Agreement in place or it's a Breach of your Tenancy Agreement.**

Please do not get a PET unless you have been approved in writing first. If you have no approval, this is classed as a breach of your tenancy and a notice to vacate and vacant possession may be required. Remember seek approval first as some properties are not suitable for pets. We are all animals lovers here at SAHT but we should not be placed in a predicament of evicting people and their companion pets because rules are not followed.

### **Rent Reviews — We were going to start the Rent review process now during the October period however we have decided to hold off until the New Year. So in January the rent review process will start once again.**

We have continued collecting the information for your rent reviews and your information has been updated but no rent increase has occurred unless we completed the rent review prior to March 2020. Or your rent may have decreased due to a change in your income. Rent reviews will now be completed in the New Year, starting from January 2021. We ask that you please cooperate with us when we request the information from you otherwise there may be other implications. The standard 60 days written notice period will apply for any rent increase which is in line with the Residential Tenancy Act. If you have any questions or require assistance please feel free to contact the office or your Tenancy Worker on 6270 0322. We are aware this can cause stress but please feel to reach out anytime if required.

### **Anti Social Behaviour.**

Over the past many months we have had numerous issues with Anti Social Behaviour.

Due to the Pandemic, we are aware of the changes that we have all had to make and understand people may be at home more than before.

Some people may have a little extra money or others may have a little less money but either way we all still have to work together.

I know times can be hard and some days can be harder than others. Everyone copes with their own issues differently.

Some people may wish to listen to LOUD music.  
Some people may like to get a little Merry.  
Some people may wish to be quiet and stick to themselves.

Regardless of what you want to do, we always have to be respectful of our neighbours so please take a minute to think about your neighbour and what they may be going through as well. It doesn't matter if you are living within a unit complex or in a standalone property but we all have to follow the rules regarding Anti Social Behaviour and the Tenancy Agreement that was agreed to at the start of your tenancy.

### **Spring is here -**

#### **Things to do for Spring!**

- 1. Get out in your garden if you can.**
- 2. Grow some vegies for yourself.**
- 3. Open your windows to let some fresh air in.**
- 4. Clean out your heatpump filters.**
- 5. Test your smoke alarm.**
- 6. Do some spring cleaning.**
- 7. Do some weeding in your garden.**

#### **Breach Letters that can be issued.**

Under the Residential Tenancy Act we are able to breach a tenant for any issues relating to their tenancy at anytime.

At the end of the day we choose to use this as a last resort. A friendly discussion occurs first and then if we are unable to resolve the matter, a formal written Breach of Tenancy letter will be issued.

We are here to manage the property/tenancy but it's up to you to follow the Residential Tenancy Agreement that you agreed to at the start of your tenancy.

Please work with us for a happy outcome for all!

**Don't be afraid of change. You might lose something good, but you'll gain something better.**