



Overall Program Update for SAHT.

Slowly getting back to Business as usual.....

Due to the ongoing changes regarding COVID-19 (Coronavirus), some changes have been made on how we deliver our Salvation Army Housing service but we are still here working away.

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.

Please note during this time Salvation Army Housing will continue to operate but with certain limitations in place as required.

When staff resume property inspections, we ask that you continue to follow social distancing measures that are currently in place and stay a safe distance from staff.

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 greatly appreciated 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 anyway 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.

Please contact the office on 6270 0322 if you have any questions or concerns regarding your tenancy or maintenance.



A HUGE THANKYOU !

I know these current times have been hard on all of us and I would like to say a HUGE THANK YOU to everyone that has worked with us during this period.

If you require further support please remember that Salvation Army has other services available that can assist you if required.

If you are not sure please make contact with your Tenancy Officer and they can point you in the right direction.

Remember if you are struggling or just require some guidance please make contact with us—6270 0322.

We are happy to assist anytime.

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 Updates

Rent Reviews —A huge Thank you to everyone who has worked with us in making it work for all.

As we have continued collecting the information for your rent reviews, 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. We will revisit rent reviews at this stage in October 2020 unless we are advised otherwise so please be mindful that if your rent was suppose to be increased then it will in October. I know some of you are hesitant with having a rent review completed but this is standard practice and will continue to occur so it is fair and equitable for all our residents. Thank you for your cooperation with this matter.

How your rent is calculated.

We calculate the rent based on the current market rent value of properties within the same area and this is provided to us on a regular basis from the Governor General's Office.

The rent is calculated at 25% of the complete household income plus CRA (Commonwealth Rent Assistance).

We require an up to date household declaration that shows all the current household occupants as well as up to date income confirmation. This assists us with matching the income provided and to make sure everything is up to date. So please work with us when we request this information as it's easier for everyone.

Request to make Alterations!

Sometimes we have requests from tenants to make alterations on the property they reside in. For example — you may wish to install a garden shed on the property or to build a carport.

Before any alterations are made, we ask that you complete a "Request to make Alterations Form" and seek written approval of the alteration prior to starting.

We will require a small site map of the property showing your request in which you can obtain from Google maps or ask for assistance from your Tenancy Officer. The approximate size and cost of the request will be required.

We are also bound by council regulations so please be mindful of this when requesting an alteration. Investigate everything you require prior to placing in your request or if unsure please contact our office on 6270 0322.

The request will be approved or denied and will be placed in writing. This will be placed on your tenancy file for future reference.

If you do not have the correct approval we can ask that the alteration be removed and the property be placed in the same condition at your cost as to the start of your tenancy so please always ask before proceeding with your request.

I hope this will assist for any future requests.

Winter is here -

Things to do for Winter

- 1. Open your curtains to let the light in.**
- 2. Clean up your garden while it's wet.**
- 3. Move indoor plants outside if you can as this will alleviate mould growing on top of your plants/dirt.**
- 4. Use draft stoppers where possible.**
- 5. Place Interior Dehumidifier in all your rooms to help reduce condensation. \$2.00 from Shiploads and they last months.**
- 6. Close off any unused rooms to keep the warmth in the main rooms you use.**

Tenant Engagement Functions for Christmas.

Due to the current environment we are in, we are still hoping to hold our Christmas functions but we will not know until later in the year.

We will also have to follow the rules around Social gathering and Social distancing so this may be hard but we will see what we can do.

If we are unable to hold our Christmas Functions we will still complete our Christmas Food

Hampers for all of our residents regardless.

We are looking forward to seeing you all soon.

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