



## Overall Program Update for SAHT.

Business as usual.....

Has become not business as usual due to COVID-19.

Due to the most recent events regarding COVID-19 ( Coronavirus), some changes will be made on how we deliver our Salvation Army Housing service.

As you are aware due to COVID-19 ( Coronavirus) Tasmania has been placed in a State of emergency.

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

On site meetings with tenants will be limited to urgent matters only.

Property inspections will not be carried out for a short period of time.

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.

Please note maintenance may be a little slow due to the lack of trades being available but all urgent maintenance will be attended to as required.

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



### Paying your Rent!

Paying your rent is a normal occurrence and due to the current events of COVID-19 (Coronavirus) your rent still needs to be paid. If you have lost your employment and your income has been reduced we can complete a new rent calculation for you. Standard procedure still applies. We require a copy of your income statement from Centrelink and or a statutory declaration stating the day your employment ceased. We can then recalculate your rent accordingly.

Please work with us to make this work for all— see over for more details.

## 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

Regular rent reviews applies to all tenants of SAHT properties. Our mission is to make rent calculations fair and equitable for all tenants in this current climate. **Your COVID-19 Stimulus payment will Not be taken into account but only your standard income.**

Rent reviews are completed at least once per year ( when your lease is due for renewal) or if there is a change in your household or personal circumstances, this ensures that the rent you pay is based on current income and we understand that things can change.

Your rent may be reduced or it may be increased but this is why we are required to complete at a minimum of every 12 months.

When completing a rent review we require a new household declaration to be completed and returned, so we know the household information is correct and up to date. We will also request a copy of your recent Income statement from Centrelink/Department of Veteran affairs and at least 4 weeks of payslips if you are working. This applies to each member of your complete household, even your children if they are receiving any income. We understand the hard times everyone is currently facing and Salvation Army Housing are here to assist you so please help us help you all.

Thank you to all our residents in advance for your continued assistance with this matter.

### Person's right to quiet enjoyment!

Everyone has the right to quiet enjoyment. This is part of your lease agreement that you have agreed and signed with us here at SAHT.

You may like to pop around and have a chat if you are residing in a unit complex but please unless you have the permission of the resident or you are invited do not under any circumstance enter another residents private yard or space.

Doing this is classed as a breach of tenancy and we should all be considerate of others and their personal space and boundaries.

Some residents like their privacy, others may like to have a chat but again remember unless you have been asked, please do not enter another residents personal space or property.

Everyday is different and someone's personal circumstance or feelings can change at short notice. So please be considerate if this happens and understand that one day this may happen to you.

We all need to be mindful that everyone is different and we are all dealing with things that others may not understand.

So remember to look out for yourself and be mindful of others and their current circumstance.

Take care.

### Autumn is here -

#### Things to do for Autumn

1. **Open your windows during the day.**
2. **Get out into your garden if you can.**
3. **Do an autumn clean throughout, disinfect anything and everything.**
4. **Make sure you clean your heatpump filters on a regular occasion.**
5. **Avoid drying wet washing inside as this will help elevate mould starting to grow.**
6. **Clean all light switches, door handles, fridge door handles, tap handles, phone and anything else you may think of.**

#### Tenant Engagement Functions for Mid Year!

Due to the current environment we are currently in, we have to cancel this years Mid Year function that we hold for all our residents.

We do apologise for this having to occur but the safety of our clients and staff is very important.

We also have to follow the rules around Social gathering and Social distancing.

Hopefully it will be back to normal for our end of Year functions as I know we all enjoy these.

Getting out and talking with each other is always enjoyable and it keeps us all connected.

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