

# Member Newsletter

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## CEO's update

We continue to promote the benefits for co-op housing to be supported by Common Equity and are actively discussing future options with five housing co-ops.

In August Scott Sharrad, the Chair of PERCH, and I spoke at the Homelessness Conference 'Sharing Solutions to End Homelessness' coordinated by the Don Dunstan Foundation. We highlighted the need to tackle homelessness on many fronts. We believe our energy can't just be focused on helping those who are currently experiencing homelessness - **stop the cycle**. We also need to focus on ways to reduce people falling into homelessness. – **plug the holes**. (see illustration below)

Scott also shared his personal story, which brought to life the benefits of co-op housing. Thank you, Scott!



We also highlighted the three key benefits of housing co-ops:

- 1) Reducing social isolation improves people's health and wellbeing
- 2) Reducing cost of delivery of social housing due to volunteer hours
- 3) Providing diversity of housing solutions

Here's the presentation from David Pearson, Executive Director, of the Don Dunstan Foundation on the [Adelaide Zero Homelessness Project](#).

In August we also welcomed Bill Peterson to team who will be working 3 days per week, focusing on supporting member organisations and our direct tenancies. Bill's profile is on page 5. There have also been a few changes to working days so we will have at least three people in the office each day:

	Mon	Tues	Wed	Thurs	Fri
Angela Carey					
Colin Wright					
Sandra Maciunas					
Bill Peterson					
Melissa Klenke					
<b>Number in office</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>

## Tenant Satisfaction Survey Results



The member/tenant satisfaction survey was conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of Common Equity Housing SA (Common Equity) in July/August 2018.

The aims of the survey are to:

- Establish levels of tenant satisfaction with services in line with the National Regulatory System for Community Housing (NRSCH).
- Benchmark performance levels against CHIA NSW's tenant satisfaction benchmark group.
- Inform future service delivery improvements

A summary of the results follows:

NRSCH thresholds		
Overall Satisfaction	Property Condition	Repairs & Maintenance
<b>89%</b>	<b>88%</b>	<b>88%</b>
Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%	Above NRSCH Threshold of 75%

Key Indicator set; Direction of travel	
↑17	Repairs and maintenance
↑13	Influencing decision-making
↑7	Quality of life
↑6	Tenant involvement
↑5	Listening and acting on tenants' views
↑3	Property condition
↑3	Appeal knowledge

-	Overall satisfaction
↓1	Complaints handling
↓1	Neighbourhood
↓2	Tenants' rights upheld
↓5	Complaints knowledge
↓9	Communications

Key Indicator set; Comparison to Benchmark	
+12	Repairs and maintenance
+6	Influencing decision-making
+5	Overall satisfaction
+4	Property condition
+4	Listening and acting on tenants' views
+4	Quality of life
+4	Tenants' rights upheld

+3	Neighbourhood
+2	Tenant involvement
-	Communications
-2	Appeal knowledge
-9	Complaints knowledge
-13	Complaints handling

We will be working with members and the Common Equity Board on an action plan, paying particular attention to repairs and maintenance, complaint handling and communication.

## Member news

### Welcome Acre Housing Co-op



Common Equity Housing SA welcomes Acre Housing Co-op members as a member organisation. Acre has 8

properties located in Adelaide. Their purpose is to provide housing on a co-operative basis for low income small households with demonstrated ability to live in communal environments and in need of housing due to a commitment to one or more of the following: artistic pursuits; environmental awareness; education & self-development; and community service

### Road trip to Copper Triangle



Angela, Claire and I (Sandra, article author) recently visited the Copper Triangle Housing Association (Copper Triangle) for a catch up. The main focus was to meet as many of the members as possible, run a training session on team building and provide some support and training for the Tenancy Officer regarding routine tenancy inspections.

Over the two days we met with Disability Services staff to assist in streamlining some procedures and review allocated properties. That night we attended the Copper Triangle monthly meeting and were greeted with a fabulous turnout with nearly all members in attendance, it was a real pleasure to put faces to names. After the formalities, Claire from the Phoenix Housing Co-op, who has a training background, facilitated the training session which included some fun teamwork participation activities. It was a light-hearted session with lots of laughter and fun, I think I can honestly say a great time was had by all! Thank

you to all Copper Triangle members who welcomed us and to Claire who volunteered her time.

The following day it was out on site to inspect some of the Copper Triangle members' homes. We were warmly welcomed and it is always lovely to meet with members at inspections to get to know them a little better. For those members who allowed us into your homes, thank you, your hospitality was very much appreciated. We thoroughly enjoyed our trip and look forward to meeting the Copper Triangle members all again soon. Possibly in Adelaide at the Common Equity AGM in November!

## Margaret Vincent, PERCH Co-op member, turns 90



### Interview with Margaret after her birthday celebrations!

#### **How did you celebrate your birthday?**

I had a surprise birthday party with family which was held at the Croquet grounds on East Terrace, Adelaide. Many people played Croquet and the weather was fine.

#### **What sort of cake did you have?**

I had my favourite type of cake - ice-cream cake with cherries on top!

#### **How long have you been in PERCH co-op?**

My first time in PERCH was 30 years ago and at that time I helped instigate more houses to add to the co-op. After leaving PERCH I moved to a Housing Trust house in Magill then to Melbourne. I travelled to South Africa as a volunteer to a children's home for 4 years. When I returned to Adelaide, a PERCH co-op member contacted me and invited me back to the co-op so I moved into one of their properties about 10 years ago.

## Member benefits

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We've introduced a new section called – Member benefits. Our aim is to introduce benefits, highlight existing services, development opportunities or information sessions. In other words to make sure we are always looking for new ways to improve benefits to our members.

## Reintroduction of Housing Improvement Fund

The Common Equity Board approved the reintroduction of the Housing Improvement Fund in the 2018-19 budget.

The fund is for the specific purpose of improving member organisation facilities and properties beyond the standard maintenance guidelines. It will be funded from Common Equity's operating surplus at \$200 per property in 2018-19. The policy, process and form are detailed in the policy on the following page.

This is a great opportunity for member organisations to identify a community project or initiative that could benefit an individual property or the whole group –

how you allocate the funds is a MO's decision but the Board need to approve the actual expenditure. If you have any questions please contact Angela.

## New Tenancy Process changes

We are pleased to introduce changes to the new tenancy process which will reduce the workload for Tenancy Officers. After feedback from member organisations, Tenancy Officers can now take advantage our lease preparation and execution service. This means that the member organisation still selects their new tenants and conducts initial inspections but the documents, including the lease, are take care of by a Common Equity Community Housing Officer. We also assist the tenant to apply for a Housing SA bond, or lodging their cash bond. This provides our members with the peace of mind that all legally required documents are provided to the new tenant.

Below is a summary of the process steps. You can find the full procedure on our website under your login > Tenancy Officer.

### Steps:

To ensure the procedure for both categories is clear and easy to follow it has been split into five steps summarised below and details on the following pages:

1. Property Preparation **Member Organisation Tenancy Officer – (MOTO)**
2. Community Housing Customer Register **(MOTO)**
  - a. Member Organisation Registration **(MOTO)**
  - b. Entering a property onto CHCR **(MOTO)**
  - c. Tenant Selection **(MOTO)**
3. Information exchange **(MOTO & Common Equity)**
4. Lease Preparation and Execution **(Common Equity)**
5. Finalise and Monitor **(MOTO & Common Equity)**

To opt to appoint Common Equity Housing SA for this service, MOTO's are required to complete an "AUTHORISATION NOTIFICATION to Common Equity Housing SA Ltd" form, to instruct Common Equity Housing SA to undertake this service on your behalf. This form is on our website under your login > Tenancy Officer.

MO's are also required to supply Common Equity with an "Agents Authority (Signatories) Form" to enable Common Equity to lodge new bonds on their behalf, for assistance with completing this form, please contact Sandra on 8354 2790.

### AGENT'S AUTHORITY (SIGNATORIES) FORM

[https://www.sa.gov.au/\\_data/assets/pdf\\_file/0009/17766/Agents\\_authority\\_form.pdf](https://www.sa.gov.au/_data/assets/pdf_file/0009/17766/Agents_authority_form.pdf)

If you would like to discuss this process in detail to see how it can benefit you, please feel free to either phone or make an appointment to come into the office for some 1on1 assistance.

## Royal Adelaide Show



Congratulations to all the winners of our Show tickets!

We received 25 adult and 10 child tickets from The Royal Agricultural & Horticultural Society of SA. We randomly chose tenant names so we hope all who attended the Show had a great time.

## Form, Policy & Procedure Updates



Common Equity Housing SA regularly updates forms, policies and procedures. We will communicate details to members by email, update our website and advise details in our Newsletter.

Changes have been made to the following:

### Tenancy Officer

- [Procedure-Tenant-New-Tenant-V2](#)
- [New Tenant-Authorisation-Notification-Letter.pdf](#)
- [Form-Lease-Periodic-Agreement-V4.pdf](#)
- [Form-Lease-Fixed-Term-Agreement-V3.pdf](#)

### Maintenance Officer

- [Policy-Maintenance-V5.pdf](#)

### General

- [Policy - Housing Improvement Fund](#)

If you would like to know more about this, please contact Sandra on 8354 2790.

## Fax comms stop on 1 October 2018



From 1<sup>st</sup> October 2018 we will **no longer have a fax service**. Please use 83542790 or by email [info@cehsa.com.au](mailto:info@cehsa.com.au). This service was costing \$380 pa and we receive approx. one fax per month!

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## Common Equity news

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### Meet Bill Peterson – Community Housing Officer, Support & Development



Bill is the newest member of the Common Equity team.

Bill has more than 25 years' experience of working within the private housing sector as well as the Community and Public Housing sector.

He holds tertiary qualifications in Social Work and a post graduate Certificate of Social Science in Housing Management & Policy and a Nursing Registration (EN).

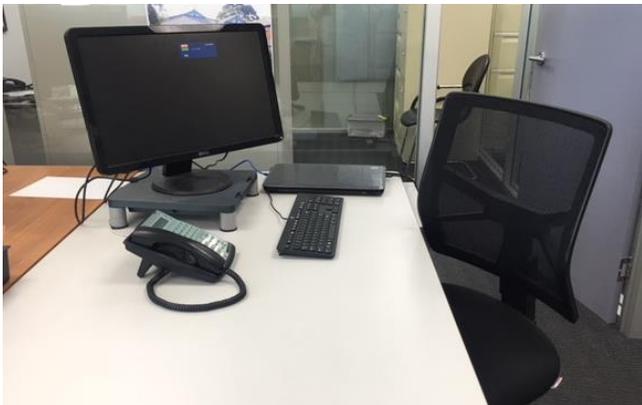
### *Interview with Bill Peterson*

My favourite....

- **Activity** is spending time with friends and helping others. I love to do this because friends help me to stay grounded.
- **Colour** is yellow because it reminds me of fresh beginnings.
- **Meal** involves most foods, particularly if I am not cooking it, and my favourite snack food is noodles.
- **Movie** of all time is *Life of Brian*.
- The best time of the day to me is the morning when waking up to a new day ... because then I have the whole day ahead of me.
- The first concert event I ever went to was Neil Diamond at the Westlakes Stadium and I went with my brother.

- My all-time role model is Oscar Wilde because of his quick wit and outlook on life.
- The best teacher was in grade 4 because she supported me and spent time to explain things which made me realize that she was a caring teacher and person.
- The worst teacher was in matriculation because he was just working for the money and that made me realize that all people are very different.

## Office space available for volunteers!



We now have a desk, laptop and the office photocopier available for member organisations to use. This could be to prepare agendas, minutes for meetings or to finalise maintenance paperwork etc. Just give Melissa a call on 8352 2790 to book in a time!

## Save the Date– Common Equity AGM

Common Equity's Annual General Meeting will be held on **Tuesday 20<sup>th</sup> November 2018** at 6.30pm at



Thebarton Community Centre, Corner South Road & Ashwin Parade, Torrensville.

We are working on an exciting guest speaker so **save the date now** because we'd love all our members and tenants to support this event.

## General industry news

### Everybody's Home Campaign



There are so many different types of, and terms for, housing – and while most people know they're all really important, what they actually *are* remains a bit of a mystery for most.

More social and affordable housing is the key to fixing the broken housing system. So many experts agree that if we increase the supply, we'll not only have more affordable homes for people who need it, it'll take a huge amount of pressure off the private rental market as well.

It's crucial that we work together to call on our government to develop a plan to increase the supply of social and affordable housing - but at the moment, not many people really understand what the terms mean.

We've broken down the jargon - so that we all know what the different kinds of housing are, and why they're all so important.

[Click here to check it out now](#)

Website [www.everybodyshome.com.au](http://www.everybodyshome.com.au)

## World Habitat Day - 1 October



United Nations has designated the first Monday in October each year as International World Habitat Day. The idea is to reflect on the state of our towns and cities and the basic right to adequate shelter for all.

It is also intended to remind the world of its collective responsibility for the future of the human habitat.

Website: [www.un.org/en/events/habitatday/](http://www.un.org/en/events/habitatday/)



## NDIS (National Disability Insurance Scheme) Home Modifications

A joint workshop was held in June 2018 between Community Housing Providers and representatives of the NDIS Local Area Co-ordinators (LAC) at the Community Housing Council of SA. One of the issues raised involved how community housing tenants, who are also National Disability Insurance Scheme (NDIS) participants, can access home modifications through the NDIS.

NDIS home modification process involves the following steps:

1. LAC/planner meets with NDIS participant to discuss goal setting and activities/actions towards meeting goals in their plan – this could include home modifications for the participant.
2. LAC/planner includes OT (occupational therapy) assessment in participant plan as pre-requisite for desired home modifications.
3. OT assessment funding approved by NDIA and OT undertakes assessment.
4. OT assessment recommends home modifications
5. Quote is obtained for home modifications arising from OT assessment.
6. LAC/planner includes home modification request, supported by OT assessment in participant plan, for approval by NDIA.
7. NDIA approves/rejects home modification request.

Additional guidance to help decision making relating to home modifications - [Frequently Asked Questions \(FAQs\) about Home Modifications](#)

Any enquiries relating to home modifications through the NDIS should be directed to the NDIA in the first instance via e-mail to [saprovider@ndis.gov.au](mailto:saprovider@ndis.gov.au) or by phoning 1800 800 110.

## Remembrance Day 2018



This November marks the 100<sup>th</sup> anniversary of Armistice which ended the First World War. See Australian War Memorial website for more details [www.awm.gov.au/commemoration/remembrance-day](http://www.awm.gov.au/commemoration/remembrance-day)

