



COMMON  
EQUITY HOUSING  
South Australia

# Member Newsletter

July 2017 | **Winter edition**

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## CEO's Update

The last three months have been very productive for Common Equity Housing (CEHSA) with the National Regulatory System (NRS) assessment completed at the end of June, reviewing and restructuring the Property and Services Agreement (PSA) and several positive enquiries from Tier 3 community housing providers investigating options for their future.

### **NRS – The National Regulatory System for**

**Community Housing** sets out the performance requirements that registered housing providers must comply with in providing community housing under the National Law. As a reminder, the seven key areas of compliance for all community housing providers are:

- 1. Tenant and housing services** - fair, transparent and responsive in delivering housing assistance to tenants.



2. **Housing assets** - manages its community housing assets in a manner that ensures suitable properties are available at present and in the future.
3. **Community engagement** - works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities.
4. **Governance** - well-governed to support the aims and intended outcomes of its business.
5. **Probity** - maintains high standards of probity relating to the business of the provider. Values and ensures impartiality, accountability and transparency.
6. **Management** - manages its resources to achieve the intended outcomes of its business in a cost-effective manner.
7. **Financial viability** - financially viable at all times.

CEHSA has received preliminary feedback that the submission is in order but the full analysis and feedback provided in approximately two months.

**Property and Services Agreement (PSA)** – as part of CEHSA’s compliance responsibilities with the NRS and the Master Agreement with Renewal SA

we need to update the PSA between CEHSA and each of the member organisation (MO). The main reason for this change is that we need to make sure that CEHSA’s and MO’s obligations are clear and that areas still managed by MOs are identified and that we have processes, policies and procedures in place to ensure CEHSA’s NRS compliance responsibilities are met.

Feedback from the Member Forums and individual MO meetings has been incorporated and the draft agreement is now with Renewal SA for their feedback. At this stage, Renewal SA want some changes in the areas of asset and tenancy management. They require the agreement to demonstrate more clearly that we have processes and systems in place to make sure things are being completed. A meeting is planned in the coming weeks to develop a solution, so this will delay finalising the agreement with each MO. I’ll keep you posted on the new timeframe.

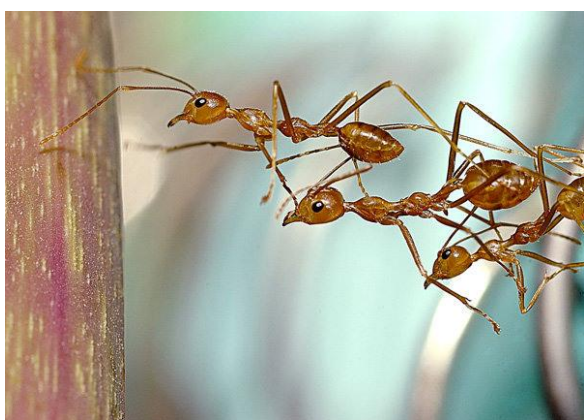
**Priorities over the next few months:**

- Finalise the PSA and gain MOs approval via Special Resolutions.
- Visit Common Equity Housing Ltd in Victoria to gain a detailed understanding of their asset

management process, so CEHSA can make improvements in the areas of asset management planning, maintenance forecasting, monitoring and reporting.

- Keep talking to Tier 3 CHP's about the benefits of joining CEHSA.
- Attend MO meetings – PERCH and Copper Triangle scheduled in August.

## Member Forums



*"I can do things you cannot, you can do things I cannot; together we can do great things"* Mother Teresa

The two Member Forums held in June were well attended and positive feedback was received from members and the CEHSA team. Based on the feedback, we'll aim to hold Member Forums every 6-8 weeks interspersing specific topics and general meetings (7-8 meetings per year).

The next meeting will focus on **Tenancy Management** so we encourage all Tenancy Officers and any other interested members to attend. RSVP to [melissa@cehsa.com.au](mailto:melissa@cehsa.com.au) by Friday 11<sup>th</sup> August 2017.

Topic	Date & Time	Location
Tenancy management	Tuesday 15 <sup>th</sup> August 6pm to 7.30pm	<a href="#">West Thebarton Hotel</a> , 51 South Road, Torrensville

## Tenant survey results

Thank you for your responses to our Survey conducted in May-June 2017. The Survey was completed online and via hardcopy for member with no email and there was a very good response rate – the best ever for CEHSA.

Here's a summary of the results:

### Overall services

Our tenants reported a good level of satisfaction with CEHSA's housing services.

### Combined satisfaction

	Satisfied	Dissatisfied	Neither
Combined satisfaction	89%	5%	6%
Rights as a tenant are being upheld	89%	3%	8%

### Communication

	Satisfied	Dissatisfied	Neither
Comms by CEHSA	91%	3%	6%

On the question about understanding how rent is calculated, 20% were either unsure or did not understand

### Repairs and maintenance

	Satisfied	Dissatisfied	Neither
Condition of home	85%	9%	6%
Repair & maintenance	71%	9%	20%

### Complaints and appeals

Two thirds of tenants who did the questionnaire (66%) reported that they knew how to make a complaint to CEHSA. This still leaves 33% of

respondents who were either unsure or did not know how to make a complaint.

A lower proportion (40%) said they knew how to appeal a decision made by CEHSA. 29% were unsure and 32% said that they did not know.

## Tenant engagement

	Satisfied	Dis-satisfied	Neither
The way CEHSA involves tenants	71%	6%	22%
CEHSA listens to tenants' views and acts on them	70%	6%	23%
Tenants are able to influence CEHSA's decision making	52%	10%	38%

## CEHSA's comparative performance

The results of this survey were compared with survey results undertaken for 27 other Community Housing Providers in Australia. The comparison shows that CEHSA is doing well, but has some areas in which it can achieve higher scores. In order to achieve better performance CEHSA plans the following actions:

### 1. Repairs and maintenance

'Repairs and maintenance' is the key priority area for our tenants. We believe that the new Property and Services Agreement, and our current work on updating maintenance systems and procedures will improve services. Member Organisation Maintenance Officers are meeting with us to review the proposed system, and to add their input.

### 2. Tenancy engagement

CEHSA has new leadership and there have been meetings with Members and as well as a special

workshop to discuss the new draft Property and Services Agreement.

It is proposed to sponsor regular Member Forums and encourage other events such as workshops and social events across the membership.

It is of concern that 1 in 5 of our tenants do not understand how their rent is calculated. We will give priority to providing this information again, and offering one on one explanations to anyone who may want this.

### 3. Complaints handling

CEHSA will again review the complaints process and our management of this. We will be giving more detail in the next Newsletter.

## Parliamentary Friends launch

A significant milestone was reached on 13 June with the launch of the Parliamentary Friends of Mutuals and Co-operatives at Parliament House.



Co-op and mutual representatives enjoyed a presentation from BCCM Chairman and CBH CEO Dr Andrew Crane and remarks from Parliamentary Friends co-chairs Senator Bridget McKenzie and Andrew Leigh MP about the importance of co-operatives to Australia.

The BCCM is pleased with the genuine bipartisan support for the sector. For full details [click here](#)

## Meet with CEHSA Team



*Pictured: Sandra, Melissa, Colin & Angela*

To get to know the CEHSA team Sandra and Melissa have shared a few fun facts:

### **Sandra Maciunas**

- My favourite activities include anything outdoors, gardening, walking the dog, and of course dining, I love to do this because I enjoy being outside.
- My favourite colour is yellow because it reminds me of the beach and the sun.
- My favourite meal involves anything Thai and my favourite snack food is fruit or homemade biscuits.
- The best time of the day to me is early morning because I love hearing the birds wake up and I am always excited about getting up, I love to wake up and start the day.
- I would love to travel to the moon because I think it would be cool to see the earth.
- My favourite movie of all time is forever changing has been Colour Purple, Castle, Terminator, Back to the Future, Moulin Rouge and latest is La La Land.

- The music I like to listen to is varied depending on the time because it's nice to enjoy different types of music.
- One of the nicest things that ever happened to me was when I was at Semaphore Beach one morning about 5am, it was a foggy morning with visibility at about 20 metres and out of the fog came galloping race horses in training, a wonderful 'wow' moment.

### **Melissa Klenke**

- My favourite activity is walking my dog, Lucy, and I love to do this because of the fresh air and it clears my head. Lucy also gets so excited which is very entertaining.
- My favourite color is orange because it reminds me of a sunset.
- The best time of the day to me is late at night when it is quiet in our house and I can watch my favourite TV shows in peace.
- I would love to travel to Schleswig Holstein because my Great Great Grandfather was born there and he came to Australia in the 1840s. I am very interested in family history and getting a feel for the past.
- The music I listen to is Pop Music as I enjoy singing out loud (with no-one else around of course!).
- The first concert event I ever went to was ABBA and I went with my Mum & Dad. I don't know how my parents managed to stand the noise. My second concert was Shakin' Stevens at the Thebarton Theatre.

## CBS updates available

Consumer Business Services (CBS) provides regular tenancy updates to inform landlords, agents and tenants of changes that may affect their residential tenancy.

If you provided an email address when you lodged a bond, you will automatically receive tenancies updates.

If you would like to receive this newsletter go to their [website](#) and click on Subscribe.

## Win tickets!



Friday 1 September and Sunday 10 September this year and CEHSA has again applied for complimentary admission tickets. The Royal Agricultural & Horticultural Society of SA Inc makes a limited number available to community groups and not-for-profit organisations.

We'll know if our request for 24 adult and 10 child tickets has been successful in July and we'll receive the tickets in August. Our plan is to randomly select member tenants to enjoy the Show experience, so we'll let the lucky winners know as soon as possible.

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

## Who needs a pickle?



Shelter SA launched its mobile phone app "Pickle" which is designed to connect young people who are experiencing homelessness, at risk of homelessness, or in unsafe situations to the nearest possible community service organisation. Pickle was developed by Shelter SA with a Community Benefit SA grant and we acknowledge Minister Bettison's support. Free, quick and private, please download the app or browse the website and share with your networks and clients [www.pickle.org.au](http://www.pickle.org.au).

## New support website



This website is an initiative of The Government of South Australia and The Salvation Army and it provides information about:



Check it out at <https://affordablesa.com.au/>

## Legislation changes

*As published on the Consumer & Business Services website on 23rd June 2017*

Commencing on the 3rd July 2017, these changes aim to clarify or provide solutions to several administrative issues that have been raised by industry. It is important that all parties to a

residential tenancy understand their rights and obligations. These changes include the following:

- Right to entry – section 72
- Termination by tenant if residential premises for sale – section 85A
- Abandoned property – other than personal documents – section 97B
- New Form 2

For full details of these changes [click here](#) For a copy of the new Form 2 [click here](#)

## Home heating warning



*As published in a Media Release by the Hon Peter Malinauskas, MP*

With the winter house fire season underway, the Metropolitan Fire Service (MFS) is urging people to take extra care when using any form of home heating.

Each year, an average of one person dies unnecessarily due to a home heater fire. The MFS and Country Fire Service (CFS) respond to around 60 fires each year caused by poorly maintained or incorrectly used heating equipment. These fires cause immeasurable levels of physical and emotional injury along with structural damage and economic loss.

The MFS are reminding people that maintaining heaters and being aware of fire risk factors can help to prevent or reduce unnecessary death,

injury and loss this winter. To read the full media release [click here](#)

## 'Weird, unusual or simply ordinary' – we'd love to hear from you!



If you would like to submit an interesting article or photo or have something to sell or give away or have an idea you'd like to share, please send Melissa an email [melissa@cehsa.com.au](mailto:melissa@cehsa.com.au) or phone 8354 2790 and we will aim to publish it in our next edition!