

Inside Westside

Summer 2016

Fifth Edition

Westside
Housing Association Inc.



FROM THE CEO

Welcome.

Since our last newsletter we've had some crazy weather in South Australia. We've had rain, wind and hail and a big power cut. I am sad to report that our beloved caravan was damaged beyond repair by hail and was scrapped last week. We are now on the lookout for a new 'pop-up' café for 2017.

From all of us at Westside we wish you a peaceful and relaxing festive season.

We look forward to seeing you in the new year as we rollout our new look pop-up café.

Julie Rehn



Our last picture with our beloved Pop-up Café before she was towed away due to hail damage

Christmas Office Hours

Thursday 22 Dec 2016

9am to 4pm

Friday 23 Dec 2016

9am to 2.30pm

Monday 26 Dec 2016

Closed

Tuesday 27 Dec 2016

Closed

Wednesday 28 Dec 2016

Closed

Thursday 29 Dec 2016

Closed

Friday 30 Dec 2016

Closed

Monday 2 Jan 2017

Closed

Tuesday 3 Jan 2017

9am to 4pm

Westside would like to wish everyone a Merry Christmas and a Happy New Year.

For emergency maintenance over Christmas call **8155 6081**

WIN

Do you have a good news story, a funny joke or a recipe you would like published in the next Westside Newsletter?

Please send it in to us along with your name and address to **admin@wha.org.au** or if you do not have internet access please drop into our office at 208 Churchill Road, Prospect.

Your entry will be put into the draw to win a **\$20 Woolworths or Coles gift card**. Please have your item to us by February 10th 2017.

Maintenance

In our last tenant newsletter we said we would let you know how we addressed your feedback received from the tenant survey. One of the most important issues identified was repairs and maintenance. To help with improving delivery in this area we have created a new position.

James Clough joined us in August 2016 as the Manager of Assets and Development and he is committed to continuing to improve our customer service in the area of maintenance delivery.

Westside has put several steps in place to monitor and manage its maintenance work including:

- Weekly monitoring of all maintenance jobs
- Quality checks on significant maintenance work complete
- The use of tenant feedback cards for you to provide feedback on maintenance work completed in your home
- Asset inspections of properties to help us forecast planned maintenance work in the future

Let us know if you can't be home when a tradie is booked

Westside contract trusted local tradespersons to provide maintenance services. When a maintenance request is received, we send a work order to the most appropriate tradesperson to do the job.

They will contact you to make a time to carry out the work. If you need to make a change to the time please call our office 8155 6070 so we can reschedule the work. If they arrive at the agreed time and you aren't available, it is likely there will be a "No Access Charge" that may be passed on to you.

We have three categories of maintenance:

Priority 1 Emergency	1-24 hours	<ul style="list-style-type: none"> • a burst water service • a blocked or broken toilet system • flooding or water through light fittings etc • serious storm or fire damage • no power, gas or hot water • serious roof leak • gas leak • failure of any essential service for hot water cooking, heating or laudering • any fault or damage that causes the premises to be unsafe or not secure • smoke alarms
Priority 2 Urgent	2-7 days	<ul style="list-style-type: none"> • Fallen gutters, dripping running taps
Priority 3 Routine	3-30 days	<ul style="list-style-type: none"> • Brickwork, internal doors not closing, hinges, exhaust fans etc

After the work is done

When we contract a tradesperson to do maintenance work, we give them a feedback card to give to you. This helps us make sure our tradies do a good job, and the work is finished.

If you want to tell us something about the work you can:

- Call Anthony, Maintenance Co-ordinator 8155 6070
- Complete the feedback card and post it to us
- Go onto our website and complete the feedback section

Tenant alterations

Just a reminder that any alterations that you are proposing to carry out on your property need to be approved by Westside prior to making a start.

Examples of improvements might be adding an air conditioning unit or heater. Westside need to know and approve this request so that we can ensure that it is being carried out in accordance with guidelines, we have a record of it for future reference and that we are aware that any Council approvals or Certifications are obtained and provided. Staff can provide an "alteration request form" for you to fill in and return to Westside. Upon receiving the request we will contact you to discuss your project.

You can request maintenance in the following ways:

Phone: **08 8155 6070**
 Online: **www.wha.org.au**
 Email: **maintenance@wha.org.au**
 After Hours: **08 8155 6081**

We take the maintenance of properties seriously and encourage you to contact the maintenance team if you are not happy with our maintenance service.

IS IT AN
EMERGENCY?



Power saving ideas for the home

- TVs, DVD players, computers, stereos and game consoles still use energy in standby mode. When not in use, switch these appliances off at the wall.
- Use a power board: a power board can supply electricity to multiple appliances at the same time and allows you to switch off all appliances using the same switch.
- Thaw food in the fridge first to reduce cooking time. Microwaves use less energy than an oven. When using an oven, avoid continuously opening the door.
- Keep lids on pots when cooking to reduce the amount of time and energy used. Dinner will be cooked faster too.
- Washing clothes: Only run the washing machine on full load. Use cold water to wash clothes and spin them thoroughly before drying.
- Drying clothes: Use a clothesline instead of a dryer wherever possible. Only use a dryer with a full load and when clothes are wrung well first. Keep the lint filter clean.

Birds R Us

We had a fun time in the school holidays making bird sculptures. Sadly our office bird wasn't as sturdy as some, and has slowly turned into a pile of

plates and sticks. However the kids that came along did a much better job, and we are sure their sculptures still hold pride of place at home.



Westside Housing Service Standards

Your contact	Response time
Phone calls	The same business day. In peak times, no later than the following business day.
Appointments	We will be on time or advise you if there is a delay.
Drop in (no appointment)	During advertised hours, within an hour or we will make a suitable time to meet you.
Emergency after hours maintenance	Within 4 hours, the same day. If not an emergency we will call you back the following business day.
Complaints	Informal complaints - we will respond within 21 days Formal complaints - we will respond within 14 days.

Handy Household tips

Having trouble keeping your shower screen clean?

Tired of paying for expensive cleaning sprays?

Mix: 1 Cup vinegar, 1 Tblspn dishwashing liquid, 2 Cups Water into an empty spray bottle.

It works a treat on shower screens, tiles and grout and for general cleaning purposes. Use home brand vinegar and dishwashing liquid to save on cleaning costs.

RENT SETTING

Did you know that the amount of rent we charge and how often we review it, is set by the State Government for most of our homes. If you are interested you can view the Policy that determines how much you pay (Community Housing Rent Policy and Procedure) at:

<https://www.sa.gov.au/topics/housing/public-and-community-housing/community-housing-organisations/managing-a-community-housing-organisation/tenancy-management>

What's On

FREE Outdoor Movies

Marion Cultural Centre,
287 Diagonal Road, Marion
8:30pm - 10:30 pm

Friday 18th December 2016
A Christmas Carol

Friday 8th January 2017
Space Jam

Friday 15th January 2017
The Mask

Friday 22nd January 2017
Ice Age – Sub Zero Heroes



Semaphore Summer Carnival

Semaphore Foreshore
16/12/2016 - 29/01/2017
11:00am 10:00pm Daily

Free children's entertainment every
Sunday at 2:00pm

Riverbank Christmas Lights Display

6.30 pm - Late (FREE Event)
Daily until 01/01/2017

Adam Street Reserve (near the brewery)
Corner of Port Road & Adam Street
Hindmarsh SA 5007

We want your feedback

All feedback is welcome. At Westside we want to provide a great service and one of the best ways for us to do this is by receiving feedback from you on what we do well and where we can improve. Resolving complaints can help us to provide better services for you, so telling us if something is or isn't working can help us to come up with solutions that could benefit everyone.

Feedback and Complaints

To give us your feedback or complaint speak to a Westside staff member.

Hopefully we can resolve the issue straight away. If this isn't possible, you can ask for your concern to be passed onto a manager to try to find a solution.

If you don't feel comfortable speaking to someone about your concerns, ask for a copy of our Feedback Form or head to our website at <http://wha.org.au/contact/feedback>

Response Time

We will try to respond to you as soon as possible. If we need to investigate you will receive a response within 14 days. If the issue needs to be escalated, we will keep you informed regularly of progress until the matter is finalised.



ARE YOU ON FACEBOOK ?

Search for the "Adelaide Families on a Budget" page for a place to ask questions, share tips and ideas, give and receive support and share any bargains you have seen etc.

