



# ACCESS 2 PLACE HOUSING

## TENANT NEWSLETTER DECEMBER 2020



### PREPARING FOR THE FESTIVE SEASON

2020 has been a difficult year, and many of us will be looking forward to the Christmas season as a chance to relax at home, connect with family and friends, and be thankful for what we have.

Here at Access 2 Place, we want to wish you all the best for the festive season. Thank you for being part of the A2P family. As always, we will be contactable for any maintenance matters during the Christmas period.

If the matter is urgent and immediately affects tenant health, safety or security you should call the relevant emergency service (eg.SA Water) and when safe to do so, call our office on 8274 6300. This is our regular office number and it is monitored for emergencies.



### INTRODUCING TRENT LINES

A2P has had a change of CEO recently. Jonathan Lardner, who steered A2P for six years, has left to establish his own consultancy. We wish Jonathan all the best, and have welcomed Trent Lines into the role of Interim CEO.

Trent has been on the A2P Board since 2015 and has more than 20 years' experience in the property industry. He's stepped down from the Board while he takes on the CEO role until a permanent replacement is found.



The rest of the friendly A2P team remains unchanged, and we're here for all your tenant enquiries and needs!



#### CONTACT US

Ground Floor, 20 Greenhill Road,Wayville, South Australia, 5034  
Office hours: Mon to Fri, 9am - 5pm  
Phone: 8274 6300  
Email: [info@access2place.com.au](mailto:info@access2place.com.au)



#### URGENT REPAIRS

Call Access 2 Place on 8274 6300 7 days a week, then email your maintenance request form  
E: [maintenance@access2place.com.au](mailto:maintenance@access2place.com.au)



#### ROUTINE AND NON-URGENT REPAIRS

Complete the maintenance request form found on our website at [www.access2place.com.au](http://www.access2place.com.au) or  
E: [maintenance@access2place.com.au](mailto:maintenance@access2place.com.au)



#### REQUESTING PROPERTY ALTERATIONS

Download and complete the alteration request form found on our website at [www.access2place.com.au](http://www.access2place.com.au) or email: [maintenance@access2place.com.au](mailto:maintenance@access2place.com.au)



#### TENANT ADVISORY GROUP

Next meeting held at Access 2 Place Office

**Wednesday 03 February 2021 at 11:00am**

If you want to be involved, contact our Engagement Coordinator Ashlee on 8274 6300 or Email [info@access2place.com.au](mailto:info@access2place.com.au)



#### CRIMINAL ACTIVITY

In case of an emergency please call 000. For non-emergency situations you can report anonymously to SAPOL via Crime Stoppers on 1800 333 000



#### NEIGHBOURHOOD DISPUTES

If you have concerns with your neighbours, call SAPOL on 131 444



VISIT OUR NEW WEBSITE  
[WWW.ACCESS2PLACE.COM.AU](http://WWW.ACCESS2PLACE.COM.AU)





## UNDERSTANDING YOUR NEEDS: 2020 RESEARCH

We are always keen to understand the needs of our tenants, and this year we set out to explore what others know about A2P and accessible housing in South Australia.

With the help of a marketing consultant, we asked questions in small focus groups. We learned a lot about how others view us, and also confirmed some of our observations about housing in the disability sector.

Often, it can be confusing and time-consuming for people to find the services they need and that includes finding an affordable, accessible home. We are taking that research on board, and will strive to help ensure more people know about A2P and also that our services meet your needs.



## SEEKING EXPRESSIONS OF INTEREST FOR NEW BUILD

***Do you know anyone who may be interested in renting a future home in the popular beachside town of Aldinga? Maybe that's you?***

We are seeking expressions of interest before we build. We have designed accessible 2 and 3 bedroom family homes in Aldinga. When built, these homes will feature open plan living, a spacious kitchen with height-adjustable bench tops, fully enclosed rear courtyard with access to a lock-up carport and more.

In addition, the 3-bedroom home will have an ensuite (plus fully accessible bathroom), separate study, and carport with space for two vehicles. This will be a versatile property that's perfect for family living. These homes will be SDA registered Fully Accessible. Applicants are required to have, or be eligible for, Specialist Disability Accommodation (SDA) funding. Please contact us if you'd like to know more or visit our website [www.access2place.com.au](http://www.access2place.com.au) to view the plans. Phone 8274 6300 or email [info@access2place.com.au](mailto:info@access2place.com.au)



## TENANT WELLBEING

We have begun work on a Tenant Wellbeing Project, with team members looking at how A2P can be there for tenants who may be at greater risk of falling through the gaps when it comes to government and agency services.

Our aim is to help tenants feel safe and secure in their homes. Risks can come from many things, such as unexpected illness, financial hardship, a change in support needs or communication challenges. We are looking for ways to understand and be confident that if things do go wrong, or something doesn't seem quite right, a tenant knows how to seek help if they need to.

We will be speaking with tenants, A2P staff and other professionals, and asking lots of questions. We plan to run through some ideas with a small group of A2P tenants - because you are our genuine experts.

If you have an interest in this project or would like to make a comment, please contact Jo via email if possible: [info@access2place.com.au](mailto:info@access2place.com.au). Or you can call the office on 8274 6300.



## BOWLING DAY FUN!

Thank you to everyone who came to our recent bowling day. We met at Zone Bowling in Westbourne Park, wearing our most colourful shirts to hit the lanes, with a variety of fun prizes on offer.

This was a free event for tenants and a chance for everyone to mingle, have some fun, and meet A2P staff. Thank you to our Tenant Advisory Group for helping put the afternoon together. We hope you enjoy these photos from the day. Stay tuned for future fun events!



## THANK YOU TAG

Another year has almost ended, and we want to thank members of our Tenant Advisory Group (TAG) for being wonderful volunteer members. Jacy, Marie, Annemarie, Alex, Robert, Naomi and Sam provide us with invaluable ideas and are an important sounding board for our staff.

TAG meets four times a year and is coordinated by Ashlee Pyke, our Engagement Coordinator. It's an opportunity for tenants to discuss issues, exchange ideas and give feedback in an informal environment. The more tenants that are involved in TAG meetings, the better. So if you would like to get involved, please chat to Ashlee on 8274 6300 or email [info@access2place.com.au](mailto:info@access2place.com.au).



## ENGAGE WITH US

We would love to hear from you. If you have a story that you would like to share and be featured in our newsletter or website call us on 8274 6300 or email [info@access2place.com.au](mailto:info@access2place.com.au)

## TENANT ART

**We have launched an online tenant art gallery!**

This year, we decided we wanted to celebrate our tenants during the UN's International Day of People Living with Disability, a global event which acknowledges the achievements and contribution of people living with disability. This event happens on 3 December every year, and we put a call out to tenants who wanted to take part. We collected some wonderful work which showcases this talent and tenants' most treasured hobbies and passions.

You can see this online gallery on our website, [www.access2place.com.au](http://www.access2place.com.au)

You can also see this on our Instagram account [www.instagram.com/access2place](http://www.instagram.com/access2place)

Thank you to everyone who took part and gave us permission to share their work.



## CHRISTMAS CHOCOLATE CRACKLE PUDDINGS

Everyone loves chocolate crackles. Give them a festive twist by decorating them to make mini plum puddings.

### Ingredients:

- 300g pkt Cocoa Puffs
- 100g copha or butter, melted
- White chocolate buttons, melted, cooled slightly, to drizzle
- Mint leaf lollies, to decorate
- Raspberry lollies, to decorate



### Method:

#### STEP 1

Line 12-holes of a 1/3 cup (80ml) capacity muffin pan with paper cases. Combine the cocoa puffs and copha or butter in a large bowl. Divide evenly among lined holes. Place in the fridge for 10 mins or until set.

#### STEP 2

Drizzle with a little white chocolate and decorate with mint leaf lollies and raspberry lollies. Place in the fridge for 5 mins or until set.



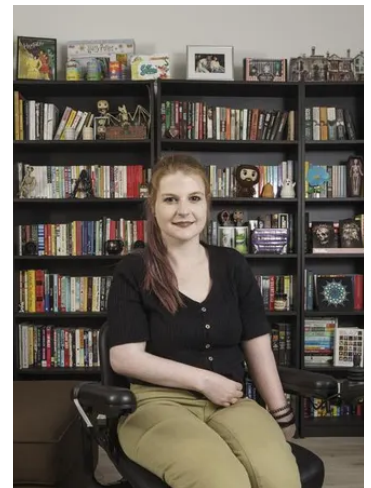
## CHRISTMAS OFFICE HOURS

Monday 21 December	9:00am - 5:00pm
Tuesday 22 December	9:00am - 5:00pm
Wednesday 23 December	9:00am - 5:00pm
Thursday 24 December	9:00am - 5:00pm
<b>Friday 25 December</b>	<b>CLOSED</b>
<b>Monday 28 December 2020</b>	<b>CLOSED</b>
Tuesday 29 December 2020	9:00am - 5:00pm
Wednesday 30 December 2020	9:00am - 5:00pm
Thursday 31 December 2020	9:00am - 5:00pm
<b>Friday 01 January 2021</b>	<b>CLOSED</b>

**Maintenance will be operating after hours as usual**  
**Phone 8274 6300**

## FEATURED IN THE MEDIA

We were thrilled to be featured in Home Life magazine and Living Well with Disability recently, in a special story on accessible homes. Thank you to our tenants Aimee and Naomi for sharing their stories and welcoming the Sunday Mail team into their A2P homes.



## DISABILITY INFORMATION HELPLINE

The Disability Information Helpline has been set up to support people with disability during the Coronavirus Pandemic.

You can call the helpline on  
**1800 643 787**

if you:

**NEED HELP**

**WANT TO ASK A QUESTION**

## NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE

You can call this number if someone who supports you:

**IS TREATING YOU BADLY**  
**ISN'T GIVING YOU THE SUPPORT YOU NEED**  
**1800 880 052**

or send an email to: [hotline@workfocus.com](mailto:hotline@workfocus.com)