



ACCESS 2 PLACE HOUSING

TENANT NEWSLETTER DECEMBER 2021



WHAT A YEAR!

Hello everyone, and welcome to your December newsletter! It really has been a big year at Access 2 Place. We feel we have achieved a lot in trying to be the best accessible housing provider in South Australia.

The A2P tenant online art gallery has been very successful and we have loved being able to share your art. This evolved into the CHARTS Awards, which was a very positive experience for all involved.

We appointed a new CEO and new Operations Manager, and Housing Officer roles were reorganized to provide you with a better experience. We launched an important Tenant Wellbeing Project, backed by research and data.

Our six fully accessible homes at Aldinga are now complete and they look amazing. Earlier this year, we shared our Aldinga vision at a vibrant event at Plan Lab.

We want to make sure more people know how the SDA works, so we recently provided an online educational event for Support Coordinators in South Australia. We hope this will contribute to better results and referrals for people living with disability in SA.

We are a finalist in the Australian Housing Institute 'Brighter Future Awards' in the category of Leading Community Engagement Practice Award. The award winner will be announced on 9 December – please wish us luck!

We're looking forward to a well-earned rest over the Christmas period, and we're excited about next year. Thank you to our tenants for being part of our successes. The whole A2P team sends its best wishes for your Christmas and the New Year.



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



URGENT REPAIRS

Call Access 2 Place on 8274 6300

7 days a week, then email your

maintenance request form

E: maintenance@access2place.com.au



ROUTINE AND NON-URGENT REPAIRS

Complete the maintenance request form found on our website at

www.access2place.com.au or

E: maintenance@access2place.com.au



REQUESTING PROPERTY ALTERATIONS

Download and complete the alteration request form found on our website at

www.access2place.com.au or email:

maintenance@access2place.com.au



TENANT ADVISORY GROUP

Next meeting will be held at Zone Bowling Cross Road. Cnr Goodwood &, Cross Rd, Westbourne Park

At 1:00pm on Wednesday 08 December

If you want to be involved, contact our Engagement Coordinator Ashlee on

8274 6300 or Email

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 WEBSITE
WWW.ACCESS2PLACE.COM.AU



HOUSING OFFICER UPDATE

Access 2 Place is pleased to announce a change to the organisation which will help streamline our services to tenants. Our Housing Officers have been assigned to dedicated council areas.



Anne Knight will be Housing Officer for: Adelaide, Alexandrina, City of Marion, City of Charles Sturt, City of West Torrens, Mitcham and Norwood.



Luke Wilcox will be Housing Officer for: Campbelltown, City of Salisbury, City of Playford, Gawler, Tea Tree Gully and Prospect.



Jo Cartledge will be Housing Officer for: City of Port Adelaide Enfield, and City of Onkaparinga.

Finally, **Ashlee Pyke** will be Housing Officer for regional South Australia. With approximately 500 tenants and 300 accessible homes, we're pleased to implement this new approach and look forward to continuing to provide housing that is safe, secure and affordable so our tenants can thrive.



NEW ALDINGA HOMES



Our six new fully accessible homes in Aldinga are finished!

The two and three-bedroom family homes are Specialist Disability Accommodation standard, and include open plan living, spacious kitchens with height-adjustable bench tops and accessible bathrooms.

We're thrilled with these lovely new homes. While some of them have tenants, we are still accepting registrations of interest for others. You can find out more on our website access2place.com.au or phone us on 8274 6300.



FEEDBACK

As part of our commitment to continuing quality improvement we strive to deliver exceptional tenant service. We encourage you to provide feedback - whether it be a compliment, complaint or appeal.

There are many ways that you can provide feedback to us including:

- Regular property inspections
- Contacting a staff member via phone or email
- Contacting us via the website
- Tenant surveys (every two years)

CONGRATULATIONS TO ROSIE AND NAOMI

Well done to all the A2P tenants who entered the inaugural CHARTS awards, which had its awards night at Adelaide Town Hall on 11 November.

Naomi Blake was a finalist in the Literature And Poetry category, while Rosie Milton was a finalist in the Sculpture category. Rosie went on to win her category with her extraordinary Troll vase! She won \$500 and a sculpture short course voucher for Adelaide Central School of Art.



Eight A2P tenants submitted their art into the awards, with 170 submissions across eight Community Housing Providers. Well done to everyone involved. We're looking forward to doing this all again next year.



FUN TENANT EVENTS

We continue to offer free social events to tenants in conjunction with our wonderful Tenant Advisory Group (TAG).

We have a bowling day on Wednesday 8 December at Zone Bowling Cross Road, Cnr of Goodwood & Cross Road, Westbourne Park SA

There will be a TAG meeting held at 1pm then the games start at 2pm.

If you would like to know more about the bowling day – or if you're interested in joining TAG yourself – please email info@access2place.com.au.



Do you have a good news story?

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

WATER CONCESSIONS

Did you know that you may be able to claim a water rate reduction if you hold an eligible government concession card or have been assessed as having a low income?

CHECK YOUR ELIGIBILITY



ConcessionsSA Hotline
1800 307 758



www.sa.gov.au/concessions to apply online or print an application form.

PEPPERMINT LOG



INGREDIENTS:

- 1 packet of malt biscuits
- 1 packet of Crown mints
- 1 tin of condensed milk
- 1/4 cup coconut

METHOD:

Step 1 - Process biscuits until you get a fine crumb.

Step 2 - Crush mints into small pieces and add biscuits

Step 3 - Add condensed milk, coconut and mix well.

Step 4 - Using cling wrap, roll into a log and freeze approximately 30 - 60 minutes

Step 5 - Take out of plastic and roll in coconut and slice. Store in the fridge.

NOTE: Add 3 tablespoons of Cocoa into step 3 for a chocolate flavour!



CHRISTMAS OFFICE HOURS

Friday 24 December	9.00am - 5.00pm
Monday 27 December	CLOSED
Tuesday 28 December	CLOSED
Wednesday 29 December	9:00am - 5:00pm
Thursday 30 December	9:00am - 5:00pm
Friday 31 December	9:00am - 5:00pm
Monday 03 January 2022	CLOSED

HELPFUL APPS TO DOWNLOAD FOR FREE

Looking for apps to help you make the most out of your smart phone or tablet? Access 2 Place have found some useful apps that may be useful to you.



BE MY EYES

Be My Eyes is a free app that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call.



SPEECHIFY - AUDIO TEXT READER

Speechify is a terrific app that turns anything you want to read into an audiobook to help you. Designed to help people dyslexia, ADHD, low vision and more



SAPOL

The SAPOL Portal App has been developed to let the public access SAPOL services and information via their mobile devices.



FIRST AID - ST JOHN'S AMBULANCE

This app includes 13 of the most common and critical conditions that may need on-the-spot first aid. It features step-by-step emergency first aid information with large clear images for each step.

