



ACCESS 2 PLACE HOUSING

TENANT NEWSLETTER JULY 2022

OUR RECONCILIATION JOURNEY

As a young organisation, we have started our journey to better understand Aboriginal and Torres Strait Islander Cultures and reconciliation, by developing our own Reconciliation Action Plan (RAP).

What is a RAP? Through Reconciliation Australia, the RAP program provides a framework for organisations to support the national reconciliation movement. There are 4 main stages to the RAP program: Reflect, Innovate, Stretch, Elevate. A2P is at the very beginning: Reflect. Each stage takes at least 1 year but may be longer.

When implementing our plan, we aim to expand our engagement with Aboriginal and Torres Strait Islander Peoples by:

- Partnering with and learning from Aboriginal and Torres Strait Islander led companies, organisations and communities;
- Improving our service to Aboriginal and Torres Strait Islander tenants through targeted support; and
- Learning how to provide culturally safe services within the community.

Why have a RAP? We are creating a RAP because we believe in the importance of reconciliation with Australia's First Peoples. Our plan will help to guide us.

We will let you know when our RAP is launched, so keep a look out on our website and in our newsletter.



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



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)*

CRIMINAL ACTIVITY & NEIGHBOURHOOD DISPUTES



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**



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



GUTTER CLEANING

Did you know that Access 2 Place is responsible for cleaning your gutters? It's important your gutters are cleaned when needed so they don't rust and to stop water leaking into your home. The best time to look at your gutters is in autumn or winter.

If you notice a blockage which is causing problems please contact maintenance on 8274 6300 or email maintenance@access2place.com.au to arrange a clean.

SIGNS YOUR GUTTERS NEED CLEANING

- You can't remember when they were last cleaned
- You have seen pests or birds around the gutters
- Water runs over the sides like a waterfall when it rains
- Gutters are sagging
- There are water stains on the side of your home or fascia boards
- Plants or weeds are growing in your gutters



SEE ME FOR ME

People are not defined by their disability, so let's shift the narrative and start to see disability as another form of diversity in society.

Join the journey to make South Australia more inclusive and accessible! Download the promotional material below or get helpful guidelines and tools from the Inclusion SA website

<https://inclusive.sa.gov.au/resources>

NO STRINGS ATTACHED THEATRE OF DISABILITY

No Strings is a theatre company based in Stepney, South Australia, that works exclusively with performers living with disability. No Strings is about breaking down barriers, and showing the world what people with disability are capable of achieving. They provide professional mentoring in a supportive environment.

If you are interested in knowing more about No Strings Attached Theatre, visit their website www.nostringsattached.org.au/

CHOOSING THE WAY FORWARD - PARTICIPANT RECRUITMENT

Flinders University have identified that a majority of adults with Intellectual Disability (ID) still live in the family home. Flinders researchers are interested in better understanding the needs and experiences of carers and adults with ID as they navigate the process of future care and housing arrangements. They are interested in speaking with adults with ID and their family/carers who have successfully made a housing transition within the last two years or who are planning to do so. If this is something you would be interested in please email Irene Belperio, irene.belperio@flinders.edu.au or call on 0492 128 030.



WELCOME ALEX PHILLIPS

We are delighted to introduce our new Financial Controller, Alex Phillips. Alex is a Chartered Accountant with a background in financial management, restructuring, turnaround and insolvency. He has been involved with the not-for-profit sector since the age of 15 as a volunteer and later as a board member and employee.



Alex looks forward to taking on the challenge of adding value to Access 2 Place’s financial systems by implementing solutions that deliver high quality results for stakeholders.

WHY JOIN THE TENANT ADVISORY GROUP?

The Tenant Advisory Group is a forum for tenants to discuss issues, exchange ideas, and give feedback to A2P. Joining the Tenant Advisory Group can help you to:



- Meet like-minded people
- Have your ideas heard and discussed
- Develop new skills and confidence
- Contribute to how housing services are delivered
- Get involved in our community

Our next TAG meeting will be held at the Access 2 Place office in Wayville on **Wednesday 03 August at 11:00am.**

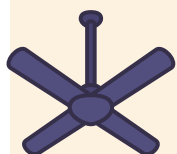
If you want to be involved, contact our Engagement Coordinator Ashlee on 8274 6300 or email info@access2place.com.au

TIPS TO KEEP YOU WARM THIS WINTER

Seal up draughts

Sorting out draughts and gaps in your house will make your heating system more efficient.

For those people living in a draughty house, particularly one with gaps under the doors where the cold seeps in, you don’t need to spend big on door snakes. Instead, get a pool noodle, cut it in half lengthways, wrap it in fabric and slide it under your door.

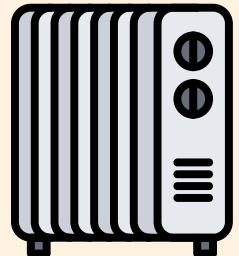


Swap to the ‘winter’ setting on your ceiling Fans

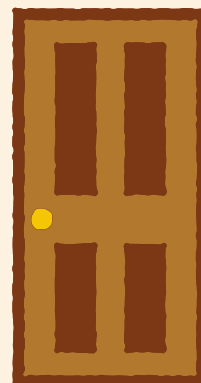
This might seem to go against logic, but when you have the heating on, it’s smart to also run your fans on their lowest setting. The Winter setting recirculates the heat that rises up to the ceiling, and it pushes that heat back down into the room where you want it to be.

Keep column heaters clear

If you've got a column heater, make sure there's room around it for the heat to travel. Putting furniture around it will see those items absorb a lot of the heat, instead of pushing it around the room.



Shut unused rooms



You'll get more efficiency out of your heater if you shut off all the rooms not in use, especially rooms that are often more prone to heat loss like bathrooms and laundries. The less rooms open, the more the heat will remain in the spaces you're using.



HONEY GARLIC CHICKEN STIR FRY

INGREDIENTS:

- 2 tablespoons oil divided
- 2 cups broccoli
- 1 pound boneless skinless chicken breasts cut into 2 - 3 cm pieces
- 4 cloves garlic minced
- 1/4 cup low sodium soy sauce
- 1/4 cup water
- 1/4 cup honey
- 1 teaspoon sesame oil
- 2 teaspoons cornstarch
- salt and pepper to taste
- sesame seeds for garnish if desired

METHOD:

Step 1

Heat 1 tablespoon of oil in a frying pan. Add in the broccoli and sauté until tender and caramelised, 4-5 minutes. Remove from the pan and set aside.

Step 2

Add the remaining tablespoon of oil to the same pan. Hint: to ensure chicken gets crispy and caramelized on the outside it can help to cook the chicken two batches. Add the garlic and cook for an additional minute.

Step 3

In a small bowl combine soy sauce, water, honey and sesame oil.

Step 4

Add the sauce to the pan along with the broccoli. In a small bowl mix the cornstarch with a tablespoon of cold water. Slowly whisk in the cornstarch mixture into the sauce. Simmer until the sauce has thickened, 1-2 minutes.

Step 5

Season with salt and pepper and serve immediately with sesame seeds for garnish, if desired.



TIPS AND VARIATIONS

- Change up the protein by swapping prawns, tofu, or cubed steak.
- Or keep it vegetarian-friendly by adding more veggies! Asparagus, cauliflower, sugar snap peas, and zucchini
- Spice it up by adding some sriracha, chili oil, red pepper flakes, or cayenne pepper to the sauce.



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