



ACCESS 2 PLACE HOUSING

TENANT NEWSLETTER DECEMBER 2022



A MESSAGE FROM OUR CEO

As the year draws to a close, I am delighted with the progress and achievements which A2P has made over the past twelve months.

The Board have approved a 10-year development program that includes 100 new purpose-built homes, for those most in need. Importantly, a further \$1.1m has been committed this financial year, to maintenance and capital upgrades to our existing housing portfolio. Our partnership with the State Government has resulted in unlocking capital funding available from the NDIS. The funding will be used to develop further disability housing options for members of the community.

In addition to this, in partnership with the Department of Human Services we completed 44 projects to upgrade homes at 21 properties for tenants aged over 65 years old. These works included painting rooms; kitchen and bathroom upgrades; installing blinds, roller shutters and grab rails.

Finally, I would like to take this opportunity to draw attention to how incredibly proud and constantly amazed I am of our staff, who have worked incredibly hard in another difficult year, to deliver compassionate and first-class service to our tenants.

On behalf of the team at A2P, we wish everyone a wonderful and happy end to 2022 and look forward to the year ahead.

Trent Lines
Chief Executive Officer



TAG NEWS



It's been another amazing year of engagement with our tenants, including working with our Tenant Advisory Group.

We'd like to thank the TAG members for contributing their time; we appreciate their input, ideas and their role as a sounding board for our activities.



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

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



HOW DO I REPORT EMERGENCY MAINTENANCE



Emergency Maintenance can be reported day or night by calling our regular office number (08) 8274 6300



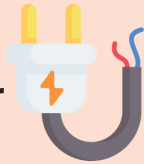
We will only respond to Emergency Maintenance after hours

What is Emergency Maintenance?

Emergency Maintenance is repair work that is urgent because it immediately affects your health, your safety, or the security of your home. Emergencies may include:



No hot water



Electrical faults



Storm or fire damage



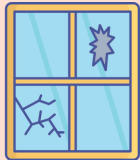
Gas leaks



Faulty smoke detectors



Blocked toilet



Security of the premises including external door locks not working and broken windows

REPORTING NON-URGENT MAINTENANCE

We encourage you to use our website to report all non-urgent maintenance requests or call **8274 6300** during office hours between 9am and 5pm Monday to Friday.



LOST YOUR KEY OR LOCKED YOURSELF OUT?



If you have locked yourself out of the property after hours, please contact your local after-hours locksmith to gain access. Please note this is a tenant expense.

Helpful Numbers

SA State Emergency Service
132 500

Lifeline Australia 131 114

SA Water 1300 729 283

SA Power Network – Faults and Emergency 131 366

**Fire, Police and Ambulance
Emergency**

Dial 000

A VISION OF 'HOPE'

Murray Bridge tenant, Mia, has recently created this artwork for A2P's "Reflect" Reconciliation Action Plan (RAP). She started with the idea to paint an Aboriginal woman sitting by a river, looking into the water and seeing the reflection. Once she got started, Mia went on to paint a "reflection of a white woman sharing the vision with an Aboriginal woman. They see beyond today, what both races are capable of doing, positively, and joining together to make that come true."



The RAP's Reflect theme gave Mia's picture direction. "Water always represents emotion. When it's positive emotion, what I'm trying to put into the painting, it makes it stronger. It has its roots in, not only culture, but in the Dreaming ...and the hope... So that's what the water is: the emotion of that."

"My painting is a way I send out the emotion, get it reflected back, and what I learn from that helps me grow. It's very spiritual, my paintings." Mia often paints women "I see beauty in women that most of them aren't even aware of".

Thank you for the painting Mia, we are proud to display it in our Wayville office.

#MYLIFECHOICES DISABILITY, AGEING & LIFESTYLE EXPO 2022

The 2022 #MyLifeChoices Disability, Ageing & Lifestyle Expo was truly an amazing event that gave individuals, families and carers an understanding and awareness of the services and products available to live independently, with choices and to connect and inform the community more broadly.

Access 2 Place were one of 230 organisations involved in the 7th Catalyst Foundation event that attracted 4,780 attendees over two days in October.

Thank you to all those that attended the event. We enjoyed meeting and talking to new people as well as bumping into some of our tenants!



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

CHRISTMAS ROCKY ROAD

This easy no-bake recipe takes only minutes to prepare, but it looks and tastes amazing. Treat your family and friends to this delicious Christmas rocky road made from scratch.

INGREDIENTS:

- 100g white chocolate
- 100g milk chocolate, chopped
- 100g mini oreo cookies, halved
- 100g raspberry jellies, chopped
- 50g pink and white marshmallows, halved
- 40g cherry ripe bars, coarsely chopped

METHOD:

Step 1

Line a baking tray with baking paper.

Step 2

Melt the white and milk chocolates separately in heatproof bowls over a saucepan of simmering water. Stir with a metal spoon until chocolate melts. Pour in a marbled pattern over the lined tray.

Step 3

Sprinkle chocolate with cookies, jellies, marshmallows and cherry ripe. Set aside for 1 hour or until completely set. Break into shards to serve.



MAKE IT YOUR OWN!

Rocky Road is the ultimate mix and match recipe where you can customise it to suit your own tastes and preferences here are some other ingredients you might like to add to make it your own!

- Coconut
- Chopped bits of your favourite chocolate bars e.g. Snickers
- Honeycomb e.g. Maltesers or chopped Crunchie bar
- Nuts
- Chopped candy canes (sprinkled on top)
- M&Ms
- Different types of biscuits/cookies



CHRISTMAS OFFICE HOURS

Monday 26 December	CLOSED
Tuesday 27 December	CLOSED
Wednesday 28 December	9:00am - 5:00pm
Thursday 29 December	9:00am - 5:00pm
Friday 30 December	9:00am - 5:00pm
Monday 02 January 2023	CLOSED

Maintenance will be operating after hours as usual Phone 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)*

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

