ACCESS 2 PLACE

TENANT NEWSLETTER

NOVEMBER 2026

More than a home:
A community built on respect

Meet Mac, Daniel and Zac, three Access 2 Place tenants who are making the most of life in their Northfield community.

Over the past 16 months, A2P Housing Officer Simon has had the pleasure of working alongside these three young men as they've settled into their homes and neighbourhood.

During this time, Simon has seen firsthand the pride they take in their homes, their growing independence and the respect they show for one another.

While each enjoys their own space and independence, Mac, Daniel and Zac have developed a wonderful sense of community through mutual respect, understanding and consideration for each other's boundaries.

With the ongoing support of their dedicated support teams and mentors, all three continue to enjoy the stability and comfort of having a place to call home.

For Simon, seeing their progress and the pride they take in looking after their homes is what makes his role so rewarding.



> **Seeing these three young men thrive in their homes brings me an enormous sense of job satisfaction. It is moments like these that remind me why the work we do is so important.**
>
> - Simon, A2P Housing Officer

Their story is a wonderful reminder that having a secure home is about so much more than four walls. It's about independence, respect, belonging and the opportunity to live life your own way.

And for the people at Access 2 Place who work alongside our tenants every day, seeing that happen is one of the greatest rewards of all.

Need a Repair? Here's what to do

Whether it's a leaking tap or something more serious, we're here to help keep your home safe and comfortable.



URGENT REPAIRS

For urgent repairs, call (08) 8274 6300

Urgent repairs include:

- Burst pipes or major water leaks
- Electrical faults or power outages
- No hot water
- Serious storm damage
- Blocked toilets (if no alternative is available)

Important: Always call us for urgent repairs, even after hours. Do not email or use the online form.

For emergencies or if there is immediate danger to life, call 000 first.

GENERAL MAINTENANCE

For non-urgent repairs, contact us during business hours (Monday–Friday, 9am–5pm).

Scan here to log a maintenance call,

Alternatively you can email, call or visit us using the details below

(08) 8274 6300

maintenance@access2place.com.au

Level 1, 128 Greenhill Road, Unley SA 5061

Understanding Maintenance Priorities

Repair Priority	Examples
Priority 0 - Emergency Call 000	Immediate danger to life or safety, such as a fire or serious injury. Always call 000 first.
Priority 1 - Urgent Within 4 Hours	Major flooding, severe storm damage, a burst pipe that cannot be isolated, dangerous electrical faults or a vehicle damaging your home.
Priority 2 - High Priority Within 24 hrs	No electricity or water, blocked drains, no hot water, leaking taps or major roof leaks.
Priority 3 - Routine Within 14 Days	General repairs that don't pose an immediate safety risk, such as damaged flyscreens, loose cupboard handles or other minor maintenance issues.

2026 Tenant Survey Results

A big thank you to all our tenants who took the time to complete the 2026 Tenant Survey!

Your feedback plays an important role in helping us understand what we're doing well and where we can improve. We value your input and remain committed to using your feedback to make our services even better.

Congratulations to Tristan, Michelle and Darren, who were randomly selected as our three lucky gift voucher winners for participating in this year's survey!

Thank you again to everyone who had their say. Your voice matters, and we appreciate you helping us make Access 2 Place an even better place to call home.

27% Completed the tenant survey questionnaire

83% Were satisfied with the overall quality of service by A2P

83% Were satisfied with the condition of their property

75% Were satisfied with the maintenance of the property

EXPO MADNESS

Our A2P team was delighted to attend this year's Disability, Ageing and Lifestyle (DAL) Expos in both Mount Gambier and Adelaide!

Both events were fantastic opportunities to connect with our communities, meet new people and share information about the housing options we provide.

A big thank you to everyone who stopped by our stand for a chat. It was wonderful to see so many friendly faces!





STRIKES, SMILES AND THE BIG SCREEN!

It's been a busy few months for our Tenant Engagement Network (TEN), with plenty of fun, laughter and opportunities for tenants to get together!



We kicked things off in June with our **TEN Bowling Day in Salisbury**, where tenants enjoyed some friendly competition, plenty of laughs and the chance to catch up with familiar faces and meet new ones.



In July, we swapped the bowling lanes for the big screen, heading to the **Piccadilly Cinema in North Adelaide** for a screening of the live-action Moana. It was a lovely afternoon shared with tenants, their families and support workers.



Then, in September, TEN headed to **Mount Gambier for our first bowling event** in the region! Organised in response to requests from local tenants, the day was filled with friendly competition, great conversations and plenty of smiles.

A big thank you to everyone who joined us! We love seeing our tenants getting involved and look forward to bringing you even more opportunities to connect, have fun and try something new.

Keep an eye out for our upcoming TEN events – we'd love to see you there!

FEEDBACK & COMPLAINTS



At Access 2 Place, we value your voice! Your feedback helps us understand what we're doing well and where we can improve. Whether you have a suggestion, a compliment or a concern, we want to hear from you.

You have the right to speak up. You don't need to formally call it a complaint for us to take your concerns seriously. We will listen, treat you with respect, handle your complaint confidentially and ensure you are not disadvantaged for raising an issue. You can also have a family member, advocate or support person help you.

How do I provide feedback?



You can contact us in whichever way is easiest for you:

- **Phone:** 08 8274 6300
- **Email:** info@access2place.com.au
- **Website:** access2place.com.au
- **In person or by mail:** Level 1, 128 Greenhill Road, Unley SA 5061

You also have the right to contact an external organisation if you would prefer independent assistance or are not satisfied with the outcome.

You can ask us for help to understand your options or connect with an independent advocate, such as RentRight SA on 1800 060 462 or Advocacy for Disability Access and Inclusion Inc on (08) 8340 4450.

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Christmas Word Search

Find these words:

SANTA
PRESENT
REINDEER
BELLS
STAR
TREE
CAROLS
LIGHTS
TINSEL
BBQ




You're Invited
A2P Jingle & Mingle
Tenant Christmas Party
Date: Wed 25th Nov
Time: 12pm - 3pm
What's on: BBQ, Xmas arts and crafts, lawn games and a chance to connect with other tenants and A2P staff.
Venue: Glandore Community Centre - 25 Naldera Street, Glandore SA
XMAS ARTS & CRAFTS
BBQ GOOD FOOD GREAT COMPANY
Door Raffle!
All attendees go in the draw to win a prize!
Scan to RSVP
All A2P tenants welcome!