

Junction Australia's Registered Community Housing Provider is Junction and Women's Housing Ltd. We provide a safe, affordable place to call home that is a vital part of the work we do to strengthen lives and communities. In addition, Junction Australia offers a range of innovative social support and community development programs that add value for the people we work with and in the communities where we operate. To reflect that our housing and social support services work together and with others to enable people to thrive and connect in their community, we are changing our branding and signage to clearly indicate that we are all part of Junction Australia. You'll see this on our letterhead, in our emails and when you visit our offices. The next edition of *Tenant Connect* will be branded Junction Australia. You'll continue to see the name Junction and Women's Housing Ltd on legal documents, such as your lease, but you'll be seeing more of the Junction Australia branding - our new office on Marion Road is a great example of this.



As you'll know from our recent letter to you, in mid-May, Junction Australia successfully bid for the property and tenancy management transfer of 608 homes in Mitchell Park. We believe that our rapidly growing housing portfolio will ultimately provide all our tenants with opportunities to become more involved with their community and with relevant services and initiatives. When the transfer is finalised later this year, Junction Australia will be managing and supporting more than 1700 homes across South Australia.



Our Gouger Street office is still the main point of contact for any housing enquiries – call us on **8210 7000** and we'll be happy to help you.

A handwritten signature in black ink, appearing to read "Scott".

Tenant Connect Newsletter

Volume 3, June 2015

- Tenant Services Update
 - Paying Your Rent
 - Routine Inspections
- Christmas 2014
- Pest Control in Your Home
- Recipe: Bacon & Egg Pie
- Free Community Events
- Kid's Corner
- Strategic & Asset Services (SAS) Update
- Planting in June

Contact Details

253 Gouger Street, Adelaide SA 5000

T: (08) 8210 7000

F: (08) 8231 0366

E: housing@junctionaustralia.org.au

Maintenance (inc A/H): (08) 8210 7010

E: maintenance@junctionaustralia.org.au

jwh.org.au

Christmas 2014

In December Junction and Women's Housing hosted two family Christmas events - one at Reynella Youth Enterprise Centre and one at Pooraka Community Centre.

They were great occasions with party food, fun games, face painting, and a special visit from Santa with gifts for all the children.

JWH would like to thank everyone involved in making these events a success, in particular:

- Our Volunteer Santa - you did a fantastic job Bill!
- The Women in Hotels Association who generously donated gifts for our tenants – thank you for your ongoing support!
- Meredith from Nutrimerics for her kind and thoughtful donation of baskets packed with Nutrimerics products.



What's that flying around?

Pest Control in Your Home

If you notice pests during the first three months of your tenancy, please contact the Maintenance Hotline on 8210 7010 and we will help you deal with them. If you have been in your house longer than 3 months, most pests are your responsibility.

However, we can help you with bees and wasps if there is a nest inside your wall cavity, under your porch or in your chimney. If there is a nest in a tree outside – we will not remove it but you may arrange pest control if you feel it should be removed. The European Wasp is removed for free by Councils and most will attend promptly after a report. This wasp is distinctive with its bright yellow colour.

We recommend that tenants help keep the numbers of pests around the house down by cleaning up food scraps and removing boxes or junk in the yard where cockroaches and mice can shelter and breed.



Home Hint - Did you know?

If you pull bananas apart before putting them in your fruit bowl, they'll stay fresher longer – if you leave them connected at the stem, they'll ripen faster and go brown quicker.

Home Hint - Saving Water



- Turn the tap off while you clean your teeth, shave, or soap up before washing your hands. This can save up to 9 litres a minute.
- Take 4 minute showers. Cutting your shower time from 7 to 4 minutes will save up to 36 litres of water.
- When rinsing dishes or washing fruit, part-fill the sink instead of running the water. A kitchen tap uses about 9 litres a minute.
- Only wash clothes when you have a full load.

Tenant Services Update

Paying Your Rent

It is a condition of your lease that your rent is 14 days in advance. If you find yourself falling behind in your rental payments, call your Tenant Services Officer (TSO) as soon as possible to discuss your situation and make an arrangement to bring your rent "back on track". This will avoid further action to recover the rental arrears.

Things to watch out for with regard to your rental payments:

- **Is my Centrelink deduction for rent set up?**

If not, please contact your TSO or call us on 8210 7000 and one of the team will assist you.

- **My income has changed**

Contact your TSO as soon as possible as your rent may be income based and if your income changes this can affect the amount of rent you are charged.

- **I need to change or cancel my deduction for rent**

Before you change or cancel your Centrelink deduction call your TSO and discuss your situation with them. Remember it is a condition of your lease that you make your rental payments on time.

- **I have missed a rent payment**

Contact your TSO as soon as possible to discuss your situation.

Always include your name or your Tenant ID when paying through the bank.

Westpac BSB 035-053

Account no. 298277

Account name: Junction & Women's Housing Ltd.

Routine Inspections

Routine Inspections are an important part of your tenancy and involve both you and your Tenant Services Officer (TSO).

Your TSO will be focussing on a number of different things when they come to inspect your home:

- Cleanliness and condition of your home
- Any damage to the property, and
- Any repairs that need to be done.

Depending on the type of property you are in, JWH aims to do at least 1 inspection every year. You will receive an inspection notice in the mail prior to each visit.

Tenants are responsible for keeping their homes neat and clean. JWH is responsible for identifying any maintenance items needing attention.

Here are some things you can do to make your routine inspection as easy as possible:

- Make sure any pets/dogs are secured on a lead, outside or in a separate room while the inspection takes place
- Clean your:
 - Stove (inside and out)
 - Kitchen bench tops
 - Kitchen tiles
 - Kitchen sink
 - Exhaust fans (kitchen AND bathroom)
 - Power-points and light switches
 - Windows and window sills
 - Any marks on walls, doors and ceilings
 - Toilet
 - Bathroom (treat any mould in the shower or bath).
- Remove any cobwebs inside and outside
- Remove any rubbish
- Vacuum or mop all floors
- Mow lawns and remove any weeds
- Pick-up and dispose of animal droppings and clean kitty litter trays
- Make sure any side gates or door ways are not blocked in any way
- Open up blinds/curtains so that the TSO can clearly see all walls and surfaces.

If you are struggling to do any of the above, please contact your TSO. Your TSO may assist by giving you some extra time, working with you on addressing key areas or making referrals to support you.

Bacon & Egg Pie

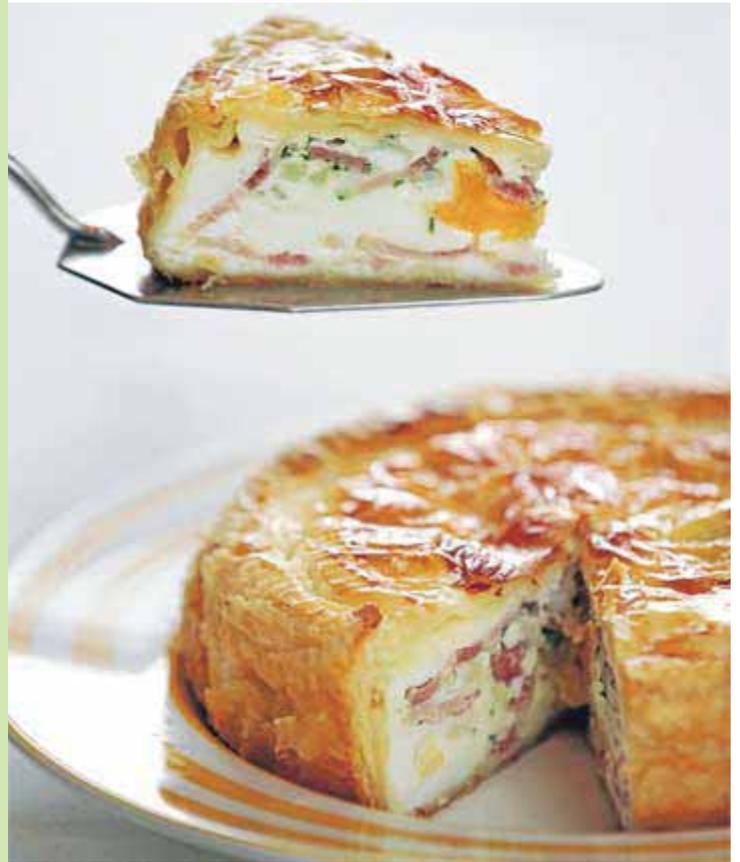
Ingredients (serves 6)

- 2 sheets puff pastry
- 6-8 slices cooked bacon (fried or grilled)
- 8 eggs (reserve one yolk for brushing pastry)
- 4 teaspoons milk
or 4 teaspoons double cream
- 1 onion (Medium)

Directions

- 1 Leave the pastry out for 20 minutes at least to stop it from tearing when using.
- 2 Cut the rind off the bacon and chop bacon.
- 3 Whisk eggs putting one yolk to the side. Add the milk or cream and whisk again.
- 4 Chop onion.
- 5 Lay one sheet of pastry in a casserole dish and make sure it comes just over the sides of the dish.
- 6 Prick the base with a fork. Sprinkle the onion all over the base.
- 7 Mix the bacon into the egg mixture. Pour into the dish.
- 8 Cover with other sheet of pastry and crimp together and cut off any excess pastry. Decorate the top if you want.
- 9 Cook for 25 minutes. If the pie starts to burn, cover with tin foil and place back in the oven for another 5-10 minutes until cooked.

Great served cold the next day for school box lunches!



*“Learn from yesterday,
live for today, hope for
tomorrow. The important
thing is to not stop
questioning.”*

- Albert Einstein

Free Community Events

15/7/15 Creative Cooking – Being Active
Elizabeth Rise Community Centre
Contact 8256 0255 for more details

25/7/15 Willunga Almond Blossom Festival
Willunga Recreational Centre

Kid's Corner

Autumn Leaf Sun Catchers

What you'll need:

- Paper plates (the thin cheap kind)
- Scissors
- Transparent contact paper
- Flowers and leaves
- Hole punch
- String

- 1 Cut a circle out of the centre of the paper plate, then cut out a circle out of the clear contact paper a bit bigger than the hole in the plate, so it will stick on to one side.
- 2 Arrange your leaves on the sticky side of the contact paper, then once satisfied, stick another round clear piece of clear contact over the leaves.
- 3 Use your hole-punch to put a hole in the top of the plate, then thread through some string to hang from the window.



NOTE:

You can also use flowers to decorate your window and markers to decorate the paper plate.

Always ask for a parent or guardians help when making this.

Q. What has a face and two hands but no arms or legs?

A. A clock!

Q. What starts with the letter P, ends with the letter E and has thousands of letters?

A. The Post Office!



Q. Which word is the odd one out - Stun, Ton, Letter, Mood, Bad, Snap, Straw?

A. Letter.

If you read them all backwards, letter is the only one that does not make another word!

We want your feedback

Customer Feedback & General Enquiries

Junction & Women's Housing welcomes feedback and enquiries. These can be provided in the form of a compliment, complaint or general enquiry.

Please provide feedback to us by:

- Calling our office on 8210 7000 and speaking directly to the appropriate staff member
- Emailing your Feedback/Enquiry to: housing@junctionaustralia.org.au. This will then be forwarded to the appropriate staff member for action
- Completing a Feedback Form available from the Junction & Women's Housing Offices. We will happily send a form directly to you or you can visit our offices located at:
253 Gouger Street, Adelaide SA 5000
760 Marion Road, Marion SA 5043
- Downloading a Feedback Form from our website jwh.org.au and posting it to us at 253 Gouger Street, Adelaide SA 5000.

If you are not satisfied with the response provided to you, please call us and ask to speak to the Manager, Quality & Customer Services.

If your issue is still unresolved after undertaking the above steps, you may wish to contact the Tenancy Information & Advocacy Service (TIAS) on 8305 9459 or the Residential Tenancies Tribunal on 131 882.

Would you like to submit an article?

If you would like to submit an article for the next JWH newsletter, please call or email our Tenant Engagement Officer on **8210 7000** or email housing@junctionaustralia.org.au.

Tenant input is highly valued and we welcome your involvement.

Strategic and Asset Services (SAS) Update



Keys – they're your responsibility...

Your keys are your responsibility. If you lose them, we will charge you a fee to arrange a locksmith (this fee will be higher if you call after hours). The quickest way for you to get back into your home is to call a locksmith direct. If you do this and get a new key, please notify us and ensure we get a key too.



Planting in June

Now's the time to be planting out Beans, Cabbage, Garlic, Kale, Lettuce, Onions, Peas and Radishes – and Strawberries. "Companion Planting" particular herbs alongside these vegetables will also remove the need to use chemical sprays.

Herbs such as Sage, Mint and Rosemary will deter a lot of the pests that attack these winter vegetables. The herbs are also great with roast meats or make a home made Mint Sauce to serve with Roast Lamb.