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Tenant News

A society where the fundamental need to access suitable housing is met, and all people have the opportunity to enrich their lives, reach their full potential thus, strengthening the whole community.

Message from Kathleen Gregory-CEO

AGM

Foundation Housing is gearing up for the AGM on **11 December 2008 at 6.00pm**. It is being held at Hotel Northbridge (corner of Brisbane and Lake street in the Scarlet Room).

As tenants you are all invited to come and speak with Board members and staff alike. At the AGM there will be 4 Board members who will need to be elected and the AGM will also be used to launch the updated website. An agenda will be sent out to members prior to the AGM and of course agenda's will be available on the day.

I look forward to seeing you there.

CHRISTMAS

Foundation Housing will be open through-out the Christmas period (except public holidays), its business as usual.

TENANT SURVEY

We would like to thank those of you who took the time to complete our Tenant Satisfaction Survey. We sent out 545 surveys and received 174 responses. Generally, we found that people were satisfied with the service they receive from us (70%), and with the standard of their housing (74%). However, the survey did reveal some areas where we could do better.

Over the next few months we will be undertaking an extensive review of our tenancy

and asset management policies and procedures taking into account the feedback we have received from you. As each section of the policy manual is completed we will put an article in the Newsletter highlighting any changes that have been made, or any new policies that are introduced.

The annual satisfaction survey is very useful to us; however it is certainly not the only one way that you can make your views known to us. Please discuss any ideas, or issues you have with your Housing Coordinator.

Kathleen



SECURITY

With Christmas around the corner, we must all be mindful of security. Below are some pointers:

- If you have locks in place use them!
- Never hide a spare key in an obvious place, like under the doormat or in the letterbox.
- Don't leave messages on the front door.
- Put your mobile phone number **ONLY** in your purse/wallet to accelerate the return of it if lost or stolen.
- Beware of persons knocking on your door and asking for a "glass of water", "does Johnny live here" etc. Do not let them in, and call the police with a description of them.
- All Foundation Housing contractors should be contacting you prior to attending to your home. If not, please let us know.
- Keep trees and shrubs trimmed. This reduces the number of places for people to hide.
- Consider grevilleas, bougainvilleas, or other burglar unfriendly plants, which makes scaling a fence line difficult.
- If you are away, try to make the house appear occupied. Have a neighbour or friend clear your letterbox and put the bin out. Also let your Housing Coordinator know you are going on holidays.
- Avoid keeping handbags, wallets and car keys next to glass doors and windows to avoid "smash and grab" burglaries.

COMPETITION TIME

In August's Tenants News Robert Bruce won the \$40 Coles Voucher. He said:

"I was surprised to have Mira Papia to inform myself that I had won a \$40 Coles gift card. She also helped me with a phone card. Last week Kylie helped with my Telstra bill. All you out there participate, because they are on our side. GRATITUDE" – ROBERT BRUCE.

It's on again ... Foundation Housing will give one lucky entrant a **\$40 Coles** gift voucher. All you need to do is answer a couple of easy questions.

Somewhere in this newsletter there is an article about the AGM—who wrote the article and what page is it on?

To win this prize you need to phone your Housing Co-ordinator

It's as easy as that. If you get it right, your name will go into the draw for the \$40 Coles gift voucher, redeemable for any stocked Coles item, so get reading!! Closing date 9 December 2008.

**\$40 COLES
VOUCHER**

CHRISTMAS HAMPERS

Orders are now being taken by the following organisations

Anglicare – 93257033

Now Open – need Customer Reference Number, Phone, Children's sex and age.

Salvation Army – 92609599

Commencing 3rd November and run for a month. This is an application process.

Communicare – 92515777

Commencing 3rd November
South East corridor only.

Hope – Need to attend their office

Tuesday's and Friday's 1-4pm

142-146 Beaufort St Northbridge (behind the Metro Church)



ANOTHER SATISFIED CUSTOMER

I recently took advantage of the offer of a free computer from CLiCK so I could continue my Business Studies with TAFE. I was given the option of either collecting the computer/monitor for free, or have it delivered at a small cost. I requested delivery and received the hard drive, mouse and cable. As the monitor is so big it would have been too expensive for it to be delivered, I was advised to either buy from the markets for \$10 or drive to CLiCK and pick up a free one! I can now continue my studies, the children go on the internet and everyone is happy—thank you CLiCK.

From Rebecca

Meet Dale Farley—Housing Co-ordinator

Dale Farley commenced working with Foundation Housing in 2007, first starting out in the position of Support Tenancy Officer before being promoted to Housing Coordinator in early 2008.

Dale arrived in Perth from the Eastern States in the mid 1980's and lived in the Wheatbelt, Gascoyne and Pilbara with her family prior to residing in Perth. Since returning to Perth Dale attended university and completed a Degree of Bachelor of Social Science.

*Dale Farley
has a Bachelor
of Social
Science Degree*

Prior to joining Foundation Housing Dale was employed with the Salvation Army at Lentara Men's Hostel, where she enhanced her knowledge and experience through working with the residents in a holistic capacity in addressing their needs. She embraced the opportunity to further expand her knowledge and experience within the community sector in joining Foundation Housing.

Dale has taken on a full portfolio with a diverse range of tenants, extending from Perth central to Swan View which is both challenging and rewarding. Dale is looking forward to the future with Foundation Housing with the prospect of the organisation expanding to regional areas.



Community Corner

Community corner is a regular addition to our newsletter where we invite other agencies and services to write a small article to let the tenants of Foundation Housing know about their service for future reference.

COMMUNITY KEY—LOW COST COUNSELLING SERVICES

Community Key is a local charitable group who provide a low cost counselling service to people who need but cannot afford counselling.

Eastern Region Employment and Community Services is a registered charity and is the parent body for a number of services. The organization has been involved in the local community for more than 25 years, assisting unemployed and disadvantaged people improve their lives. They have very strong networks with other community agencies, local government and business. They deliver employment and Job Network services at Jobs Australia Midland/Morley. The counselling service is funded from the Job Network profits.

Community Key provide services in Midland, Morley and Ellenbrook. Community Key counselors are qualified and experienced. They charge individuals \$5 per session and the service is aimed at people who are suffering from poverty, disadvantage, depression, drug or alcohol issues or family breakdown. Call them at Midland 9274 9900 Midland 9423 0500 Ellenbrook

ANTS ANTS ANTS

We are now entering the dreaded ant season!! Ants can be easily controlled by using Antex which can be brought from your local supermarket (very economical).

It is safe to put down and will not harm your pets. Just sprinkle a little when an ant nest first appears and within 24 hours they will have disappeared.

Keep your eyes open for new nests as they will move around – keep sprinkling the antex and you will keep your ant problem under control during the summer months.

Ants are a problem all through Perth and they can be kept at bay with a little assistance from yourself.



Midland Womens Health Care Place ART FOR HEALTH

This four week program has been an initiative of Midland Women's Health Care Place and Holyoake North East Metro Community Drug Service working together to provide help for families, individuals and communities. This program acknowledges that no matter where you are in life there is always an opportunity for change, and to socialise with others with similar life experiences. Come along and enjoy!!

So who is it for?:

- For women who may be concerned about their own or someone else's substance abuse
- A series of four workshops where you can have fun using art material discovering yourself
- Art materials provide a way to explore what makes you tick, why you make the choices you make and what other options you might choose to support your own physical and emotional health.

Date: Thursdays from 20th November 2008

Dates: Four weeks until 11th December 2008

Time: 10.30am-12.30am

Cost: FREE

RSVP: Bookings essential

Phone: 9250 2221

TENANT STORIES ARE YOUR STORIES

Are you a writer of short stories and poems?

Has something touched your life and you would like to share it.

Perhaps you draw or sketch?

The Foundation Housing Tenants Newsletter will print your stories and most artwork for all tenants to enjoy. There are slight restrictions as to the size and content of material however all endeavors will be made to publish tenant stories and drawings.

Give your Housing Co-ordinator a call for further details and look out for the next newsletter—there maybe a poem from your neighbour, a sketch of the city skyline or some poems of love!

Get your creative juices flowing!

There is a \$40 Coles Voucher for the first entry.



RED CROSS SOUP PATROL



PERTH—9325 5111

Everyday

Murray St (red cat station).....6.45pm

The Esplanade.....7.00pm

Wellington Square (YHA Backpackers).....7.15pm

Goderich St (back of Red Cross).....7.30pm

Newcastle St (Tom Burke House).....8.00pm

FREMANTLE

Everyday

Beach St (near ferry).....7.00pm

Ellen St (opposite Christian Brothers).....7.15pm

Short St (near Spare Parts Puppets).....7.30pm

Chester St (corner Lefroy St).....7.45pm

Goldfield House (South Tce & Douro Rd).....8.00pm

DID YOU KNOW?

- Peel a **banana** from the bottom and you won't have to pick the little "stringy things" off it. That's how the primates do it!
- Take your **bananas** apart when you get home from the store. If you leave them connected at the stem, they ripen faster.
- Store your opened chunks of **cheese** in aluminium foil. It will stay fresh much longer and not mould!
- **Capsicums** with 3 bumps on the bottom are sweeter and better for eating. Capsicums with 4 bumps on the bottom are firmer and better for cooking.
- Add a teaspoon of **water** when frying mince, it will help pull the grease away from the meat while cooking.
- Use your **hair conditioner** to shave your legs. It's cheaper than shaving cream and leaves your legs really smooth. It's also a great way to use up the conditioner you bought but didn't like when you tried it in your hair.
- Put small piles of **cornmeal** (you can get Sudza from Coles or Woolies) where you see ants. They eat it, take it "home", can't digest it so it kills them. It may take a week or so, especially if it rains, but it works and you don't have to worry about pets or small children being harmed!!

FOR SALE

Martec Evaporative Air Cooler \$40
Phone Les 92774178

WHO TO CALL???

There has, in the past, been matters reported to Foundation Housing that are best dealt with by other services. Below is a short guide on who to call.

Foundation Housing Matter

Police/Ranger Matter

Dripping tap

Barking dog

Fencing down

Violence

Rent matters

Abandoned cars

Maintenance issues

Drug users

Tenancy matters

Bees/snakes/hornets

Tenants Welfare

Neighbour disturbances

Breaches/terminations

HOPE THIS HELPS!!