

Foundation *Focus*

Newsletter for Foundation Housing tenants

**Winter
2016**

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Our new premises at 297 Vincent Street, Leederville. Image: Pact Construction.

We've moved!

Our Head Office relocated to Leederville at the end of July after 10 years in Northbridge. Our new office at 297 Vincent Street is within easy walking distance of the Leederville Train Station and has much more parking. Tenants who visit us will be greeted as usual by our friendly staff at the new, much roomier reception! We can also now offer you more privacy to chat with our staff in the meeting rooms on the ground floor.

Contact details for the new office are:

Street address:

**297 Vincent Street,
Leederville, WA 6007**

Postal address:

**PO Box 214,
Leederville, WA 6902**

Phone: (08) 9422 0700

The move does not affect tenants looked after by Foundation Housing offices at other locations. There are no changes to the services offered by Foundation Housing's main office.

Please note the former main office on Brisbane Street is now closed.

Like us on Facebook and win!

Foundation Housing tenants who like our Facebook page before 30 October could win a \$100 vouchers! We're at [facebook.com/foundationhousing](https://www.facebook.com/foundationhousing)



You can also get the latest Foundation Housing news straight to your inbox with Foundation Housing e-news. Subscribe by selecting 'News' on our website and then clicking the yellow 'Subscribe' button to submit your details. You're free to opt out of the e-news at any time.

Free wifi is available in Perth CBD and Northbridge. Look for 'Perth WiFi' on your available networks list. Joondalup also offers free wifi. Look for 'Discover Joondalup' while in the city centre.

McDonald's, shopping centres, libraries and chain coffee shops also often offer free wifi.



Margaret of Maylands

Communications Survey

Congratulations to the winners of the survey draw! David of Butler, Lorraine of Woodbridge and Margaret of Maylands each won a \$100 voucher to the store of their choice after filling out a short tenant survey on newsletters.

Margaret was presented with her voucher to the Woolworths Group of stores, which includes supermarkets and Big W. She said she would probably use the voucher to buy a television.

Foundation Housing would like to thank everyone who participated in the tenant newsletter survey. We've discovered that most of you read the entire newsletter and find something of interest each time. We received some requests for further topics as well: gardening tips and cheap recipes, among others! We'll work on incorporating your suggestions into future editions.

Money workshop

Would you like to learn how to:

- Prioritise your spending
- Identify your wants and needs
- Set goals and save money?

And get information and tips on:

- Grocery shopping
- Mobile phones
- Credit cards?

Then this could be the workshop for you! "Money" is a workshop being delivered by UnitingCare West to help people to manage their money.

You can choose from two times and locations:

1 **11 August**
10:30am – 12 noon
Midland Junction
Lotteries House
39 Helena St,
Midland

2 **18 August**
10:30am – 12 noon
Foundation Housing
Joondalup
129 Grand Boulevard,
Joondalup

Morning tea will be served at both workshops.

To register for a workshop please call Julia on 9422 0702 or email julia@foundationhousing.org.au before 16 August. Get in quick as seats are limited.



Electrical inspections to take place soon

There is a requirement for some of our properties to be checked for electrical safety over the next few months.

The Electrical Safety Device (ESD) Program is about checking houses are compliant with the law. This is an important initiative as it affects tenant safety.

The program involves inspection and remediation. Licensed electricians will conduct thorough electrical inspections to ensure that:

1. Lighting and power outlet circuits are protected by RCDs
2. Smoke alarms are hardwired, correctly located and not over 10 years old by 2020
3. A main earth is protecting the electrical installation

Tenants in homes to be inspected will be informed of the date and time as soon as this information becomes available. A Foundation Housing representative will accompany the electrician to your home.

If you have any questions about this program please contact Peter: peter@foundationhousing.org.au



Catalyst Clemente Course

After the Catalyst Clemente's program inclusion in a recent NewsFlash, we have successfully referred 8 tenants to the program.

The Catalyst Clemente Program is free education program run in conjunction with Edith Cowan University and St Vinnies. It delivers university courses in humanities subjects to people in a community setting, giving participants the opportunity to learn and develop strong social networks. Once the 2-year course is successfully completed, students can apply for an ECU undergraduate degree.

Tom, a Foundation Housing tenant accepted into the program and who once completed a Bachelor of Arts, said he was looking forward to 're-stimulating his brain' and perhaps using the course as preparation for an undergraduate degree in psychology.

"When I finish the course I hope

I'll have gained more skills," Tom said. "To be a bit more social, reintegrate to society and have more confidence to chat to people."

Melanie, a single mother, said she thought it was important her two children see her strive to better herself despite being unlucky in finding work.

"I want to do it for myself as well, but most importantly for them. I want them to see that even if you don't have a job, you have to try and make yourself a better person."

As a Year 10 graduate, Melanie said finishing the two-year course would be an achievement in itself.

Kristian said that people come to Catalyst Clemente from a wide range of backgrounds.

"Some have been working or raising families for years but never had the chance to attend university or even complete high school, and now seek the

opportunity to further their education. Others have faced severe hardship, disadvantage and trauma – past students have had backgrounds involving financial hardship, mental and physical health issues, homelessness and more.

Many students had difficult experiences when they were at primary or high school, or were told they weren't 'good enough', so for some students, taking part in Clemente can be a way of proving to them that they can achieve."

Past units in the course have been Humanities core units focusing on logic and reasoning, philosophers of the enlightenment, bodies, cultural theories, memorials, and more – as well as more specific units such as Journalism, English, Children's Literature, and Media Analysis.

For queries about the Catalyst Clemente program, please email Julia@foundationhousing.org.au

Our bank details have changed

We would like to remind tenants that our bank details have changed. You now need to send your rent to our NAB account:

BSB: 086 006

Account Number: 84 376 7322

Account Name: Foundation Housing Ltd

You can find all the details at foundationhousing.org.au/tenants/your-rent under the "Ways to pay your rent" tab. When paying, it is very important to include your **Paybook ID number, first name and surname** when paying by EFT or bank transfer so we know who has paid.

Please keep your receipt.

TAG Update

It's been 2 years since the first Tenant Advisory Group was established in Perth city. Since then, City TAG and the newly formed Joondalup TAG have encouraged Foundation Housing to:

- send more communications to tenants
- develop information sheets on rent and repairs to homes
- provide information on the energy savings and home energy audits being done through the Cities of Stirling and Swan and Town of Bassendean
- have Foundation Housing clarify the responsibility for insurance of tenant additions to their homes.

The TAG groups also provided feedback on:

- the responsibility of internal painting by tenants. The group continue to work with us on how we can better inform tenants on such matters.

- The newly refreshed website
- The maintenance of communal areas in unit complexes which is currently an ongoing conversation

Sam, a participant on both TAGs, said the group was a great way to get more information about what's going on at Foundation Housing and other tenants.

"We can make sure people understand what's happening, what rules and regulations are coming in and if they sound right, find out what needs doing," she said.

Sam said participating in the TAG was particularly useful at the moment, when Foundation Housing seems to be growing and changing rapidly with many staff members she knew leaving, and new ones coming in.

"This way we can find out why things do or don't happen. Before I joined I didn't know the whys and wherefores,

but now I can find out why something is taking so long to happen, or why it can't happen. It's good to have an explanation."

Sam said she had a sense of accomplishment after several problems which had been around for some time were resolved as a result of her participation on the TAG.

Sam also called for more tenants to join their local TAG to help ensure all tenants' problems are noticed and everyone is helped.

We are always seeking new members so if you would like to be a part of one of these valuable and influential tenant groups contact Julia on **9422 0702** or email julia@foundationhousing.org.au.

Costs associated with attending the meetings will be reimbursed such as transport and parking.

Noticeboard

Report a repair online

Besides calling the maintenance line on **1300 895 205**, you can also report a repair on our website. Just go to foundationhousing.org.au and click on "Report a Repair" on the opening page. You can also email your repair to repairs@foundationhousing.org.au. Remember to give your property address, contact number and as much information as possible about the repair.

Our website

Visit our website foundationhousing.org.au to

- Subscribe to newsletters
- Get the latest news
- Meet our teams
- Information sheets and policies
- Give feedback or lodge a complaint

Emergency Relief Services

Emergency Relief Services help people deal with their immediate financial crisis. Assistance can be in the form of food vouchers, part payment of outstanding bills, material assistance (food parcels, clothing), budgeting assistance and referrals. To find out what services are available in your area, please contact your Housing Co-ordinator.

Home maintenance help

If you are aged 65 years or over (or 50 years and over if you identify as an Aboriginal or Torres Strait Islander) you may be eligible for the Commonwealth Home Support Program which provides help with minor repairs like changing tap washers or light bulbs. The program also offers other services such as transport and personal care. To find out more call the My Aged Care on **1800 200 422** or visit their website myagedcare.gov.au

