

foundation focus

Newsletter for Foundation Housing tenants  Autumn 2022

Survey results point the way for change

Thank you to everyone who returned the Tenant Satisfaction Survey. Your feedback has helped us to identify what is important to you and where we need to improve. We received 741 surveys, a total of 39% of our tenant population, which is a very good response.

Overall, the results show a high level of satisfaction with property condition and the repairs and maintenance service, with both scoring higher than the national benchmarks. Other positive results include:

- Maintenance service and quality
- Location of home
- Suitability of home to circumstances
- Services available

Some areas that you told us to improve on are:

- Tenant involvement
- Ability to influence FHL's decision making
- Overall complaint handling

We have already started working on these improvement areas. Late last year we created a new Committee of Residents and Tenants (CORT) which will be one of the key ways we seek tenant feedback, working alongside tenant representatives to improve service delivery and undertake consultation.

We hope the introduction of the CORT – and other more local involvement opportunities such as the introduction of local Roadshows with the Community Engagement team and other managers – will address your concerns about improved involvement opportunities as well as providing much greater tenant involvement in decision making.



Voucher winner, Rachelle.

We have also introduced a new complaints management system which provides improved oversight of complaints, an independent administrator to oversee the responses and centralised tracking of issues and response times.

Congratulations to the following Foundation Housing tenants who each won a gift card for completing the survey and returning it before the cut-off date. Kevin from Falcon, Rachelle from Forrestfield, Max from Bedford and David from East Perth.

Remember you don't need to wait until the next survey to provide your feedback. You can always speak with your Housing Coordinator or complete a [Feedback Form](#) on our website.

The CORT Column



The Committee of Residents and Tenants (CORT) meet regularly to discuss policy and provide feedback on a range of issues that impact tenants and residents.



Chris Smith (CEO) with Neil, CORT AGM 2021.

CORT elections were held in October 2021, and saw the appointment of Claire Payne as Chairperson, Neil Buckley as Deputy Chairperson and 15 committee members.

There have now been two CORT meetings held. The key items discussed and how Foundation Housing intends to respond are as follows:

Tenant Liability and Anti-social Behaviour Policies

The CORT recommended that FHL needs to communicate these policies more clearly to tenants, particularly those who have been long term tenants where these policies might have changed over time.

The CORT provided several suggestions about how to communicate these policies to tenants which FHL has agreed to incorporate into a tenant communication plan to be rolled out during 2022. This will include a series of roadshows scheduled for the second half of 2022.

FHL's COVID Communication

The CORT suggested that a video would be a good format and FHL's Community Services Team worked with our Communications team to develop a COVID safety video.

Rent Setting Policy

The CORT sought information about how FHL sets rents for tenants and they wanted this information presented more clearly. The CORT requested FHL to provide a presentation at the next meeting.

Communication with Tenants

The CORT recommended that FHL works with tenants to develop a Customer Services Charter. FHL will provide the CORT with a project plan at a meeting later in the year.

Meeting agendas are co-designed by the Chairperson, Deputy Chairperson and FHL Senior Management two weeks prior to the scheduled meeting.

Agenda items are selected based on how they align with the broad issues discussed at the CORT AGM, issues raised by tenants and residents in the Bi-Annual Tenant Survey as needing attention and issues identified at other tenant engagement activities throughout the year (such as Lodge based meetings or social activities).

Minutes and agendas of CORT meetings are available on our website and can be accessed by visiting the [CORT page](#) on our website.

CORT Meeting Schedule 2022

- Tuesday 21 June
- Tuesday 23 August
- Tuesday 18 October
- Tuesday 13 December

Get to know CORT Chairperson, Claire!

Previously sitting on our tenant advisory group, Claire was elected as Chairperson at our Annual General Meeting in October 2021.

"As chairperson of the CORT, I am looking forward to working with Senior Management on several key issues that the CORT has identified as being of the most concern to the tenants & residents of Foundation Housing."

How long have you been a tenant with Foundation Housing?

I have been a tenant for over 12 years! I live in a property at Subiaco.

Why did you join the CORT?

In regards to my personal motivation, I have had ongoing issues with FHL for about 8 years. I joined the CORT to use my voice and advocate for tenants and residents to provide them with better outcomes. I want FHL to be the benchmark that other housing providers want to live up to.



Chris Smith (CEO) with Claire, CORT AGM 2021.

What do you enjoy doing in your spare time?

In my spare time, I really enjoy photography. I especially like taking photos of native orchards and architecture.

If you have any questions regarding the CORT or would like to provide feedback, please email CORT@foundationhousing.org.au or speak with your Lodging or Housing Coordinator.

Housing upgrades are coming!

The Social Housing Economic Recovery Package (SHERP) Grants Program is a State Government initiative that provides funding for new and upgraded community housing.

We have recently received approval for our SHERP application under a refurbishment package for a grant totalling over \$1.7 million. This grant will see projects completed at the following properties:

- **17-19 Foundry Road, Midland**
Security upgrades, including a new car park vehicle gate.
- **14 Heytesbury Street, Subiaco**
Kitchen fit out for Level 3, full floor covering upgrades and solar installation.
- **239 Newcastle Street, Northbridge**
Full internal and external repaint, full common kitchen refurbishment and solar installation.
- **24 Frederick Street, Broome**
Full repaint of all rooms and external surfaces (walls, timber decking and stairs).



Foundry Road Complex, Midland.

- **Solar Installation**
For 23 properties, including 6 lodging properties.

Details of these changes will be communicated in advance to tenants and residents at these properties to manage any impact to your living arrangements. For any questions, please contact your Housing or Lodging Coordinator.

Congratulations to our Scholarship recipients!

We are excited to announce two equally deserving recipients of our Scholarships for 2022, David Shelley and Dylan.

David (pictured) will use the scholarship funds to continue his studies for a Bachelor of Nursing at Curtin University. David's passion is caring for other people, and he aspires to be a mental health nurse.

"I'm really proud of how far I've come with my studies. I know that I am going to achieve great things," he shared with us when being told about his scholarship application being successful.



David Shelley, Scholarship recipient.

David joins Dylan who is passionate about computer science and will use his scholarship to continue his studies towards a Diploma of Information Technology (Advanced Networking). He has already self-funded other studies, while raising his children as a single parent. The scholarship funds will help greatly as he continues to study and has also helped with the purchase of hardware and software to enable work in his chosen field.

"I would like to thank Foundation Housing for this opportunity. With the diploma certification, I hope to gain long lasting, successful and meaningful employment, all the while being an excellent role model for my children," Dylan said.

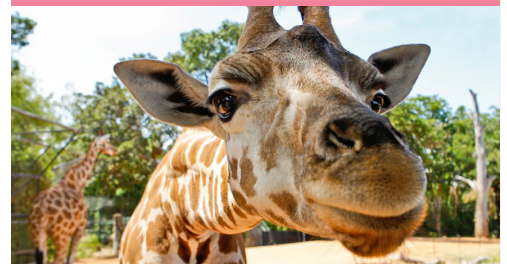
Congratulations to both our scholarship recipients!

We would like to thank everyone who applied this year. We are committed to building the capacity of our tenants and residents by providing these scholarships to access further education and development.

If you missed out this year, we encourage you to submit another application for the 2023 program when it is advertised later in the year.

Win a family pass to the Zoo!

Would you and your family like to win an Entry pass to Perth Zoo? Send an idea for a tenant engagement activity and why it would be a good idea to tiffanyu@foundationhousing.org.au. The best suggestion will win!



Covid-19 Update

Thank you to everyone who has been understanding as we have changed and paused some of our standard activities such as inspections.

A friendly reminder to all our Lodging residents to please ensure you are wearing a mask in all indoor communal areas and follow the guidelines if we are attending your home for an inspection.

Please be assured that support meetings are still going ahead, and allocations are also still being done. We hope to be back to normal and resume other activities as soon as possible.

We have also completed surveys with our vulnerable tenants and residents and have been able to assist them while isolating, with deliveries of food hampers and medical supplies.

If you are isolating and need support or have any questions, please be sure to reach out to your Housing or Lodging Coordinator.

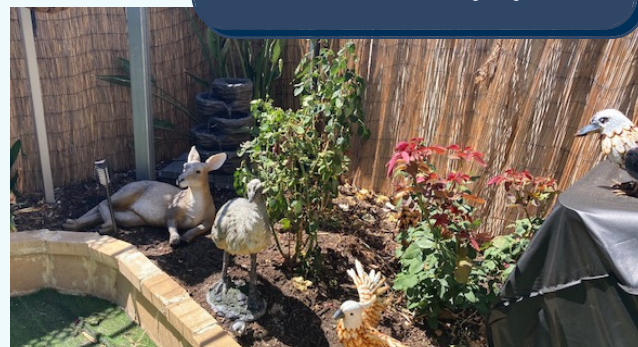
Autumn gardening tips from John!

Congratulations to Dawesville tenant John for winning our garden competition and a \$50 Bunning voucher! A tenant with us for over 4 years, John finds gardening a way of relaxing, relieving stress and a fun way of staying creative.

"I was under a lot of stress before moving into my home and gardening has provided me a lot of calm, it is my happy place. Starting a project like a new garden can sometimes be intimidating, but if you take it day by day, it can turn into something great," says John.

Here are some tips from John on how to keep your garden healthy during the cooler months:

- Remember to fertilise your garden.
- Plant! Autumn is a good time to plant new plants and shrubs as the air is cooler and the soil is still warm.
- Watering twice a week will ensure your plants get the moisture they need but aren't overwatered.
- Personalise your garden – for an extra touch of colour, sculptures and art pieces always brighten up the backyard. I have gone with a native Australian animal theme!



John's Garden, Dawesville.

Congratulations again John on the wonderful efforts in your garden!



Calling all artistic talents!

Have your artwork displayed in the community with our artwork project!

All artwork types are included (such as rugs, pottery, painting, jewellery, photography and more) will be displayed in our Leederville office on a rotational basis with the opportunity to be purchased. Submissions are accepted on an ongoing basis.

To be involved or for more information, please contact Tiffany at tiffanyu@foundationhousing.org.au or on 0458 170 606.



Rozalia from Maylands with her handmade rug.



Download the app and win a \$50 voucher!

Did you know that there is another way you can make maintenance requests? The Maintenance Manager app is a user-friendly mobile app that allows you to submit repair requests straight to the Repairs Team with a few clicks from your device.

Everyone that has requested a code and downloaded the app by May 1st will go into the draw to win a \$50 Coles voucher.

To download the app, please email repairs@foundationhousing.org.au and request a unique code to get started.



Having trouble accessing the **Service WA app?**

Downloading and using new apps is not always as easy as we think. That's why the City of Mandurah, City of Perth, City of Wanneroo, City of Stirling and City of Vincent are pleased to offer their free services to the public who need assistance in:

- **Downloading the Service WA and MyGov apps**
- **Accessing your Covid-19 certificate and vaccination information**

Visit one of the following libraries to get started: Falcon Library, Mandurah Library, any City of Wanneroo library, City of Stirling libraries and the City of Vincent library. You will need your driver's license, Medicare card, BSB and account number (to link your medicare account), and birth certificate.

Don't have a mobile phone? Get a proof of vaccination card from Officeworks!

Officeworks stores have introduced a proof of vaccination card service. For just \$1.60, you will receive a personal card that outlines your vaccination status with the WA Government. To obtain the card, you need to bring a print out of your COVID-19 certificate and your driver's license or proof of age card.

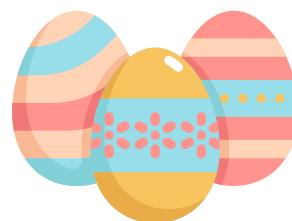
Email tiffanyu@foundationhousing.org.au find out more.



Easter Office Closure

All Foundation Housing offices will close at 4:30pm on Thursday 14 April and re-open at 8:30am on Tuesday 19 April 2022 due to the Easter Holiday.

Tenant and residents should report urgent maintenance issues directly 1300 895 205.



Noticeboard

Watering Days

Now that Autumn is here, please make a note of your allocated watering days and visit the Water Corporation website.

Social Activities

The first social event of the year have been agreed upon as a day the Museum. Keep an eye out on your emails for details to come.

Photo Volunteers

We will be contacting residents to be involved in our future marketing activities, if you do not wish to be involved, please email paigel@foundationhousing.org.au.



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CONTACT US

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JOONDALUP AND MIDLAND OFFICES (By Appointment Only)

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Joondalup 6027 Midland 6056

For all maintenance requests and emergencies, please contact us on 1300 895 205.