

foundation focus

Newsletter for Tenants | Summer 2023



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Foundation Housing Holiday Closure Details



Our offices will close at midday on Friday 22 December and reopen at 8.30am on Monday 8 January 2024.

You can email or leave a message for your Housing Coordinator during this time, and they will respond to your query after they return to the office.

Emergency Repairs - 1300 895 205

Over this period, emergency repairs will be managed by our maintenance contractors. An emergency repair is when there is an immediate threat to the safety or health of a person, or there is serious damage to a property. If you experience an emergency during the closedown period, please call this number.

Any calls received for non-emergencies will not be dealt with until after staff return in the New Year.

If your call is not a genuine emergency, please do not contact this service as costs will be passed on to tenants if a contractor attends and it is found the issue is not an emergency.

Non-urgent repairs

For all non-urgent repairs, please call us during office hours when we reopen at 8:30am on Monday 8 January 2024 or email us at repairs@foundationhousing.org.au and we'll arrange a repair when we return to the office. Examples of non-urgent repairs include small leaks, broken cupboard doors, lost keys and other non-threatening issues.

Join us for our Christmas Maker's Market!

You are invited to join us this festive season for a Christmas Maker's Market featuring goods designed or made by our tenants! There will be:

- Games for everyone!
- Face painting
- Catered lunch and drinks
- Maker's market
- Op Shop
- Free coffee and more!



This event is open to all Foundation Housing tenants, families and singles alike.

We look forward to seeing you there!

Date: Wednesday 20 December 2023

Time: 10:30am – 1:00pm

Where: Earthwise Community Gardens - 315 Bagot Road, Subiaco



RSVP by scanning the QR code or by emailing the contact details below!



maureenm@foundationhousing.org.au



0400 656 005

You spoke and we listened: 2023 Tenant Survey Results



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 a total of 507 valid responses, representing an overall response rate of 29%.

The results show a high level of overall satisfaction (87%) of living in an FHL home. We are pleased to share that we also exceeded the two major national benchmarks of repairs and maintenance (84%) and overall condition of the home (87%). Other positive results include:

Our top results

Satisfaction with process for becoming a resident **96%**

Services available in the area **94%**

Contractor was respectful and courteous **93%**

Location of home **92%**

Communication with Coordinator **91%**

Suitability of home to circumstance **91%**

We are also pleased to share that we have improved in the two areas that we were below the industry benchmark in the 2021 Tenant Survey:

- The ability to influence Foundation Housing's decision making.
- Satisfaction with tenant involvement.

AREAS FOR IMPROVEMENT

The area you told us we needed to improve on was complaints handling. Although overall complaints handling scored 55%, which is above the industry benchmark of 49%, this is an area that FHL can improve with ongoing communication as to how to make complaints and informing tenants of the progress of their complaint.



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: Julie (York), Lu (Subiaco), Eileen (Bullsbrook), Eve (Westminster) and Linda (Clarkson).

For more information about the results, see the key findings summary included in this newsletter.

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.

Earlier in November, the Committee of Residents and Tenants held its Annual General Meeting (AGM) at Bennett Street Lodge in East Perth.

Guest speakers included Alex Kepes (Community Engagement, Housing Choices Australia) and Sue (Chair, Advisory Tenant Committee, Housing Choices Australia) who shared valuable insights and learnings from their committee and overall tenant engagement.

Congratulations to the following tenants who have been successful in joining the CORT:

- Janice S
- Dianne R
- Robert A
- Simone R
- Carly B
- David J
- Amanda R



CORT AGM, November 2023.

We are also pleased to share that Claire from Subiaco (Chair) and Neil from Perth (Deputy Chair) were re-elected to their positions for another 2-year term.

Building Capacity

The CORT undertook training earlier this month to learn more about Foundation Housing, the purpose of the CORT, their roles and how they can contribute to managing and sustaining positive tenancies in their representative positions.

A Focus on 2024

Schedule planning for next year has already taken place with key themes including: anti-social behaviour, positive tenancy behaviours, managing complex tenancies, tenant involvement and much more.

If you have any questions regarding the CORT or would like to give feedback, please email CORT@foundationhousing.org.au or visit the CORT page on our website.



CORT Training, December 2023.

F19 Inspection Notices are going online!



Foundation Housing is moving towards electronic forms of communication. This is to streamline our communications, increase business efficiencies and be more environmentally friendly.

Please be advised that as of January 2024, Foundation Housing will no longer be sending you an F19 Inspection Notice via the mail. Instead, we will be sending notices via email and SMS notification.

If we have your email address on our system, you will not be required to do anything. Simply keep an eye out on your email inbox and text messages to receive your inspection notice.

If you do not have an email address, we will continue to notify you via the postage service and SMS notification containing a link to your notice.

I preferred receiving my inspection notice in the mail. Do I have to receive it electronically now?

Our preference is yes. To keep up with our technological world, we are moving our processes online. But this is a positive thing and brings many benefits:

- Easier for you to contact us;
- Notified of inspection sooner;
- No dealing with messy paper.

If this causes issues for you as you find it too difficult to access the notices digitally, please let your Housing Coordinator know so they can opt you out of digital notifications.

What will the SMS notification look like?

The SMS notification will contain a link to your F19 inspection notice. This is to ensure we are complying with legal obligations.

I don't have any email address, what does this mean for me?

If we do not have an email address for you on our system, you will then receive a notification via SMS or through the postage service.

I'm not sure if my contact details are up to date, who should I speak to about this?

To update your contact details, please contact your Housing Coordinator or email communications@foundationhousing.org.au.



For any questions, please contact your Housing Coordinator or email communications@foundationhousing.org.au.

Community Christmas Lunch Events

Christmas can be a special time of year, but for many it can also come with many mixed emotions.

You might feel stressed about spending money, feel lonely and missing family and friends, or uncertain about what the New Year will bring.

This is a reminder that services such as lifeline 13 11 14 and Beyond Blue 1300 22 4636 are available for you to call, email or text during this time.

There are two free community Christmas lunches that are open to those of you who may enjoy company on Christmas Day.



Mission Australia's Christmas Lunch in the Park

Mission Australia will be running a Christmas Lunch in the Park on Friday 25 December from 12pm onwards in Wellington Square, East Perth.

Joondalup Christmas Lunch

The Joondalup Christmas Lunch will be held at Central Park in Joondalup on Friday 25th December. Activities will kick off at around 11:30am and will finish at 2:30pm.

Register online at www.joondalupchristmaslunch.com and enjoy a free Christmas lunch.



Around the House Hints

Do you have a stain you can't get rid of? Or you'd like cost effective ways to keep your home clean?

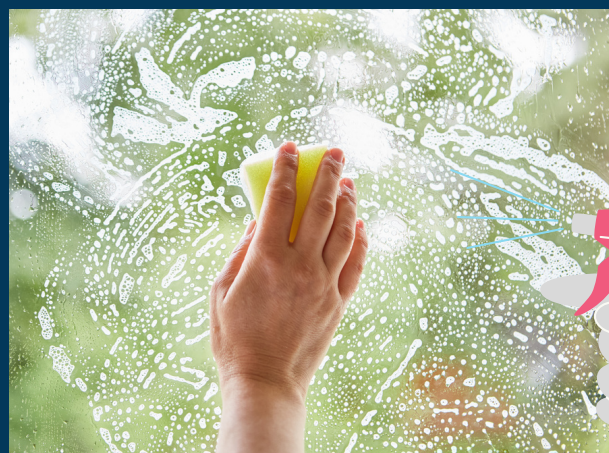
Our new column, Around the House Hints, is here to answer any questions you might have about house and garden care. If you'd like to submit a question, please email communications@foundationhousing.org.au

Question

Dear Super-Cleaner123, I've recently noticed that my windows are dirty and need some attention. I am on a budget and want to clean them well without spending much on product. Do you have any tips on how I can deal with this? From Amanda.

Answer

Dear Amanda, the best way to clean your windows on a budget is with hot water! Dip a sponge or towel in a bowl of water and use it to wipe down the windows before drying them. From Super-Cleaner123.



Spring Garden Competition: Congratulations to our winners!

We had a great response to the Spring Tenant Garden Competition with some very creative gardeners and green thumbs, making it hard to select a winner.

It was such a pleasure to see the hard work tenants put into their gardens and the joy it brings them when they see the results.

It was also encouraging to see how many tenants nominated to receive a garden hamper kit to kickstart their own garden or vegie patch. Claire from Subiaco gave a hamper to her grandson who used it to grow some vegetables!

These garden competition winners received a Bunnings gift card. Great job!

Kahu M

Claire P

Michael W

Leanne H

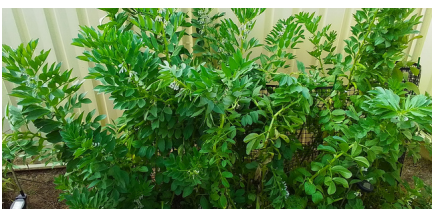
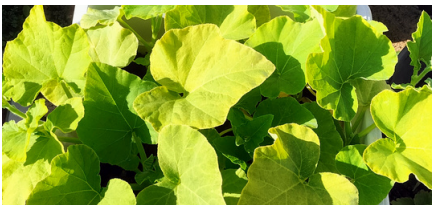
Banksia Grove

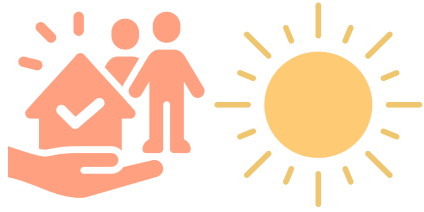
Subiaco

Dawesville

Koongamia

We look forward to hosting another Gardening Competition next year! Keep an eye on the Winter newsletter for more information.





Safety Reminders for Summer Time

Are you ready for the heat? Have a read below for some summer reminders and tips to stay safe this season.

1 Total Fire Bans

The Department of Fire and Emergency Services provides detailed information on bushfire risks and fire safety in the home. For more information, you can call their emergency information hotline on 133 337 or visit their website www.dfes.wa.gov.au.

2 How Foundation Housing can help

If you notice there are overhanging branches causing a fire hazard, contact our Property Services team on 1300 895 205. We will inspect the problem and undertake any necessary works to ensure there is no fire risk.

3 Tips to make your home Summer Ready

- Mow the lawns (if you are in a home) and remove weeds.
- Check that all your lights, cords and plugs are undamaged, untangled and working well, particularly if they have been in storage
- If using a barbeque, make sure it is kept away from flammable materials, do not leave it unattended and ensure it is turned off after use.
- To keep cool, close blinds and keep the house shaded to save on your electricity bill.

Curtin Oral Health Clinic



Curtin University

Oral Health is extremely important to your overall health and wellbeing.

Curtin University runs an Oral Health Student Clinic at OHCWA staffed by Oral Health Therapy students, under the supervision of fully qualified staff.

HCC or pension concession card holders, migrants and refugees are eligible for this opportunity.

You can visit the clinic for your regular dental check-up including a 'scale and clean' (professional cleaning of your teeth). The focus of your treatment is on preventive care, but basic fillings can be provided. Dental radiographs (x-rays) are part of your check-up.

Book initial appointment

Contact maureenm@foundationhousing.org.au and complete the short registration form.

Clinic Opening Hours

Oral Health Centre of WA
17 Monash Avenue, Nedlands
Monday to Friday 8:30am to 4:00pm



Meet the Foundation Team:

Leah and Paige



Leah

COMMUNITY
ENGAGEMENT



Paige

COMMUNICATIONS
OFFICER

Why are you excited to be working at FHL?

I am excited to work with FHL because housing is a human right and a basic need, but unfortunately is becoming more and more out of reach for people. The work that FHL is doing is essential and a necessity. Being a part of that process and witnessing behind the scenes will be a great opportunity and learning experience for me.

Favourite part of your job?

Observing and participating in interactions between staff and tenants. The empathy, compassion and connection that I have already witnessed between FHL staff and tenants has been inspiring.

Fun fact about you?

I am one of nine children. Growing up in a large household in the US, I uphold the stereotype of being a loud American.

Have a question for Leah? Send her an email at leahl@foundationhousing.org.au.

Favourite experience since joining FHL?

I really enjoyed helping out at the Family Christmas Lunch at the park. It was a fun filled day at the park playing Christmas games and face painting.

What do you like about your role?

I love interacting with our tenants and residents and sharing their stories to the wider community!

What do you enjoy doing in your spare time?

I am always happy when I am in the outdoors - whether I am camping, at the beach or going on a hike!

If you could be any animal, what would you be and why?

I would love to be an eagle and soar the sky! I have always wondered what it's like to fly.

Have a question for Paige? Send her an email at paigel@foundationhousing.org.au



Stay on track **over Christmas**

While Christmas is generally a happy time, it can also bring pressure and stress.

There can be extra costs at this time of year which can make it harder to meet your usual financial responsibilities. However, it is very important to keep paying your rent over Christmas.

If you are concerned about financial issues leading into Christmas, please reach out to your Housing Coordinator as soon as possible so they can help you put a plan in place.

Foundation Housing will continue to monitor rent payments over the holiday period. Staying on track with your rent will help you to enjoy a great start to the new year. If you find yourself needing assistance, remember, we have available our own Resource Program which you can access through your Housing Coordinator.



Christmas Competition: **Show us your homemade gifts!**

**Share your favourite homemade gift
with us for your chance to win!**

Gift-giving is a key theme of the holiday break and is a great way to spread the love. It brings people together and shares the traditions of many cultures all over the world.

How to enter

- Send us a photo of your favourite homemade gift
- Tell us a little bit about how you made it and why you like this gift
- Email this information to communications@foundationhousing.org.au.

Baked goods, woodwork, candles, ornaments, cards and knits are a few examples of homemade gifts. Entries close on Monday 22 January 2024.





Keeping your home cool in the warmer weather

.....

As we approach the middle of Summer, the temperature increases and it can be hard to stay cool in our homes without spending a lot.

Here are some tips to stay cool in your home this hot season. Remember to stay sun smart when spending time outdoors!

1 Keep your blinds closed

Almost all of the heat that enters your apartment does so via the windows, even when they're closed tightly. It might sound simple, but standard window coverings provide the most bang for your buck in terms of keeping the temperature down.



2 Cook outside

Using the stove or oven when it's already sweltering can make your apartment even hotter. Use the communal area with a stove and consider cooking dinner outside.

3 Switch out your sheets

If you're trying to figure out how to keep your apartment cool without AC, nothing is more important than staying cool while sleeping. Swap out your fleece blankets and flannel sheets for cooler, breathable cotton versions

4 Lower your mattress

This might seem like a silly idea, but it can make a difference. Since heat rises, sleeping closer to the floor can actually help you keep cool.

5 Shut the door

Another simple tip: close the doors to any unused rooms, such as the bathroom or the bedrooms, during the hottest part of the day. That way, you keep cool air flowing where you need it.



6 Lower your body temperature

You may not be able to control the temperature outside, but you can keep your body cool. Take a cool shower before bed to lower your core temperature before going to sleep. Turn hot water bottles into ice packs by filling them with water and freezing them for bedtime.

Personal Development **Opportunity**

At Foundation Housing, we are always looking for ways to better manage and sustain positive tenancies.

In doing so, we are always looking to provide our tenants with opportunities to learn skills and build capacity.

Relationships Australia offer a variety of seminars on personal development, wellbeing and relationships. They include:

- Healthy Conflict in Relationships
- Express Yourself Assertively
- Self-Worth: An Introduction
- Setting Healthy Boundaries
- Communication in Relationships
- Understanding Angry Emotions



Would you be interested in attending any of these types of sessions? Let us know by:

- Scanning the QR code below
- Email maureenm@foundationhousing.org.au

Stay tuned for more details on how you can get involved and share your thoughts with us.



Keep your **Receipts!**

A friendly reminder to keep your receipts when making rent payments. Sometimes tenants make deposits without using a reference number or keeping a record of the payment. This makes it difficult for us to confirm that your rent has been paid!

Tenant Stories: **We want to hear from you!**

At Foundation Housing, we love when our tenants contribute to our communications. We welcome poems, stories, artwork, photos and more for future editions of Foundation Focus!

This newsletter is for you – so let us see your creativity. If you have anything that you would like to submit, speak with your Housing Coordinator or email communications@foundationhousing.org.au





Foundation Food



CHRISTMAS CRACKLES

Serves 2

- 2 cups rice bubbles
- 50g butter
- 1 cup white marshmallows
- 30g white chocolate melts
- 20 jaffa lollies

Method

Place rice bubbles in a large bowl. Combine butter and marshmallows in a small saucepan and melt over low heat until smooth. Pour onto rice bubbles and stir to combine. Spoon mixture into mini patty cases and leave to set for about 20 mins. Spoon white chocolate over the crackle and place a Jaffa on top of each one. Leave to set.

CHRISTMAS PAVLOVA

Serves 2

- 1 bunch rhubarb
- 250g strawberries, halved
- 1/4 cup (55g) caster sugar
- 500g Coles Pavlova
- 700g vanilla yoghurt

Method

Preheat oven to 180°C. Line a shallow roasting pan with baking paper. Arrange the rhubarb and strawberry in the lined pan. Sprinkle with sugar. Drizzle with ¼ cup (60ml) water. Bake for 15 mins or until the rhubarb is tender and the syrup thickens slightly. Transfer the rhubarb mixture to a heatproof bowl. Place in the fridge for 30 mins to chill. Place the pavlova on a serving plate. Spoon over the yoghurt and top with the rhubarb mixture. Drizzle with the syrup in the bowl.

Have a recipe you'd like to share? Email it to communications@foundationhousing.org.au

Community Highlights

Community BBQ, Newcastle Lodge.



Committee of Residents and Tenants AGM.



Janissen Electrics Festive BBQ for lodging residents.



Partnership launch with Wellness Central.



Coffee conversations in Dawesville.





Foundation Focus Djilba Puzzle

Win a \$50 voucher to Bunnings!



Find all of the Noongar words in the word search except for one, which is not actually in the grid. Words may be forward, backward, up, down or diagonal.

B	L	T	N	E	K	L	A	W	K	M
W	A	B	D	A	N	G	N	A	O	U
D	F	E	E	L	R	A	M	B	O	N
A	J	N	N	B	O	L	B	B	R	G
T	K	A	L	E	E	P	E	N	N	A
A	A	N	N	Y	D	A	N	P	T	R
L	Y	G	N	R	A	D	B	R	R	T
R	A	L	Y	A	N	R	G	H	B	E
A	I	H	I	N	I	O	I	Y	N	R
A	B	P	N	G	A	O	G	K	B	E
K	F	O	U	Q	A	G	N	I	J	D

WORD LIST

Benang

Djinga

Goorda

Kaleep

Kaarla

Marlee

Mungart

Ngarnk

Nih

Walken

Tell us which word is not actually in the grid and provide us the translation from Noongar language to English by emailing communications@foundationhousing.org.au or posting to us at the Leederville Office address at the bottom of this page.

Competition closes 1 September 2023. The winner of a \$50 Bunnings voucher will be drawn from all the correct entries after this date. Only one entry per household. Good luck!



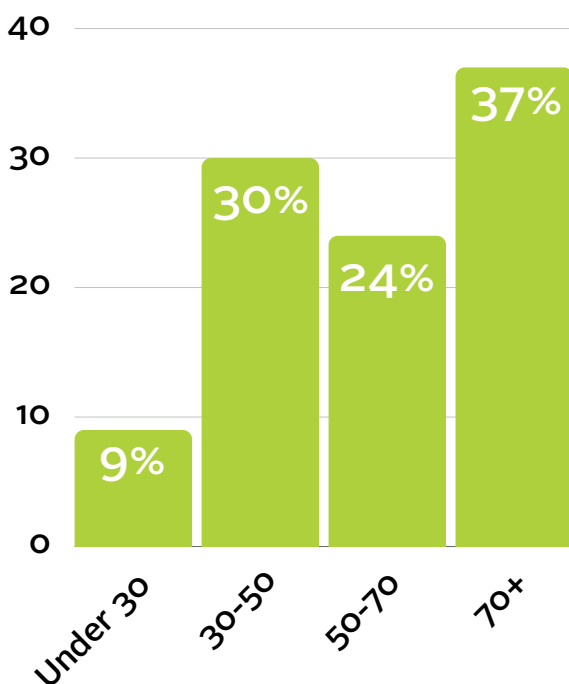
KEY RESULTS

2023 TENANT SURVEY

Every two years, Foundation Housing engages CHIA NSW to undertake a survey of our tenants and residents to understand what's important to them, where we could improve and what we are doing well. Here is a snapshot of the results.

WHO RESPONDED

AGE RANGE

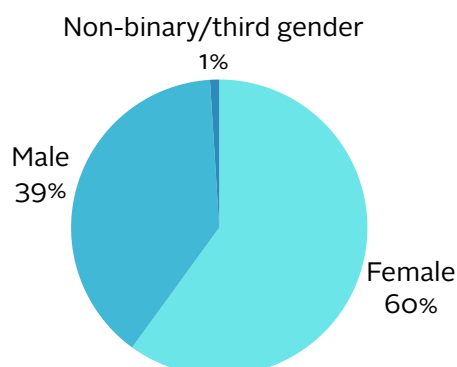


RESPONSE RATE

507 valid surveys were returned which is a response rate of 29% which was down from 39% in 2021.



GENDER



LOCATION

5% regional response
95% metropolitan response



HIGHEST SCORING AREAS

Satisfaction with specific areas

The process for
becoming a resident

96%



Services available in
the area

94%



Transport available
in area

94%



Contractors

93%



Location
of home

92%



Suitability of home
to circumstances

91%



Communication with
Housing or Lodging
Coordinator

91%



Repair quality

87%



FHL EXCEEDED THE KEY NRSCH THRESHOLDS

All three areas scored above the national threshold of 75%.



Overall Satisfaction

87%



Condition of Home

87%



Repairs and Maintenance

84%

The two areas which were below the benchmarks in 2021 have improved to be slightly above the benchmarks:



2021



2023

Ability to influence Foundation
Housing's decision making



2021



2023

Satisfaction with tenant
involvement

REPAIRS AND MAINTENANCE

Of the 72% of respondents who reported a repair in the last 12 months:

93%

were satisfied that the contractor
was respectful and courteous and
left their home clean and tidy



92%

were satisfied that the contractor
called to make an appointment



CUSTOMER CONTACT

82%

had been in contact with Foundation Housing in the last 12 months

80%

reported that their enquiry was responded to within 2 working days

87%

satisfied with staff working quickly and efficiently

FUTURE PLANS AND QUALITY OF LIFE

Has being a Foundation Housing tenant improved your quality of life?



87%

2021



90%

2023

Top four responses for how their quality of life has improved:

Feelings of safety and security

Financial Security

Mental Health

Access to services and amenities

72%

of tenants wish to stay in their current home indefinitely.

AREAS FOR IMPROVEMENT

Although complaints handling remains above the industry benchmark, elements of this indicator have fallen since the 2021 survey.

55%

of tenants were satisfied with how the complaint was dealt with

2019

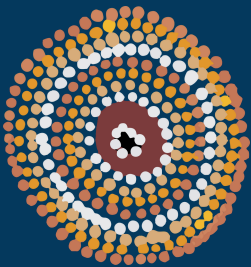
54%

2021

56%

2023

55%



Foundation Housing acknowledges the First Australians as the Traditional Custodians of the lands on which we operate. In particular, we acknowledge the Traditional Custodians of country where each of our offices are located including the Whadjuk Noongar people of Perth, the Yawuru people of Broome and the Kariyarra people of South Hedland. We recognise their continuing connection to land, waters and community.



Leederville Office

297 Vincent Street
Leederville WA 6007
T: (08) 9422 0700
F: (08) 6311 7314

Joondalup Office

By appointment only
Sanori House, Suite 3
126 Grand Boulevard
Joondalup WA 6027

Midland Office

By appointment only
Unit 6/17-19 Foundry Rd
Midland WA 6056



Repairs: 1300 895 205



foundationhousing.org.au