



FROM THE CEO

Welcome. I am delighted to share improvements to our Westside community newsletter. It is now 50% tenant-driven with a tenant editor and tenant contributors. If you'd like to get involved in the next edition, please contact **Anna at aminges@wha.org.au** or on **8155 6070**.

We have just finalised the results from our 2016 Tenant Satisfaction Survey. Overall satisfaction is high, but we learned valuable information with which to improve our services. In the next edition of Inside Westside we'll let you know how we have actioned what you told us.

The survey results are in!

Westside's 2016 Tenant Satisfaction Survey was conducted by the NSW Federation of Housing Associations between March 2016 and April 2016.

All 373 households managed by Westside at the time of the survey were invited to participate in the survey by post.

We received a total of 142 valid questionnaires. This gives an overall response rate of 38%, which is well above the threshold of 25% for reliability. Based on a 38% response rate, Westside can have a reasonable degree of confidence that the views of respondents reflect the views of all its tenants.

The headline for the 2016 tenant satisfaction survey is that Westside's tenants have shown very good levels of

satisfaction with most areas of the organisation's housing service.

A full report will be available from mid-July on the website (www.wha.org.au) in the tenants' section or we can post a copy to your home. Just call **8155 6070**.

Top three indicators of overall satisfaction

1. Satisfaction with property condition - 88% nominated this as their number one issue
2. Satisfaction with housing services - 85% nominated this as their number two issue
3. Satisfaction with repairs and maintenance - 77% nominated this as their number three issue.

**CONTINUE
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RESULTS ON
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Survey results continued

Other survey questions asked

- 88% satisfied with the condition of their home. 8% were dissatisfied.
- 91% satisfied with their neighbourhood as a place to live.
- 85% said that Westside explained their rights and responsibilities to them
- 84% satisfied that their rights as a tenant are upheld by Westside
- 68% understand how their rent is calculated
- 86% reported a good level of satisfaction with value for money for the rent they pay
- 75% reported that they knew how to make a complaint to Westside
- 49% said they knew how to appeal a decision made by Westside
- 48% (of those who had made a complaint) were satisfied with how their complaint was dealt with
- 82% reported a good level of satisfaction with the quality of repairs carried out at their home

- 77% reported a fair level of satisfaction with repairs & maintenance services
- 85% satisfied with the way Westside provides them with information
- 74% satisfied with the way Westside involves tenants
- 74% satisfied that Westside listens to customers' views and acts on them
- 55% satisfied that tenants are able to influence Westside's decision-making

Other information

- 91% read the tenant newsletter 'Inside Westside'
- 46% of respondents said they never use email
- 23% never use the Internet
- 73% of respondents said they were satisfied with being connected to their community



TOP THREE ISSUES FOR TENANTS

- 1. Repairs and maintenance**
- 2. Value for money for the rent paid**
- 3. Overall condition of your home**

Don't fall into rent arrears

One of the top reasons people fall into rent arrears is due to unexpected water bills. To make sure you don't get caught out, be aware that anyone who has had their lease renewed or about to have their lease renewed, you will be responsible for the SA Water supply charge of \$71.60 per quarter from that point onward.

Or you may have a leak. To check to see if you do, follow the steps below. **If you do suspect you have a leak please report it to Westside as soon as possible. You may be responsible for the water bill.**

1. Read your meter and note the reading
2. Don't use any water (including toilets) for a couple of hours
3. Read your meter again.

If there is a difference between the two readings you may have a leak.

Top tips for finding and preventing leaks

Keep data of your water use, and always investigate any rapid changes in consumption. It is very important that identified leaks are followed up quickly. A leak of just 5 litres per minute can cost a business more than \$8,700 in water use alone every year! (Based on 2014-15 prices).

- Educate everyone living or working on the property to report any leaks. Then make sure the leaks are fixed immediately.
- Do a monthly inspection focusing on piping joints, toilets, showers, taps, hose nozzles, etc.
- Check for leaking toilets. The best way to do this is to put food colouring in the cistern. If the colour shows in the toilet bowl without flushing, you've got a leak.
- Check any equipment that uses water on a regular basis. Poorly maintained equipment can be prone to leaks.

Caravan café launch

The launch of Westside's Community Caravan was a fun and yum event.

Callum and Cam from Sprout cooking school treated everyone to a Mexican themed cooking class, and demonstrated how simple it is to make tasty, healthy, low cost food. Their slogan 'Inspiring everyone to cook' is fitting and the food was delicious.

Visit their website sprout.edu.au to see their interactive cooking class options.

This was also an opportunity to see one of the bicycles that are available for free seven day rental to Westside's tenants, helmet is included so why not take advantage of this great offer.

This was an enjoyable event and a great way to meet others from the Westside community.



July 2nd federal election

A federal election will be held on Saturday 2nd July 2016 and all Australian citizens 18 years old and over are required to vote, as voting in Australia is compulsory.

The best place to get any information about the election and how to vote is the Australian Electoral Commission website found at www.aec.gov.au

Phone contact can be made on the following numbers:

General enquiries: 13 23 26

National Relay Service (NRS)

TTY users call 133 677 then ask for 13 23 26

Speak and Listen users call 1300 555 727 then ask for 13 23 26

Internet relay users connect to the NRS then ask for 13 23 26

There is also a telephone interpreter service for 18 non English languages as well as translated information about voting in your language in .pdf format.

Voting for the Senate, rules have changed. There now are new ways for preference voting on the white Senate ballot paper.

These changes are as follows:

You can either:

- Number at least six boxes above the line for the parties or groups of your choice.

OR

- Number at least 12 boxes below the line for individual candidates of your choice.

All of this information, as well as access to translated versions are on the AEC website. There also are videos demonstrating these changes as well as interactive practice voting tools. There will also be a lot of media advertising showing the changes as well as letter-box drops, right up to Election Day.

Important Dates

Postal Voting applications are now open.

Applications for a postal vote must be received by the AEC no later than **6pm on Wednesday 29th, June** check with the AEC for eligibility.

Early Voting commences from **Tuesday 14th June** for eligible voters. Criteria for early voting is the same as for postal voting.

Mobile Voting

Mobile polling teams will visit locations such as hospitals, nursing homes and remote areas from **Monday 20th June**.

Don't waste your vote by doing an informal or 'Donkey Vote', you have to vote so you may as well make it count. Voting is very important, please take the time to take note of what policies are being proposed by all competing parties, then think carefully about what is important for you before you vote.



Tenants' First Tuesdays Program

Would you like a little extra help?

- finding services in your area
- learning about your suburb and what's available
- understanding / reading your paperwork or letters

OR – just someone to visit with you perhaps go for a stroll?

Westside has a new volunteer program that may be able come to you! We may not be able to help with everything, but we'll try to find a solution for you.

The program is called Tenants' First Tuesdays and is available the first Tuesday of the month.

If you'd like some company or need a little help, talk to your tenancy officer or call me, Anna, on **8155 6082** email **aminges@wha.org.au**



Community Services



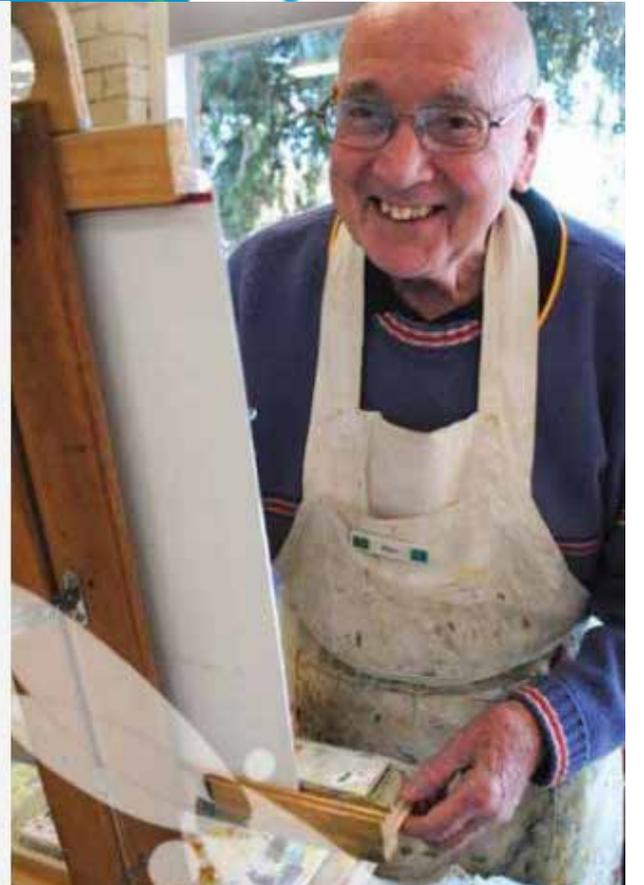
Telephone: 8256 0355
8256 0377

Email: playford@playford.sa.gov.au

Visit: Grenville Community Hub
Playford Boulevard
Elizabeth

Post: 12 Bishopstone Road
Davoren Park SA 5113

playford.sa.gov.au/grenville



Introducing the tenancy officers

We have new tenancy officers and have changed the way we arrange their properties to better suit Adelaide's north – south geography.

Tania Ware will manage tenancies in the southern half of Westside's property range
Kristy Ganosis will manage those in the northern half.



Tania Ware



Kristy Ganosis

Free bike safety course

FREE basic bike safety class at Bike SA for the first five tenants to sign up.

Contact Anna on 8155 6070 or amings@wha.org.au

No set date for the class as yet. Class will take 1 ½ half hours and you need to already know how to ride a bicycle. Only for 16 years old and up.



WANT TO GIVE US FEEDBACK?

If you want to make suggestions, offer compliments or have your complaint heard, you have several options. Formal complaints need to be in writing.

Westside has a Feedback Form which is available in the tenants section of our website, at our office or you can request one to be sent to you by calling **8155 6070**.

You can also make a complaint online through the tenants section of our **website – www.wha.org.au**

Please write to us within two weeks of the event or issue you are unhappy about. If you have raised the matter informally or verbally and wish to make it formal, you will need to contact us within two weeks of our response to your informal complaint.

What's on July - September

July 2016

Port Adelaide and Its People Exhibition
Open now till 26 July at ASSP Gallery
Sunday to Friday 12pm-5pm
Saturday 12pm-5pm (bookings only)

ASSP Gallery is currently hosting an exciting new mixed media exhibition entitled 'Port Adelaide and 'Its People'.

Launched by the Honourable Mark Butler MP, this unique exhibition captures the incredible diversity of Port Adelaide and the Lefevre Peninsula by showcasing the modern landscape that is the region today.

The display includes impressive works by Adelaide's Sue Smith Photography, Auntie Annette Gai Boreham (Sparrow) and Lindsay Kilminster.

When captured through the photographer's lens, Port Adelaide and the Lefevre Peninsula offers incredible wildlife, including world famous Port River Dolphins and migratory bird populations, amazing old buildings from the mid 1800s, as well as industry and landscapes in a microcosm.

August 2016

SALA Festival
1-31 August, state-wide

The South Australian Living Artists (SALA) Festival is the largest visual arts festival in Australia. Its extensive state-wide program of visual arts involves more than 3000 artists and 500 venues that celebrate the diverse talents of South Australian artists.

Many of the venues are absolutely **FREE**.

For more information go to: www.salainc.com.au

September 2016

Youth Strings Show - FREE
17 September at Adelaide Botanic Gardens
on the lawns near the restaurant

Join Adelaide Youth Strings in spring for a delightful concert of classical, folk and world music. Bring a blanket and a picnic, and enjoy music al fresco.

Adelaide Symphony Orchestra Jams for Kids - FREE
20 September at Rundle Place, Level 3

Time(s): Sessions at various times in 2016.
Free event. **Bookings essential on 8203 7990**

In collaboration with the Adelaide Symphony Orchestra the Adelaide City Council Libraries present the new ASO Junior Jams series to be held in the City Library in 2016.

These events will offer pre-school aged children - 18 months to 5 years - the chance to sing, dance and make music together as they discover the instruments of the orchestra through stories, songs and demonstrations by musicians of the ASO.

Designed especially for little people to engage with and enjoy making music in a stimulating program, this series of events is not to be missed! Avoid disappointment and book now on 8203 7990.

Sunday Mail City-Bay Fun Run
17 September, Adelaide

Attracting close to 30,000 participants each year, The City-Bay Fun Run sees elite and novice athletes cover the distance from Adelaide to the beach side suburb of Glenelg. The run has different distances and fitness levels to encourage everyone to get involved and it's completely FREE to attend as a spectator.

www.city-bay.org.au

Bay to Birdwood - FREE
25 September, Adelaide Hills

The last Sunday in September is when car enthusiasts join together and travel from West Beach to the National Motor Museum in Birdwood. The event is the largest, most constant and long-running historic motoring event held anywhere in the world. 2016 is the Classic year and will showcase vehicles manufactured between 1 January 1956 and 31 December 1978.

Win a double pass to the cinema!

Inside Westside's friends in the marketing team at Palace Nova Cinemas, Rundle Street, city, have kindly offered 2 double passes to Absolutely Fabulous: The Movie directed by Mandie Fletcher and starring Gwendoline Christie, Cara Delevingne, Jon Hamm, Rebel Wilson, Joan Collins and Kim Kardashian West.

Absolutely Fabulous: The Movie opens at Palace Nova Cinemas on August 4. It is a funny, mature-age movie that is based on the British TV series.

Edina and Patsy are still oozing glitz and glamour and living the high life they are accustomed to; shopping, drinking and clubbing their way around London's trendiest hotspots.

In the movie, Edina and Patsy are blamed for a major incident at an uber fashionable launch party. Chased by the paparazzi, the ladies escape to the French Riviera and decide this where they want to live for the rest of their lives with the super rich and the 'fabulous' weather.

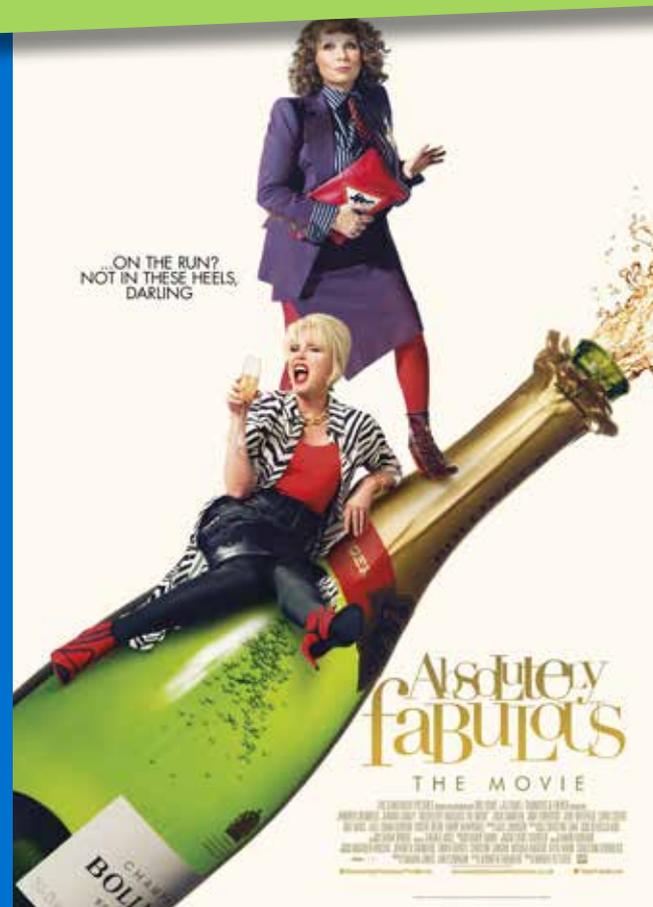
To go into the draw just send your name and address to:

**Anna Minges
Westside Housing
208 Churchill Rd
Prospect 5082**

OR

aminges@wha.org.au

BY 15 JULY 2016.



IT'S A HUGE GREAT BLOODY MOVIE, SWEETIE!

*absolutely
fabulous
the movie*

