

AROUND THE HOUSE

SUMMER 2023 EDITION 28



New Tenant Customer Care Centre Launched



Coinciding with our recent move to Bowden, Unity Housing has introduced a new Customer Care Centre to assist customers with a wide range of social housing needs from basic housing enquiries to complex tenancy issues.

Staffed by an experienced team, tenants can now call our new **1800 number (1800 551 814)** or email us on customercare@unityhousing.org.au during normal business hours to receive immediate help with their query without needing to involve or wait for their Housing Officer.

Tenants calling or emailing outside of normal business hours can also expect a quick response, often receiving a call or return email on the next business day when leaving a callback number and details of the enquiry.

Greg Lee, our Customer Care Centre Team Leader said "we're proud to announce the opening of our new Customer Care Centre created to provide a responsive, customer-focused first point of contact for all Unity Housing tenants across South Australia. We will assist with housing enquiries, help with tenancy issues and staff will be available by phone and email from Monday to Friday from 9am to 5pm."

Tenants can also reach our maintenance staff for help with property repair issues. For emergencies, an after-hours service is available, and messages can be left for any non-urgent enquiries or help.

[See inside for more information.](#) →



Congratulations to our 2023 Christmas card artwork Competition Winner

Congratulations go to **Mandy** who has been chosen as the winner in our 2023 Christmas Card tenant artwork competition. Her winning entry, "Peace", was selected by tenant-judges Marianne and Sharon from ten other entries because, "it speaks to us because of the message and what is happening right now".

Read more about Mandy and runners up, DM and Vicki, on page 3.

~ Please find your Christmas card included with this edition ~

FROM THE Editor's desk

Welcome to the December issue of *Around the House*. Whether it is the Holiday Season, time off from school or work, or just enjoying the warm summer temperatures, this is a favourite time of the year for many of us. We hope this summer season will be a joyful time for all.

In this issue, you can find our tenant inspired Christmas card and a feature article on our competition winner and runners up. We also recognise other talented Unity Housing tenant artists who competed in the recent CHARTS Awards as well as acknowledge the contribution of our tenants for winning the Tenant Led Initiative Award during the 2023 Australasian Housing Institute (AHI) state awards.

Speaking of food, we have included a delightful Cooking Club Christmas cake recipe that's so easy, the kids can make it.

Other topics in this edition include information about changes to our Customer Care and Maintenance teams that will provide better tenant services. Also in this issue, we are proud to announce an important new energy savings initiative with Tesla, share our tenant satisfaction survey results, and provide an update on the progress of the Hocking Place beautification program.

We also applaud our most recent Facebook follower's competition winners and announce our latest end of year competition to win one of six Talking Points card packs. Don't forget to enter before 5 January 2024.

I hope you enjoy this issue and have a safe and happy Holiday Season.

If you would like to submit content for the next issue of ***Around the House***, please send your contribution to editor@unityhousing.org.au by 28 February 2024.

Our Winning Artists!

Celebrating the 2023 Community Housing Arts Awards (CHARTS) held from 29 September to 12 October at The Mill Gallery in Adelaide, a big thank you goes out to all participants, and especially all Unity Housing tenants who entered the exhibition.



Adeeb, Marie and Jungle celebrating their awards.

Congratulations go to our very own tenant artists; Adeeb, Jungle and Marie

who were all winners in their respective categories.

With a total of \$7,500 of prize money to be won, all participating artists were South Australian community housing tenants who submitted their artwork to compete in various categories including poetry and literature, 3D sculptures, framed or hanging 2D, and photography digital and graphic art.

This year, CHARTS received over 150 submissions including 39 submissions from Unity Housing tenants. The judges were extremely impressed by the quality of all entries.

A big thank you goes out to all our talented Unity Housing artists

Adeeb, Allan, Amanda, Annette, Brian, Cate, Corey, Julie, Jungle, Kelly, Liz, Lora, Luke, Margaret, Marie, Olive, Ron, Samantha, Steven, Sue, Susan, Tay, Tina, Tomi, Trevor, Vera, and Vicki.

Everyone's efforts are greatly appreciated by Unity Housing and the Community Housing Industry of South Australia.

CHARTS
Community Housing Art Awards South Australia

Maintenance Requests made easy!

Tenants can now make maintenance requests online.

Non-urgent repairs

Tenants can now make non-urgent maintenance requests at any time (day or night) by submitting an online request.

Using the QR code left
or visit:

www.unityhousing.org.au/maintenance-and-repairs



Urgent repairs

For urgent maintenance requests, tenants should call our After-Hours Maintenance Service on

 **1800 551 814**

and follow the prompts.

Meet Mandy

our Christmas card
artwork
Competition Winner



Congratulations

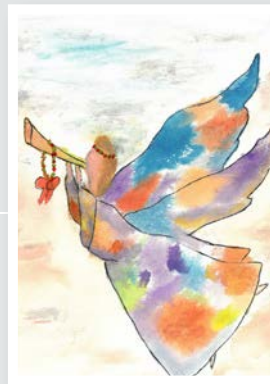
to the contest
runners up

We interviewed Mandy about her winning artwork, "Peace" that appears on the cover of our 2023 tenant Christmas Card.

Tell us about the piece you created – what was your inspiration and what does it represent? The piece of art I created was about what Christmas means to me – wishing there was peace around the world, that it isn't just about receiving presents. I didn't want to create any religious aspects either, as we all have different meanings of Christmas.

What is your background in art? I have always loved art and it was my favourite subject at school, I was constantly drawing in my spare time. I didn't enter my first art competition until I was in my 30s as I didn't have the confidence or believe my artwork was good enough. My first art entry was at the Robe Southern Ocean Art Exhibition and that is where I sold my first piece.

Is there a special message you would like to share with Unity Housing tenants this holiday season? I would like to wish everyone a Merry Christmas and, with everything currently happening in the world, reflect on how fortunate we are to be living where we do.



DM

Second
Place



Vicki

Highly
Commended

Read more about the 2023 Christmas Card contest online at:
www.unityhousing.org.au/featured/2023-christmas-card-contest/

Three ingredient Christmas Cake



The Cooking Club looks for simple, yet tasty recipes, would like to share with you the three ingredient Christmas Cake recipe. We hope you will enjoy cooking it. This delicious cake needs to be started the day before baking as the dried fruit needs to soak in the liquid overnight.

Ingredients

- 6 cups (1kg) dried mixed fruit
- 2 ½ cups (600ml) Iced Coffee (or liquid substitute – see note*)
- 2 cups (265g) self-raising flour

Cooking steps

1. Put mixed dried fruit in a bowl with the iced coffee (or liquid substitute) and mix well. Cover with plastic wrap and place in the fridge overnight.
2. Preheat oven to 160 Celsius. Grease and line a 23cm cake tin with baking paper.
3. Stir self-rising flour through the fruit mixture and pour into the prepared tin.
4. Bake for one hour (see note**) or until the cake feels firm to touch and a skewer inserted comes out with a few moist crumbs on it.

NOTE

*Iced coffee can be substituted with juice (orange, apple, pineapple etc.), black tea, coffee, or chocolate milk.

**Cooking time can vary from one to almost two hours.

Unity Housing has a **Cooking Club** that meets on the last Friday of each month between 11am – 1pm at 19 on the Green, Brompton. Members share and enjoy their recipes together. If you are interested in joining the Cooking Club, phone **Lesley** on **0439 310 434** or email **l.standaloft@unityhousing.org.au**

Our Community Cookbook Wins award



Our long-time tenant Giselle (second from right) accepted the award

In September, Unity Housing was proud to win the Tenant Led Initiative award for *Our Community Cookbook* during the Australasian Housing Institute (AHI) state awards held at the Lion Hotel.

Our long-time tenant Giselle accepted the award on behalf of all tenants involved and delivered a heartfelt acceptance speech.

We extend our thanks to the Department for Human Services (Office for Ageing Well) for their grant support, and the Australasian Housing

Institute for the opportunity to showcase *Our Community Cookbook* in this way.

We would also like to thank all Unity Housing tenants and staff involved in supporting this fabulous initiative.

Our Community Cookbook is free and provides a collection of family favourite recipes from our tenants that are simple, tasty and nutritious.

Each recipe also comes with a tenant back-story designed to create a sense of connection to the community.

Our Community Cookbook is free and available to download at: www.unityhousing.org.au/ourcommunitycookbook

Pennington Project Wins CHIA SA Award



The Pennington Project, a combined effort involving Unity Housing, Westside Housing and UnitingSA Housing, has recently been awarded the 'Excellence in Community Housing' award at the inaugural Community Housing Industry Association SA Excellence Awards. We won this award because we could demonstrate "best practices in encouraging, enabling, and supporting tenant and community engagement".

Creating a sense of community among tenants by introducing neighbours to each other, the project also facilitated a new pedestrian crossing, installed better lighting, signage, and made the area more safe and user friendly. Other improvements include a grass covered play area, seating, street improvements, a community street library, and attractive landscaping.

This project was successful because all community partners came together to make the changes including the City of Charles Sturt, the Department of Planning, Transport and Infrastructure, local social housing tenants, local Pennington residents, and the various contractors and businesses that generously contributed their time and materials.

The Pennington Project, a collaboration of



~ COMPETITION ~



Are you excited about a super cool competition where you can win some awesome stuff for fun without screens?

Talking Point Cards have more than 200 fun ideas to get everyone talking and having a blast, so invite your family and friends to put away their screens and enjoy some quality time together!

Get ready to start conversations that are so awesome, you won't want them to stop!



HOW TO ENTER

Using the QR code below or visit:
www.unityhousing.org.au/competition



with a chance to win one of six Talking Point Card sets that will create memories that you'll remember forever!
Entries close on Friday 5 January 2024 and prizes will be delivered to the winners as soon as possible after that.

Photos courtesy 'Talking Point Cards' – Facebook

HOCKING PLACE

From concrete to colour

In the midst of city life, the Hocking Place Colour Project is making progress with its three-year action plan to add a splash of colour to our residential building. Throughout 2023, we have brightened up the building, adding colour and reviving the spirit of Hocking Place. We have started the transformation with brightly painted doors, common areas and stair treads.

Tenant involvement has been awesome, with their ideas helping to shape the surroundings to make sure their vision comes alive to visually refresh Hocking Place. Recognising how the environment affects tenants, we aim to create a welcoming space that creates a sense of pride, and the project is already a successful collaboration between tenants, staff, and local artists.

In early 2024, a mural artist will work with tenants to design and create a wall mural which will add another layer of colour and will lead the path to more colourful plans for 2025.

Reflecting on our progress this year, Hocking Place is evolving from a dull concrete space to a more vibrant inner Adelaide apartment building.

The **Hocking Place Colour Project** is a practical example of creating a brighter future for Hocking Place and its tenants.



Hey, awesome readers!

Back in July, we sent out a tenant satisfaction survey to our tenants living in the Limestone Coast and Western Metro regions. We wanted to know what you think about your home, how satisfied you are with maintenance of your house, and how you feel about Unity Housing services overall.

We sent the survey to 1,101 households, with a whole month to tell us what's on your mind. We got a bunch of responses – 258 to be exact! Everyone who replied had the chance to win one of three \$100 shopping vouchers.

How awesome is that?

A big shoutout to our winners: Donna, Kristina, and Mark!

They were over the moon to grab those vouchers. We can't wait to hear from all you all again in 2024.

2023 TENANT SURVEY RESULTS



SURVEY RESULTS HIGHLIGHTS

83%
Condition of home

85%
Overall satisfaction

78%
Repairs and maintenance

We received more than 82 comments, all of which have been looked at by our management teams and will help us to do better in the future.



“In many ways Unity Housing saved my life. I was down and out homeless before I got this opportunity to rebuild my life.”



“I absolutely love my little unit and feel very safe in the complex surrounded by lovely neighbours.”



“Unity Housing has made my life and future feel very secure.”



Announcing a new energy saving partnership with Tesla

Unity Housing and Tesla are now working together so we can increase the number of Unity houses with solar panels and batteries.

To get this energy saving project started, Unity Housing and Tesla will be looking for suitable properties for the installation of solar systems at no cost to the tenants. Tenants will also have the option to get involved in energy savings arrangements offered by Tesla. The big news is that solar panels will reduce the cost of energy bills.

Unfortunately, not all houses are suitable for solar panels because of the size and shape of the roof or high shading that stops the sun from hitting the solar panels.

At a time when cost-of-living pressures are being felt by the community, this initiative will provide welcome relief. Our project partner Tesla will be deciding what properties are suitable and these tenants will soon receive an invitation directly from Tesla.

A call of care in very hot weather

Australian Red Cross service Telecross REDi supports vulnerable and isolated people during declared heatwaves by making regular phone calls throughout the day.

How does it work?

Specially trained Red Cross volunteers call pre-registered clients up to three times a day to check on their wellbeing. If a call is not answered, an emergency procedure is actioned to ensure the safety and wellbeing of the client.

Anyone in the community including people who live alone; have a disability; are housebound; frail; aged; recovering from an illness or accident; or have an ongoing illness such as diabetes or a heart condition are encouraged to register for the service.

Unity Housing has many tenants registered for this service already.

Are you one of them?

If not, you can register by calling

 **1800 188 071**

or email:

telecrossredi@redcross.org.au



 **Australian Red Cross**

GARDENING GROUP

NEW MEMBERS WELCOME

Meets:

Second Tuesday of each month

Time:

11.30am - 1.30pm

Where:

Garden Room
Findon Community Centre

222 Findon Road
Findon 5023



RSVP TO: Lesley 0439 310 434
l.standaloft@unityhousing.org.au

Facebook Winners



Congratulations go to our latest Facebook contest winners

Samantha, Nathan, Michael, Russell and Wendy!

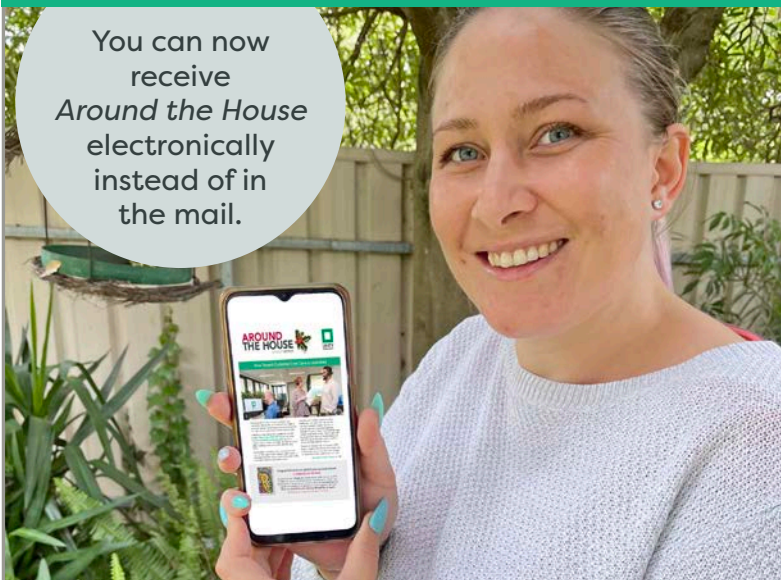
Each of our winners was selected at random from those who took up the challenge to follow our new Facebook page.



Follow us on Facebook
by scanning the QR code.

Get Around the House straight to your inbox

You can now
receive
Around the House
electronically
instead of in
the mail.



To receive *Around The House* electronically via email, please email editor@unityhousing.org.au with your full name and preferred email address and we will add you to our electronic mailing list.

Would you like
to be involved?

Get in touch!



Share your ideas and send *Around The House* interesting and informative content for other Unity Housing tenants to enjoy.

We encourage tenants to get involved in submitting ideas and helping us find good stories to be included in future editions of this newsletter.

If you have an idea for the April 2024 edition please email editor@unityhousing.org.au by 28 February 2024.