

Public housing transfer creating vibrant and safe communities



Proud Elizabeth Grove tenants.



AnglicareSA staff at the new Elizabeth Grove Housing site office.

AnglicareSA is a leading not-for profit community housing provider.

In early 2014, the State Government announced an initial release of nearly 1,100 properties through the Better Places Stronger Communities (BPSC) initiative.

As part of the release, AnglicareSA successfully bid for the management of 479 dwellings in Elizabeth Grove/Elizabeth Vale.



BEFORE



AFTER



BEFORE



AFTER

AnglicareSA's approach

The Elizabeth Grove/Elizabeth Vale management transfer is based on the principles of property, people and place. This means working as partners with our tenants and seeking to provide quality housing and housing pathways within vibrant and safe communities.

Working with our tenants and the broader community, we aim to:

- deliver a quality property management and maintenance programs to improve housing stock
- promote opportunities that support environmental outcomes and cost savings for tenants
- build on the existing strengths of our tenants and involve them in decisions about their properties and community
- work with other support agencies in providing essential services
- support place-making activities that build a sense of pride and belonging.

Since the Elizabeth Grove/Elizabeth Vale management transfer, AnglicareSA Housing's dedicated team have been out and about in the community. The AnglicareSA Housing team have coordinated a number of events, promoted support services available in the area and listened to what tenants at Elizabeth Grove and Elizabeth Vale are looking for in their community.

Tenant events

AnglicareSA promotes many events and opportunities for Elizabeth Grove and Elizabeth Vale tenants to be involved in the community. Some examples of these engaging activities include:

- Official office opening event for tenants
- Christmas parties which attracted over 150 tenants
- Cooking Classes
- Elizabeth Grove Primary School BBQ/information session for parents about AnglicareSA services
- Mother's Day lunch and bingo event.

Feedback from tenants

As one of the first Tier 1 Community Housing Providers in South Australia, AnglicareSA Housing takes great pride in ensuring the highest possible standard of service is delivered across our housing portfolio. AnglicareSA Housing has received overwhelmingly positive feedback from our tenants since the transition, ranging from dealings with staff, the services offered and responsiveness to maintenance issues.

Clive drove specifically to AnglicareSA's Elizabeth Grove office to express how **"very, very, very happy"** he was with his dealings with AnglicareSA Housing staff. He wanted to express **"extreme satisfaction"** with his recent experience reporting maintenance. He advised that he reported a plumbing issue which was completely fixed in less than 24 hours and he also reported a broken door hinge which was also fixed the next day.

A letter of thanks was received from a local tenant complimenting AnglicareSA Housing staff following the 'Christmas in the Grove' event. The tenant has advised that it had been **"many years since local tenants had experienced anything like this in their area"**. The event included a barbecue, visit from Santa, Christmas presents for the children and Christmas carols. The tenant provided very positive feedback about how local tenants are feeling about AnglicareSA Housing managing their properties and the access to other AnglicareSA services.

Key stats	
Number of tenants	830
Properties managed in Elizabeth Grove and Elizabeth Vale	479
Spend on improvements and maintenance	\$600,000
Tenant Satisfaction Rate	92%
Urgent repairs completed	97%
Non-urgent repairs completed	93%
Occupancy rate	99%
11 community consultation events with over 560 people engaged.	