

Active joins the Haven Group: Merger

We can't believe it's already been 8 weeks since we merged with Haven; Home, Safe! Our two organisations have come together to provide more homes and services to people living with disabilities and we look forward to sharing some of our latest projects over the coming months.

The merger follows the successful launch of our joint venture, the Assistive Housing Hub last month. The Hub is home to some of Australia's state-of-the-art assistive technologies for people with a disability, showcasing the latest in communication systems and home automation, architectural hardware and furniture fittings, and telehealth monitoring.

To view the full announcement, head to our website at www.activecommunityhousing.com.au/



Left to right: Haven; Home, Safe CEO, Ken Marchingo shaking hands with Active Community Housing Executive Director, Chris Glennen

Welcome to New Tenants

We would like to extend a big, warm welcome to the following tenants who have recently joined the Active family.

- Lloyd and Carol in Warrnambool
- Harley and Geoffrey in Wonthaggi
- Daphne and Darren in St Arnaud

We have many other existing Active tenants that have also changed to a property that better suits their needs. We will have more updates to follow across the next few months of 2019.

Tenant Reference Group Quality Survey 2019

We recently completed our annual Active Tenant Quality Survey 2019 and would like to say a big thank you to all tenants who were involved this year.

We are grateful to Lisa Connelly, Gary Leslie, David Graetz Cameron McKerrell and Melissa Horsfall, who attended our Active offices in Preston on Wednesday 14th August, and met with our Independent Consultant, Joseph Ribarow. Joe has collected confidential feedback from our participants, to further improve our services and acknowledge valuable feedback from our tenants.

We would also like to extend our congratulations to our 3 winners, Rebecca Hooper, Simone Matthews and Maria Psihountakis, who were drawn at random, and won a \$50 Coles Myer voucher each for their participation.

The full report from our Quality Survey 2019, will be released to all tenants and partners in our September Tenant Newsletter.

Housing Upgrades

A big shout out to our 120 Trades and Contractors who have worked tirelessly around the clock, providing maintenance 24-hours a day, whilst delivering upgrades to Active properties across Victoria.

Some of the recent upgrades include:

- Major upgrade in Warrnambool where the walls were replaced, kitchen and bathroom upgraded, and new flooring and carpet installed.
- In St Albans, Footscray and Traralgon the Active properties had a complete repaint inside. Additionally, a hoist was installed at the St Albans home and new flooring in Traralgon.
- One of our homes in Morwell received a fresh coat of paint as well as a kitchen and bathroom upgrade.



We are planning more upgrades in the coming months.

All Staff Day

Active Community and Haven; Home, Safe held their annual All Staff Day on Friday 2nd August at Batman Royale in Coburg North.

The day involved a range of speakers, with reports and updates from Haven's Board Chair, Sue Clarke, Haven CEO, Ken Marchingo, and various other staff.

Many of the achievements by both Active and Haven were celebrated, with service awards presented to staff that had been with the company 5 years, 10 years, 15 years and even 20 years!



Active's Carmela Cassar was recognised for reaching and surpassing her 15-years and Peter Feltham received his 5-year service award. The day was a great opportunity for Active staff to meet many staff from the Haven team, and it was a fun and memorable day overall.



Staff Updates

Active Community Housing are pleased to introduce two new additions to the team – we welcome our new Housing Officer Molly Tantaro and Sandra Nicholas who has taken up the role of Administration Assistant in the Maintenance area.

Molly comes to Active from a varied background having worked in the Medical supply industry, other community services and customer focused roles. Molly will be working alongside Carmela Cassar, handling tenancy management and tenant enquiries.

Sandra has joined the Maintenance team to assist in the provision of maintenance services to all Active properties. Sandra brings a wealth of administration experience and maintenance knowledge. Sandra will be working closely with Rob Byrne to assist all tenants with any maintenance problems.



Left to right: Housing Officer, Molly Tantaro, and Administration Assistant, Sandra Nicholas

Winter Warmers

Tips for Keeping Your Home Warm (while saving money) this Winter

1. **Use your curtains** to make the most of the sun during the day, allowing natural heat into your home. When it gets dark, shut your curtains to help insulation.



2. **Turn down the dial on your heating.** Turning down your thermostat by just 1 degree could cut your heating bill by up to 10%.
3. **Check your smoke alarms.** Working smoke alarms are an important way to keep you and your loved ones safe from a house fire. They provide an all-important early warning signal, enabling your household to evacuate before the fire takes hold completely.