

2019 Quality Survey

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 pleased to share a few of the results with you this month. A total of 67 questionnaires were completed and returned, representing a return rate of one-quarter (24%) of current tenancies.

When asked what our tenants like about Active, 38% referred to the friendliness, competence, dignity and respect provided by Active Staff, 22% mentioned the good response times, and 10% the quality of maintenance provided by Active.

87% **75%** **98%**



The Active Tenant Halloween party 2019

Tenant Story: Meet Curt



Curt has been an Active tenant for 10 years and has been living comfortably at the Wonthaggi community units for almost 8 years.

Curt became an Active tenant following an injury as he was a plumber by trade but once injured could no longer work.

He is appreciative of the long-term lease and also that the accommodation is budget-friendly but still homely and safe. Curt enjoys being surrounded by the palm trees and the peace and quiet that the area provides. He also enjoys the Christmas and Easter social events that Active staff organise.

He now enjoys his home and really likes that there are other tenants around as he always has friends to talk to. He spends most of his days at other Active tenant's units and they socialise together.

"I would like to thank Active for all they have done for me. They have really helped me through a difficult time and given me accommodation for the last 10 years and it's long term accommodation, so I don't have to look for a new place."

Upgrades Update

Active Community Housing are continuing to deliver new property upgrades, with major upgrades recently completed in the Victorian states of Warrnambool, St Albans, Footscray, Traralgon and Morwell. If you missed this update, you can find a list of updates that were completed to these properties in our August Tenant Newsletter.

This month, we completed upgrades to a tenant occupied property in Yarraville. The upgrades made to this property included the installation of an assistive ramp, which enables direct access in and out of the house as well as a brand-new shower installation. We are proud to report that the tenant was thrilled with her upgrades to her home.



Figure 1 - New ramp

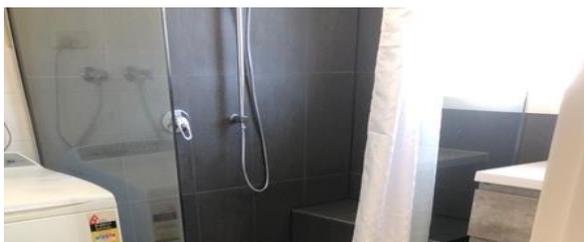


Figure 2 - Shower upgrade

Active and Haven; Home, Safe Boards Come Together

We recently celebrated our organisation and Haven; Home, Safe coming together to provide more homes and services for people living with disability and experiencing disadvantage across Victoria.

It was Chair Warwick Cavanagh's invitation to both the Active and Haven boards for a dinner to recognise this milestone and celebrate the future of the two values-based, not-for-profit organisations and our continued mission to benefit the community.

With improved capability across our joint organisations, it marks an important time for the disability and housing sectors.



Pictured left to right: Chris Glennen (CEO, Active Community Housing), Ken Marchingo (CEO, Haven; Home, Safe) and Warwick Cavanagh (Chair of the Active Community Housing and the Haven; Home, Safe Boards)

Congratulations Richard!

Tenant Richard Garth is very excited to announce that he is now a Grandfather. His daughter gave birth to a baby boy on 6th October, named Anton. Mum and bub are healthy and doing well.

Congratulations to you Richard and your growing family!

