

"It is the nicest place I've ever lived in."

Blessington St, St Kilda



## Is PPHA housing public housing?

No!

In responding to the question "What type of housing do you live in?" PPHA tenants often say that they are living in public housing. This is not true. PPHA is a registered Housing Association within Victoria. A company registered in our own right, we own our own properties and we do not receive any ongoing funding from government to assist with our operating costs. Our sole source of income is the rents that you as tenants pay.

PPHA, as a community housing not-for-profit, is able to house people who are not eligible for public housing. We still have eligibility criteria, income and asset limits that applicants have to meet, but we can house people who are working and fall outside the public housing target group. In particular, community housing organisations are charged with housing 'key workers' such as child care staff, cleaners, hospitality staff, etc. who earn

regular incomes but are struggling within the private rental market. We continue to house those receiving pensions and benefits, aiming to create diverse communities of workers and non-workers, families and singles, older and young within our developments and within our portfolio. Remaining constant is the PPHA emphasis, whatever area we expand into, on providing affordable housing options for people in the local area that they have links and call home.

Examples of maximum eligible incomes within the PPHA structure are:

- a single person can earn an income of up to \$45,500pa
- a couple with 3 children could be earning as much as \$108,000pa

These income limits are set by the State and Federal governments and are not determined by PPHA independently.

Community housing tenants are eligible to receive Commonwealth Rent Assistance

(CRA). Public housing tenants are not. It is accepted by both State and Federal governments that organisations such as PPHA maintain low rents by including rent assistance payments to Centrelink recipients in the rents that we charge. For many of our tenants, the CRA amount you receive is about \$60 per week. If you are on a Centrelink benefit, your PPHA rent is calculated assuming that you receive CRA. If you tick the wrong box, or advise Centrelink that you are in public housing, you will be cut off from receiving this rent assistance. If you do make a mistake, it can be remedied by completing a new form, but it is better to avoid being cut off. Next time you are completing a form, please make sure that you tick the community housing box and not the public housing box.

So the next time someone asks, proudly tell them that you are in community housing.

## Video

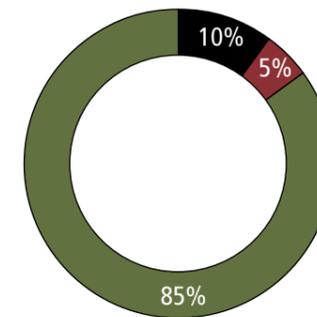
How the times change. Gone are the days of blackboards and chalk and eagerly awaiting permission and being old enough to use a biro. Instead, last year a group of grade 6 students from St Kilda Park Primary School, with the assistance of a production company, made a film about community housing for their school project. They interviewed PPHA tenants and developed a 9 minute TV documentary. You can view the results of their hard work at the PPHA website - [www.ppha.org.au](http://www.ppha.org.au).



## Tenant Satisfaction Survey

Thank you to all tenants who completed the Tenant Satisfaction Survey early in 2012. The survey was distributed to 672 tenants with 37% responding. Amazingly, in a year where we have opened 115 new properties, 86% of all PPHA tenants (including rooming house residents) have been with us for longer than 12 months and 22% for 6 years or more.

### How Satisfied are you that PPHA takes your views into account?



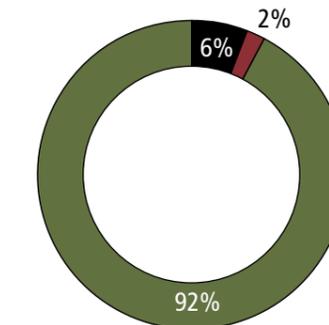
- Satisfied / Very Satisfied
- Dissatisfied / Very Dissatisfied
- Neither Satisfied nor Dissatisfied

An overall satisfaction level with the quality of maintenance provided of 85% is a pleasing improvement since the last survey (82%) and shows that we are moving in the right direction. We will not rest on our laurels though and will continue to seek ways to improve our delivery of services and housing.

PPHA received a pass mark in terms of how satisfied you are that we take your views in to account, but at 75% satisfaction, there is room for us to improve in this area.

However, when asked for an overall assessment, taking everything into account, a massive 92% of respondents said that you were satisfied with the services provided by PPHA. Thank you.

### Overall, taking everything into account, level of satisfaction with PPHA services.



- Satisfied / Very Satisfied
- Dissatisfied / Very Dissatisfied
- Neither Satisfied nor Dissatisfied

## New Developments

Tenancing of the **Vale St and Chapel St** developments in St Kilda has commenced. These properties will house a mix of household types and tenants from various backgrounds to meet the economic and social sustainability objectives of the projects.

The **Ashwood Chadstone Gateway Project** hit the headlines when the construction company St Hilliers went into Voluntary Administration in May and all works on site stopped. After considerable negotiations a new builder was appointed and work recommenced on the site in mid-September – much to the delight of locals and the relief of PPHA. It is now anticipated that the project will be completed in stages throughout 2013.

## Post Occupancy Survey

Tenants at recent new developments (Blessington St, McKinnon and South Rd) were also asked to complete an additional set of questions. Thank you to the 44% of tenants that responded.

When asked to rate overall living conditions since moving in to a PPHA property, a very satisfying 87% of respondents stated that their living conditions had improved.

56% of tenants in these new developments had, by the time of the survey, established enough social links within each of the developments to be able to follow social conventions such as borrow a cup of sugar or invite a neighbour in for a coffee.

Satisfaction levels with various design elements of the new properties were generally good. Car parking and levels of noise both from external sources and from neighbours received the lowest satisfaction levels.

Items	Very High/ High	Low/ Very Low
Size of Bedrooms	88%	8%
Size and layout of kitchen	75%	23%
Size & layout of living area	88%	12%
Size of bathroom	88%	12%
Amount of open space in building	90%	6%
Car parking	57%	29%
Amount of storage	72%	20%
Level of noise from outside the building	53%	45%
Level of noise from inside the building	67%	31%

"Nice new apartment, quiet considerate neighbours, close to public transport, nice area."

Station Ave, McKinnon



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# Home News



October 2012

## Staff Changes

Have you noticed the introduction of a PPHA uniform for maintenance staff? At least one tenancy staff member has also adopted the new look. We hope you find it helpful in identifying PPHA staff when they visit your property. Mostly black in colour with green highlights, it sports the PPHA logo.



Jenny Barrass has come on board as the new maintenance Administrative Officer. She will often be the first port of call when you ring with a maintenance request or query.



Katheryn Brown has moved from maintenance and taken up the position of Housing Services Manager. Katheryn has a wealth of experience in leading tenancy teams in the UK and now takes up the challenge here at PPHA.

Joy Tansey has moved from Housing Services Manager and taken up a newly created position of Business Performance Support Officer. She retains responsibility for producing this newsletter.

With the unprecedented growth in the organisation in 2012 and into 2013, the tenancy team has also grown.

Michele McNeil joined the team back in May. She brings with her tenancy experience from the Office of Housing and experience from not-for-profits as well.



A recent addition to the tenancy team is Liban Yusuf. Originally from Somalia, Liban comes to PPHA with tenancy experience picked up in New Zealand social housing.



Coral Delarue, who spent time with PPHA as a locum in 2011 and again in 2012 has now taken the plunge and become a permanent Tenancy Management Officer. She replaces Mellisa Rigter who left the organisation in September.



Lyn Allen has been appointed to another newly created Administration Officer position providing additional reception and administrative support and assisting with the processing of applications.



The last newly created position is that of Policy and Compliance Officer. Chris Chaplin, formerly of the Community Housing Federation of Victoria has come on board in this position.



Rounding it all off, Coral Delarue has returned as a locum for six months and is backfilling tenancy and administrative positions while various staff members have holidays. Some of you may remember Coral from her time with us last year as a locum.



Dennis Dunnell retired as a maintenance officer after more than 10 years at PPHA. A retirement function was held

at Topolino's on 11 July. Many tenants that he has helped over the journey were in attendance to send him on his way to a life of leisure and sun.

A new Maintenance Officer, John Tremigliozi has been appointed to fill the permanent position vacated by Dennis.



Our CEO, Karen Barnett has now recovered from a broken ankle that kept her immobilised for an extended period during the year.

Tanya Armstrong will be taking maternity leave through 2013. The new arrival is expected in January.



The Kyme Place Facade.

## Kyme Place Opens

Kyme Place, a rooming house in Port Melbourne was developed in partnership with the Dept. of Human Services and the City of Port Phillip. It provides 27 fully self-contained units and studios for local Port Melbourne residents. This property is now fully occupied and was formally opened in August by the Housing Minister, Wendy Lovell and the Mayor Rachel Powning. The Federal Member for Melbourne Ports, Michael Danby was also in attendance. Some of the residents had their units open for viewing and all mingled with the guests and told stories of their experiences of living in a brand new property. Kyme Place makes good use of architectural features and colour to provide an attractive and functional home for residents and the exterior blends with neighbouring properties. Care was taken with rooflines and height to prevent it from overlooking adjoining properties.



Left to Right: Rachel Powning, Mayor, City of Port Phillip; The Hon Wendy Lovell MLC, Minister for Housing; Michael Danby, MP, representative for Melbourne Ports.



One of the common lounge areas.



John Dawes at home in his new unit.

## Welcome

Welcome to our new style of newsletter, we hope you enjoy the new format as well as the content. Through this medium we aim to keep our 'locals' informed of changes and developments at PPHA. Although the newsletter has been missing in action for most of this year, it is our pledge that going forward it will be produced 4 times per year. We would be pleased to receive your feedback, suggestions or even assistance with contributing content for future newsletters. Please contact Joy at PPHA if you can lend a hand or have a news item for us. You can also elect to receive the newsletter via email. Again, please contact Joy or let your tenancy worker know if this is your preference.