

# In House

A newsletter for tenants of St Kilda Community Housing **DECEMBER 2015**



*SCH manager John Enticott joins SCH Chair, Paul Madden, in congratulating Jean Yinson on 15 years of service with SCH.*

## 100 Years of Service!

St Kilda Community Housing held its AGM on November 17th. We took the opportunity to mark the fact that four of the Housing Managers, Jean Yinson, Anne Laffan, John Broderick and Jeff Lyons have been working for the organisation for a combined period of 100 years! Paul Madden, chair of the Board of Governance, marked the occasion by presenting them all with a certificate and a gift.

John Broderick and Jeff Lyons were the original two

workers for what was then called the St Kilda Rooming House Issues Group. They started as a job share arrangement in January 1985 - and here they both are, 30 years later! Anne Laffan joined the group not much later in 1988, whilst Jean Yinson originally stayed with us for only twelve months but then returned for a further 15 years.

We have been exceptionally fortunate to have such a dedicated team of workers!



**CHRISTMAS BBQ!**  
Come and join us for our  
**Residents' Christmas BBQ**  
December 10<sup>th</sup>  
Starting at 4.00pm  
55 Alma Road  
**All Welcome!!**

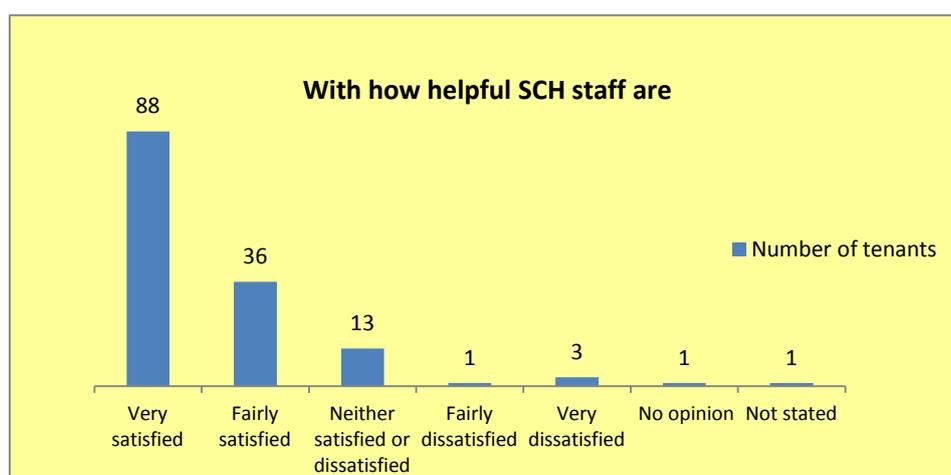


# Your Say - results of the Tenant Satisfaction Survey

As part of our registration requirements, St. Kilda Community Housing (SCH) must conduct a tenant satisfaction survey every two years. This year's survey was carried out between September and November, with 143 tenants (or 42.4 %) participating.

## Section 1: Our service

Overall, tenants expressed a high degree of satisfaction with SCH staff. More than 85 tenants reported that they are very satisfied, and 36 said they were fairly satisfied. A number of tenants commented that they are appreciative of the work done by the housing managers and the overall performance of SCH. The high rate of satisfaction from tenants indicates SCH's success in providing quality services over the past two years. Nevertheless, SCH is committed to continuous improvement. The responses are below.



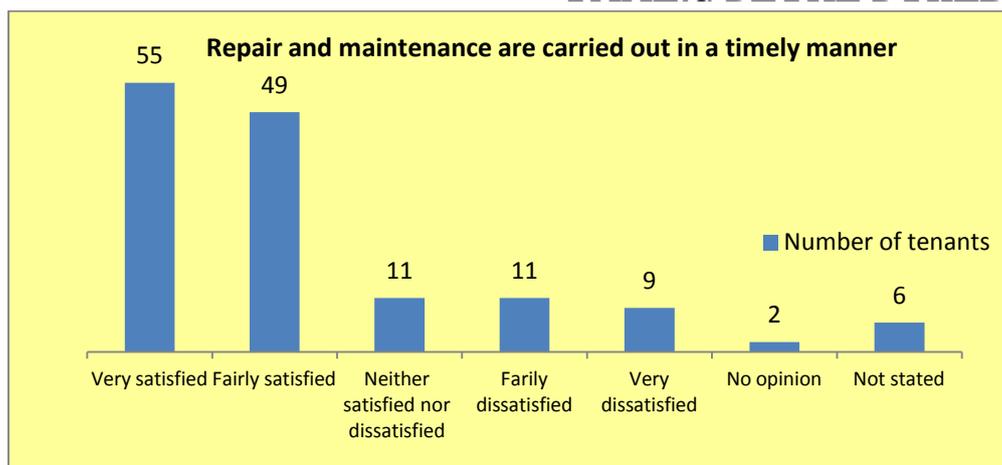
In terms of improving our service, 14 tenants suggested that SCH needs to be more responsive to issues raised by tenants, and some suggested this could be facilitated through a tenant advisory group. Such a group could also be a means by which tenants become involved in decision making. Nine tenants said that SCH needs to return calls more promptly, whilst four reported that the staff attitudes need improvement. A high number of people (N=20) ticked *Other* in this category, providing various suggestions for improvement including: better tenant communication, taking the needs of individual tenants into consideration more carefully when allocating rooms and providing feedback/follow up to those tenants who raise issues.

## Section 2: Maintenance

Maintenance for all our properties has been undertaken directly by SCH since July 2011. More than 70% of tenants reported that they are satisfied with maintenance and repairs (see graph). However, 14% of tenants reported that they were not satisfied, mostly because of the time it took to get things fixed. Apart from response times, fifteen tenants reported that SCH needs to improve the standard of cleaning in its houses; whilst seven reported that the workers' attitudes needed improvement.

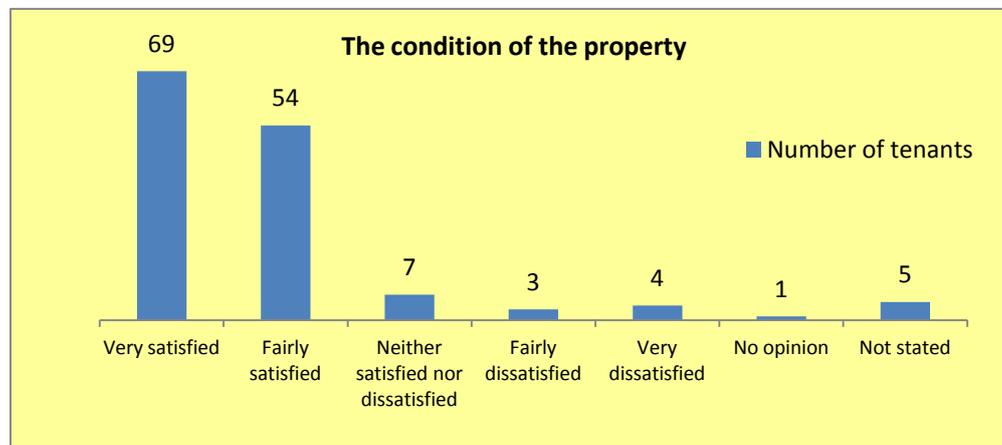
Some tenants suggested that more pest control, regular carpet steam cleaning and giving tenants an access to cleaning equipment would improve the standard of cleanliness overall. Some said that tenants themselves should be more responsible for their residence and accountable for any damage caused, including that caused by their guests. A few tenants reported that the quality of work needs improvement.

In regard to communication issues, some women tenants suggested that T2M workers should carry a photo ID. A few suggested that workers' communication skills needed improvement. Some tenants also asked to be notified if T2M workers are behind schedule and cannot come at the agreed time.



### Section 3 : Your house

The majority of the tenants (N=123) reported that they are satisfied with the condition of their property. This indicates that a high standard of maintenance carried out by SCH. A very small number of tenants (N=7) expressed a low level of satisfaction. Of these tenants, some said the standard of cleanliness could be further improved; others reported that they are not satisfied with the design of their room such as small windows and the sensor lights in the bathroom. The responses are below.



In terms of service improvements, tenants thought that installing security cameras (N=20) and implementing electronic key system (N= 16) would help improve security. 17 tenants reported that house meetings with housing managers were helpful, and 15 tenants reported regular room inspections were also beneficial.

Twenty-two tenants provided various suggestions, including the provision of free wi-fi and air-conditioning. Some tenants also suggested that built-in shelves would make the most of the small spaces available.

When it came to issues with other residents in the house, some tenants thought SCH should be more discerning about who they put into the houses. Some tenants also suggested that SCH take appropriate action regarding those tenants with drug/ alcohol problems by seeking help from police and/ or health professionals.

## That's Your Pleasure

Action soothes  
 mind at ease  
 thoughts build laughter  
 levelled riding feels good  
 another wall encountered  
 laugh later maybe even later.  
 But to catch yourself and collect  
 A mindful composure  
 Listen  
 Action  
 Step up  
 For you are worth it life may be hard  
 That's your pleasure.

*Sean Batchelor*

**The staff and Board of SCH would like to wish you all the best for the festive season.**

**The office will be closed on:**

Friday 25 December

Monday 28 December

Friday 1 January

For URGENT maintenance only, call 1300 311 342  
 (e.g. no water, gas or electricity, blocked toilet)

If you are **LOCKED OUT** after hours:

- You can ring the after-hours number and they will call out the locksmiths, however you will have to pay the cost of the call-out yourself;
- OR you can stay with a friend/ family until the next working day to collect a spare key/swipe card.



## Social Meals Christmas Break

The last social meal for 2015 will be on December 22. The program for 2016 will begin in early February. Look out for a detailed timetable later in December!



## Mushroom and Tomato Frittata



### INGREDIENTS

30 grams unsalted butter  
 200 grams mushrooms,  
 thickly sliced  
 2 tomatoes cut into wedges  
 4 eggs  
 75 grams cheddar cheese, coarsely grated or  
 chopped  
 ½ cup flat-leaved parsley leaves

### METHOD

Preheat the grill to high. Melt 20 grams of the butter in a non-stick frying pan over medium heat. Add the sliced mushrooms & tomato wedges, cook, stirring, for 3-4 minutes until the tomato is just softened.

Lightly beat the eggs together with 1 tablespoon of water in a large bowl. Stir in the cheese, parsley and the mushroom and tomato mixture. Season with salt and pepper to taste.

Melt the remaining butter in the frying pan over a medium-low heat. Add the egg mixture, stir briefly, then cook for 5-6 minutes until golden underneath and nearly set.

Place the pan under the hot grill for 3-4 minutes or until it is just set and the top is golden. Slide onto a board and cut in half.

This makes two serves and you can either eat the remaining slice cold or you can reheat it in a microwave. Don't worry if you don't have a grill as the whole meal can also be prepared in the pan on the cook top (put a lid on the frying pan to cook the top).



**ST.KILDA**  
 Community Housing Ltd

102 St Kilda Rd,  
 St Kilda  
 Ph: 9534 1809  
[www.stkch.org.au](http://www.stkch.org.au)