



Newsletter

July 2025 Issue #19

2025 Annual Tenant Survey

We are thrilled to announce that this year's Annual Tenant Survey received a great response. A heartfelt thank you to all our Tenants and Residents who took the time to participate.

Your valuable feedback, insights, and comments are instrumental in helping Alliance Housing enhance the quality of our services.

Congratulations to our three lucky winners Robert, Pauline and Joshua, each of whom won a gift voucher. We appreciate your contributions and look forward to continuing to provide you with the best services possible.



Some of the Tenant Survey Results...

Overall satisfaction with Alliance Housing Service 98%

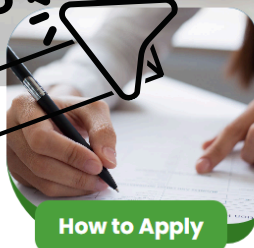
Tenants who understand how their rent is calculated 83%

Tenant who know about our Out of Hours service 79%

Tenants who know about our website 87%

Understanding How Your Rent is Calculated

- For tenants occupying social housing, rents will be charged at 25% of income, plus Commonwealth Rent Assistance payment.
- For tenants occupying affordable rental, generally higher income households, rents may be charged at 30% of income, plus any applicable Commonwealth Rent Assistance payment.
- Alliance Housing caps the Market Rent charged on individual properties at a maximum of 74.9% of the assessed Market Rent.



How to Apply



Tenant
Information



Newsletters



Maintenance

Did you know that our website contains loads of information even if you already are a tenant.

From Maintenance to information sheets, water consumption, contact information and heaps more.

www.alliancehousing.com.au



Repairs & Maintenance

Alliance Housing are committed to providing you with a safe, comfortable and functional home which is why we offer After Hours Maintenance. After Hours Maintenance is for **EMERGENCIES** only and you can contact the service through calling 9788 1131.

This after-hours service (available 4:00pm-8:00am Mon-Fri and all day Sat-Sun) is only for Alliance Housing WA tenants experiencing a maintenance emergency.

www.alliancehousing.com.au

Tenant Forum

Alliance Housing recently held a Tenant Forum on Artificial Intelligence (AI). The forum was hosted on April 24 at the Alliance Housing office by DND Marketing's David Byatt.

The event was held in response to tenant requests for more IT-focused forums and addressed what AI is capable of, how it can be used in day-to-day life and how it can be used to scam people.

The presentation provoked several questions and was delivered in a way everyone could understand.

Alliance Housing was pleased to see so many tenants attend the event with both a mix of men and women enjoying the forum with ages ranging from 50s to 90s.

Feedback from attendees was that they found it captivating and enjoyed learning more about AI and how it affects them and were interested in attending more of those types of events in the future.



WE WANT
YOUR
FEEDBACK

Do you have ideas or suggestions for future tenants forums ?
We would love to hear from you.
Please contact us to discuss.

Tips to Help You Save Energy and Money this Winter

- Close curtains and doors to stop draughts
- Set your aircon to 18-21 degrees - Each degree of difference can equal 10% less/more energy use
- Have shorter Showers and wash clothes in cold water because water heating accounts for 20% of your energy bills
- Switch off appliances at the wall to use 1-5% less energy
- Dry your clothes on a rack in a heated room or outside on a sunny day