

Seaton Relocation Fact Sheet



We are investing in public housing so that families will continue to have secure housing into the future, and to improve the quality and quantity of public housing, so that tenants have more choice.


As part of the State Government's commitment to building a better housing future for all South Australians, part of the suburb of Seaton is being revitalised, which is being planned and delivered by Renewal SA with the support of the SA Housing Authority. This Urban Renewal Project will be the most significant investment in new housing in the region since it was first developed in the post-war period.


The Seaton project area is bounded by the area north of Glenburnie Street, east of Frederick Road, south of South Parade and west of Tapleys Hill Road. The Authority own land that is located within the project area and this will be used to develop new dwellings, consisting of a mixture of public housing, affordable housing, and private land/homes.

While this redevelopment is undertaken, we will need to relocate SA Housing Authority tenants in this area to other homes. This is being undertaken in a phased approach and your house is in the next stage of relocations, that will commence shortly.

This Fact Sheet provides lots of information about the redevelopment of Seaton and relocation process.

For more information:

 1300 918 814

 housingrelocationsseaton@sa.gov.au

Frequently asked questions



● Authority dwellings to be relocated
 ● Authority retained dwellings
 ● Community housing provider
 ● Private Allotment

→ How will this affect me?

Your home has been identified for the next stage of this Urban Renewal Project and you will be required to relocate to another home that suitably meets your needs.

The SA Housing Authority is committed to making your relocation process as easy as possible. A specialist Relocation Officer will contact you soon to discuss:

- the timeline for the relocation
- why you need to relocate
- the relocation process
- what support we can provide you
- your housing needs and preferences
- any other questions or concerns you may have

We want to reassure you that we will continue to meet your housing needs and your individual lease agreements. Where possible, we will offer tenants a home that matches their needs and location preferences. We will work with you to pay all reasonable costs of each relocation, including approved tenant modifications to your existing property.

We are committed to making the relocation process as smooth as possible. We are also committed to keeping you informed throughout the redevelopment project. Your Relocation Officer will negotiate a Relocation Agreement with you which sets out all agreed details for the move. Tenants will commence the relocation process within two weeks but the process may take up to 12 months.



→ **How will relocation happen?**

In the days following receipt of the letter, a Relocation Officer will telephone you to discuss the relocation process and any questions you may have. We can also visit you in your own home if you would prefer to meet with us. Please feel free to invite any family member, friend, or support worker to attend any appointments. We will work with you to identify your housing needs, select, and show you housing options and then plan and arrange the move.

Your Relocation Officer will negotiate a Relocation Agreement with you which sets out all agreed details for the move.

→ **Why do tenants need to move? Do I have a choice?**

As part of our commitment to building a better housing future for all South Australians, the suburb is being revitalised. We are investing in public housing so that families in need will continue to have the right homes and secure housing into the future. We are also building different types of dwellings to improve the quality and quantity of public housing, so that tenants have more choice.

We understand that moving is a big change, but we want to reassure all our tenants that the Authority will continue to meet their housing needs and they will still have a secure tenancy with the Authority, if they wish to.

Redevelopment will result in SA Housing Authority tenants having to be relocated to another home, but we are committed to making the relocation process as easy and as smooth as possible. Where possible we will offer you a home that matches your needs and location preferences.

→ **What if I don't want to move?**

We understand that moving home is a big change. While for some it's a blessing and a real opportunity, others might feel anxious and worried.

For most of us, home is where we feel safe, where we express ourselves and spend time with family, friends and pets. It may be a place of both happy and sad memories. Many of us will have spent hours caring for our home and maintaining it. So, it is understandable that when moving, we can start to feel stressed.

We will do all we can during this time of change to support you and ensure you are comfortably resettled in your new home. Please talk to us if you are feeling anxious or upset. There are additional support services available for tenants in this situation and you can call 1300 918 814 for information.

→ **How will you move tenants?**

The Authority's Tenant Relocations Unit will assist tenants to find new Authority properties to live in.

Our staff from the unit will contact tenants ahead of the required move date to find out tenants' preferred suburbs and to source properties in these areas, or as close to as possible.

→ **When will you start relocations?**

The Government has approved the Seaton Project, and relocations will commence in the coming weeks for those tenants receiving the letter and this fact sheet. Renewal SA is consulting on the project and its Master Plan and will hold consultation events to discuss the project with tenants and the community. This will be done alongside the relocation process that is commencing for the first stages of the project that you and your house is part of.

→ **Can I keep my pet?**

Yes, your pets will be taken into account when assessing your housing needs.

→ **Will the home I transfer to be close to schools, public transport, shops, etc.?**

If you have a particular need to be located near to certain services, please let us know and we will attempt to consider these needs. This will depend however on where you choose to be relocated and what houses are available.

→ **I have made improvements to my property, will I be reimbursed?**

You are entitled to reasonable costs for relocation, including approved alterations or modifications to your existing property. This may include sheds, fans, verandas, and/or carports.



The Relocation Team will consider condition, age, and suitability of your approved alterations and negotiate a 'fair and reasonable' outcome.

→ Can I return to Seaton/the same land once building has finished?

This will be considered as new homes are delivered in the project area. We are happy to discuss options with each tenant.

→ Will you move all tenants at once?

No. The project will proceed in stages, and we will relocate tenants as each of these stages progress. We will communicate with tenants well ahead of time so that they know exactly how the redevelopment will affect them.

→ Will tenants get newly built homes?

In some cases, yes, but it depends on where a tenant wants to live and what homes are available in that area.

→ What about relocation costs?

We will pay for:

- Telephone, electricity and gas connection fees
- Mail redirection (for three months)
- Reasonable removalist expenses.

Tenants are expected to arrange their own packing and unpacking. However, we will pay for this if we believe packing would be difficult for a tenant, for example, tenants who are frail or have a disability and who lack personal support.

→ Will my rent change?

Most tenants will find that their rent does not change when they have been relocated. We will tell you if there is any difference between the rent you pay now and the rent for any relocation housing you are offered. This will also be written in your Relocation Agreement.

→ How will relocating affect my lease agreement?

Your lease arrangements may only change if you were housed after 1 October 2010. Where this is the case, we will complete a fixed term tenancy review to work out the length of this fixed term lease you will be offered at your new property.

→ What will my conditions of tenancy be?

Conditions of Tenancy have varied over time. If you would like a copy of your current Conditions of Tenancy, please tell your Relocation Officer.

→ What if I am not happy about the relocation process?

In the first instance, please talk to your Relocation Officer about your concerns. If you believe the matter is not being adequately dealt with, you can talk to the manager of the Relocations Unit.


If you remain dissatisfied, you can apply for a review of the decision. At the conclusion of that review, you will be provided with a written statement explaining the outcome of the review and the reasons for the final decision.


If you disagree with the outcome of the review, you can make an appeal with the South Australian Civil and Administrative Tribunal.

Contact your Relocation Officer for details on how to access the Tribunal.

Where can tenants get information?

Contact the Tenant Relocation Unit on:

 1300 918 814

 housingrelocationsseaton@sa.gov.au

