

Clovelly Park relocation

Frequently Asked Questions



Government of South Australia
Department for Communities
and Social Inclusion

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This document includes information for Housing SA residents in Chestnut Court and Ash Avenue, Clovelly Park, and surrounding streets.

Information for residents to be relocated from Housing SA properties in Chestnut Court and the northern side of Ash Avenue, Clovelly Park:

1. Why is this relocation necessary?

The Environment Protection Authority (EPA) has provided advice to Housing SA that there is an identified public health risk in the area which warrants the relocation of residents from the area as a precaution.

2. When will I move to a different property?

Housing SA will immediately begin working with residents to identify a suitable alternative property. All residents will be moved by the end of December 2014.

3. Who will cover the costs of my move?

Housing SA will pay for all reasonable costs associated with your move. This will include such things as:

- Removalist costs (including costs to move some outdoor items, for example playground equipment).
- Standard utilities connection fees at your new home, such as telephone, electricity and gas.
- The cost of mail redirection from your current home to your new home for a period of three months.

In determining the extent of removal expenses, Housing SA will adopt a flexible approach on the basis that the tenant should not be unreasonably disadvantaged, financially or otherwise.

You can undertake the removal yourself or use Housing SA's contracted removalist. If you wish to undertake the removal yourself (or organise your own removalist), Housing SA will estimate the removal cost and pay this amount to you (regardless of the actual removal cost incurred by you).

Housing SA takes no responsibility for any loss, damage or theft of the tenant's household goods or possessions left at the premises and/or during the relocation process. You should make your own arrangements regarding insurance for your household goods and possessions.

4. I want to remain as close to this area as I can. Where will you move me to, and what say will I have in where I move?

Housing SA always tries to relocate tenants to their preferred area. Therefore, every effort will be made to find a suitable property for you nearby, if that is your preference. However, there is no guarantee that a suitable property will be available in your preferred area.

We will work with appropriate support agencies before and after the relocation to ensure that any special needs you have are met, and that there is no loss of support services as a result of the relocation.

5. I've invested in improvements and modifications to my current Housing SA property. Can you guarantee I'll have these in my new property?

Housing SA will arrange for as much of your improvements as possible to be relocated and adapted to your new home (provided the property does not already have similar additions, and provided you sought and gained Housing SA's permission for the improvements prior to their installation).

If the approved improvements cannot be relocated, adapted or compensated in kind, Housing SA will arrange for the improvements to be replaced at your new home.

There may be external improvements that cannot be relocated, adapted, compensated in kind or adequately replaced. In these instances, you should speak to your Housing SA contact (listed at the end of this document).

6. How do I know I will be moved to a property that is "like for like"?

The size of housing that you will be offered will be based on Housing SA's "occupancy standard". This standard matches each tenant's household to housing with an appropriate number of bedrooms to ensure under-occupancy or overcrowding is minimised wherever possible.

Housing SA will seek to relocate you to your preferred area. We will also attempt, wherever possible, to offer you housing of a similar housing type or design to your current home, unless:

- The Occupancy Standard suggests that accommodation with a different number of bedrooms will satisfy your needs; OR
- Housing of a similar type or design is not available.

7. Will this relocation be permanent or will I be able to move back into my home?

Tenants living in the investigation zone will be relocated to alternative properties for the duration of their tenancy with Housing SA. However, if the properties currently being vacated can be remediated, tenants will be given the opportunity to return to those properties, if they wish. The possibility of remediation and re-tenancing will need to take into account the results of further EPA testing and other factors, and is not expected to be known for some time.

For more information about the testing and results, visit the EPA website www.epa.sa.gov.au

Your Housing SA relocation contact for further assistance

If you require any further assistance about your move, or any other Housing SA-specific information, contact your Housing SA relocation contact:

Your Housing SA contact name: _____

Phone number: _____

Information for residents in surrounding streets:

1. My house isn't within the relocation zone, however I would like to be relocated too. Will Housing SA relocate me?

Housing SA is relocating tenants in response to advice by the EPA and SA Health. At this stage, those authorities have provided advice that residents need to be relocated from properties in Chestnut Court and the north side of Ash Avenue. No other properties have been identified as needing residents to be relocated.

The EPA will be undertaking further testing of surrounding areas over the coming weeks and months. Housing SA will continue to respond to the advice of the EPA and SA Health regarding properties that need to be vacated.

For more information about the testing and results, visit the EPA website www.epa.sa.gov.au