



JACARANDA HOUSING

Tenant and Member Newsletter

DECEMBER ISSUE

IN THIS ISSUE

Message from the Chairman

As this is my first newsletter I thought it appropriate to share a little of my background.

I'm thrilled to be in a role that's dedicated to providing safe, decent and affordable social housing. My previous experience has been incredibly diverse, including State politics, managing a music festival, General Manager of a regional newspaper, an Army Officer and a public servant.

I've served on a national peak body board for the Deaf and Hard of Hearing sector and also currently Chair the board for Deaf Services Queensland. My involvement in the disability sector comes from a lived experience of hearing loss with both my parents being Deaf from birth.

We have a proud and wonderful history here at Jacaranda Housing, but with the requirement to meet the compliance regime of the NRSCH, we must change and adapt if we are to be able to continue. It's a privilege to be working with such a great team of professionals who are dedicated to achieving this with our new board directors and the General Manager (Executive Officer) Lizz Bott.

From what I have read and heard it appears unfortunate that in the past previous boards did not focus on preparing the organisation for NRSCH compliance and as such valuable time was lost to petty infighting. I hope the Special General meeting that was called to address the behaviour of those two directors, has put the matter to rest as we cannot allow this type of behaviour to continue as it would put the very future of the organisation at risk.

My focus for the next 6 months is to ensure we meet all the compliance requirements under the NRSCH and to commence our constitutional review to modernise this important document and to bring it into alignment with current legal and governance standards. Naturally we will be seeking your input as part of the tenant consultation process.

I always welcome feedback and encourage you to contact me via the office.

David

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General Manager's Update

Wow, I cannot believe it is almost December and Christmas is upon us.

I have been the Jacaranda Housing General Manager for almost ten months now and it has been a busy, productive period. I have met many of our tenants and members at various meetings, when you have visited the office or if I have visited you at home.

In 2018 I expect to have visited all of Jacaranda Housing's properties to gain a better understanding of each property and where it is located. This is so I have first hand knowledge when ever referencing a property.

Work is ongoing to address Jacaranda Housing's NRSCH non-compliance by the 8th December. This is on track to be completed.

Thank you to the Board for assistance in reviewing documents over the past 2 months outside of normal Board meetings and in your own time. It is greatly appreciated and

of great benefit to Jacaranda Housing.

Thank you also to the JAG for your assistance in reviewing documents related to tenancy matters and for responding to questions I have asked over the past weeks. Your time is appreciated and does not go unnoticed.

Upon meeting compliance matters by the 8th December, Jacaranda Housing needs to be prepared for the next standard compliance assessment which will be

completed by the Registrar's office commencing 6th February 2018.

Thank you to Pam Britton who continues to assist me with the Newsletter. Pam resigned from the Board in August but is still happy to volunteer her time and assist the office when and where she can.



FEEDBACK AND COMPLAINTS

Jacaranda Housing is developing the website to include information on lodging feedback and complaints. We encourage you to let the office know of any concerns you may have and of feedback on how we can possibly assist you better. We also welcome feedback from you on great things happening within our organization.

Feedback and complaints can also be sent in writing to:

Jacaranda Housing
Feedback and Complaints
PO Box 64
Brisbane MKT
ROCKLEA QLD 4105

General Information

When calling the office and staff are unable to answer your call, it will be answered by the Business1300 Live Answering Service who will take details of your call. The message details will be emailed to the office and your call returned as soon as staff are available.

Please hold on the line and provide your details when calling. This is a great service and ensures our tenant's calls are answered 24 hours a day when staff are unavailable. This service costs minimal and is of great value, let's use it!

Council Waste Vouchers

We have waste vouchers for Brisbane City Council waste depots available from the office. Please call and ask and we can send these out to you.

Electricity Rebate

Don't forget to seek out the electricity rebate for Commonwealth Health Care Card holders and asylum seekers. You have until the 31st December to apply which could save you \$330 a year on your electricity bills. Pensioner Card holders, Veteran's Affairs and Queensland Senior Card holders are also eligible.

To apply, you need to get in touch with your electricity retailer and ask for the Queensland Government Electricity Rebate.