



TENANT AND MEMBER NEWSLETTER FEBRUARY 2019

What's Happening?

- Jacaranda Housing Tenant Survey 2019 - Opens 11th February 2019
- Whistle-Blower Service Now Online
- Routine Inspections recommencing March 2019
- Tenant/Member Meetings commencing March 2019
- Lease Renewals and Agreements Issued

A warm welcome to all tenants and members in 2019. It's hard to believe we are in the second month of the year already! We hope you all had a fantastic Christmas and New Year.

We anticipate this year to be bigger and better for Jacaranda Housing. We emerge from 2018 with an organisation that is functioning at a very high level operationally, offering improved services to our tenants, responding to our continuing tenant needs and providing safe, secure housing to all tenants including new tenants whom have experienced homelessness or living in situations where tomorrow is uncertain.

Change is a continuing common theme in the company, and is essential for continual growth and compliance. While change can be a difficult journey, it is a necessary journey which we believe has improved operations within the organisation and service to our much-valued tenants and members.

As John F. Kennedy has said, "There are risks and costs to action. But they are far less than the long range risks of comfortable inaction."

Continue Reading For More...



Coming Soon...

Jacaranda Housing Tenant Survey 2019

Jacaranda Housing highly values tenant feedback, your feedback allows us to improve our service delivery to you, our valued tenant.

The Tenant Survey for 2019 will be opened for all tenants to complete on Monday 11th February 2019. Access will be available online via Survey Monkey and we will also post copies of the survey for those of you who require a paper feedback form. The survey is open until 18th March 2019

Surveys can be completed anonymously, participants who provide tenant details may be contacted to discuss any matters of concern.

We encourage all tenants to participate and provide Jacaranda Housing with valuable feedback and suggestions. This is your chance to have your say!

For those tenants who provide Jacaranda Housing with contact details, you will be entered into a prize draw for either a Coles or Woolworths Gift Card, we have six (6) x \$50 gift cards for participants drawn at random.

If you have any questions or require assistance with completing the survey, please feel free to contact our office on 07 3392 8848.





Whistle-Blower Service

The Grapevine Whistle-Blower Hotline is appointed by Jacaranda Housing and is independent.

If you have concerns about our organisation call Grapevine on 1300 933 977 to make a confidential report, or visit Grapevine online at jacarandahousing.grapevineonline.com.au.

Alternatively, you can access this service via the Jacaranda Housing website - www.jacarandahousing.com.au/whistle-blower-service

(Please note this service is not for complaints or feedback).



Routine Inspections 2019



Routine Inspections for all properties will re-commence in March 2019. All properties being inspected will be provided with Form 9 Entry Notices, the Routine Inspection Cleaning Guide, the RTA Routine Inspection Fact Sheet and a Jacaranda Housing Maintenance Request Form. Please remember maintenance can be reported at any time.

If you require support or assistance or have any question with regards to your routine inspection, please feel free to contact our office on 07 3392 8848 to discuss.



Lease Renewals/Agreements

Lease renewals/agreements are now being issued to all tenants in order of our database list. Please keep an eye out for the lease renewals in your email or post. If you wish to complete the lease renewals in person or require assistance with completing the paperwork, please feel free to attend the office during business hours.

Please note, once your lease has been renewed, the smoke alarms on the property will be re-tested, as per legislative requirements.

Tenant Member Meetings

Tenant Member Meetings will commence in March 2019. Upon confirmation of a time, date and location, notice of the meeting will be provided to all tenants and members.

Annual Termite Inspections

Annual Termite Inspections are currently being booked and completed with Maccotter Termite and Pest Control. We appreciate your cooperation and patience around these inspections.





National Disability Insurance Scheme (NDIS)

The NDIS provide funding for support services for people under the age of 65 with a permanent or significant disability. For many people this is the first time they receive the disability support they need.

The NDIS can provide all people with disability with information and connections to services in their communities such as doctors, support groups, sporting clubs, libraries and schools.

If you receive a Disability Support Pension, you may be eligible for the NDIS scheme, which may assist you.

For more information please visit www.ndis.gov.au or contact 1800 800 110 - Monday to Friday 8am to 8pm (local time).

QLD Government Electricity Rebates

Queensland pensioners and seniors may be eligible for the Electricity Rebate—\$340.85 per year (GST inclusive).

Please note, all rebates are GST inclusive. Rebates for eligible card holders may appear as GST exclusive on bills.

How to apply for the rebate?

Contact your electricity retailer. You can apply over the phone or ask your retailer to send you an application form. You will need to provide certain details and have copies of your bills and concession card handy so you can verify your eligibility.

Rebates are automatically deducted from your bill.



Additional Support Services

If you require support and assistance with cleaning, cooking, yards or laundry services, please feel free to speak with the organisations below:

- Your Nursing Agency (YNA), Brisbane (07) 3222 4850
- Co As It Community Services (07) 3262 5755
- The Burnie Brae Centre (07) 3624 2121
- HomeCare Australia 1300 769 620 (Part of NDIS)
- headspace, Nundah(07) 3370 3900
- Community Access Respite Services (CARS) (07) 3350 6651

Please remember, if you have any tenancy concerns or require further support and assistance, i.e. maintenance, support services required, you are always welcome to contact the Jacaranda Housing office on 07 3392 8848. We are here to help and will assist as best possible.

What's On?

- Moonlight Cinemas (running until 31st March 2019) - Roma Street Parkland, 1 Parkland Blvd, Brisbane City. Movies commence at 7pm
- Twilight Markers Market - Raby Bay Harbour Park - 3rd Saturday of the Month
- BrisAsia Festival - Saturday 9 February - Sunday 3 March 2019 - Sunnybank Plaza, Fortitude Valley
- Small Garden Big Choices - Saturday 9th February 10.30am - West End Library
- City Sounds - every Saturday, 5:00pm, 6:00pm and 7:00pm, outside the Wintergarden, Brisbane City
- Summer's End Garden Party - West End Croquet Club - 24 Feb, 2019
- Knockoff: Free Comedy - Brisbane Powehouse - Every Friday between 3 Mar, 2017 - 12 Jul, 2019

HOW TO READ YOUR WATER METER AND TEST FOR LEAKS



Queensland Urban Utilities supplies water to homes and businesses. Water charges are billed quarterly for residential customers and are based on readings taken from a property's water meter. We recommend you read your water meter regularly to keep track of your water consumption and quickly identify any leaks.

How to locate your water meter

Usually located on the nature strip outside of your front property boundary line, your water meter will be set in the ground in a blue or black box.

Please keep in mind that if you live in an apartment or unit block, you may not have individual water meters for each residence.

How to read your water meter

There are many different kinds of water meters installed across our service territory. Below are examples of common water meters.

Most water meters contain **black and red numbers**

Black numbers refer to the kilolitres* of water used and red numbers refer to the litres used.



Some water meters have **dials as well as numbers**

In this case, the **black numbers** refer to the kilolitres* of water used.

The **red dials** refer to the litres of water used.



Please be mindful of potential hazards when reading your water meter.

*1 kilolitre = 1,000 litres

What to do if you think your water meter is faulty

If you think your water meter is recording higher water usage, you may have a leak. We recommend you do the self-test (described overleaf) to see if this is the case. If there is no leak and you think your water meter is faulty, we recommend you contact us and ask for your water meter to be tested. Water meter test charges are available on our website. Testing methods include onsite and laboratory tests. If your meter is removed for testing, it will be replaced with a new meter. The removed meter is destroyed during the testing process and cannot be reinstated. If the water meter is found to be faulty, Queensland Urban Utilities will replace the water meter at no cost to you, refund the test fee, review the water consumption charges for your property and adjust your account if necessary.

How to test for leaks

Identifying and fixing leaks on your property will save water and help reduce your water bill. You can follow these simple steps to find out if your property has a leak.

1. After checking for visible leaks from taps, toilets and showers, turn off all taps and take a reading of your water meter.
2. Don't use any water for at least one hour (don't even flush the toilet).
3. Take another reading of your water meter. Pay attention to the red numbers and dials.
4. If there has been an increase in the readings, you may have a leak.

It may not be obvious that you have a leak. Leaks can go unnoticed if you do not keep track of your water consumption. Leaks may be underground, behind walls and in fixtures. It is important that you check for signs of leaks, which include wet or green patches in the garden, water stains on walls and water leaking from fittings.



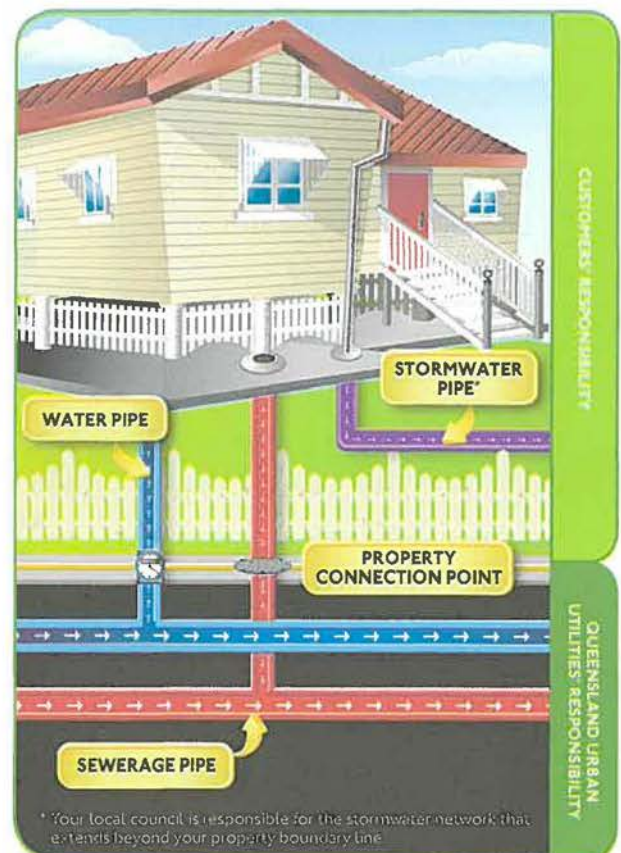
What to do if you have a leak

Responsibility of the property owner

Property owners own and are responsible for the installation, repair, maintenance and replacement of all the private fittings, mains connected water tanks and pipes on their property up to the water meter. If a leak is detected in these pipes, it is the property owner's responsibility to fix it. As property owners are being charged for this leaking water, Queensland Urban Utilities recommends that they **contact a plumber to repair the leak as soon as possible.**

Responsibility of Queensland Urban Utilities

Queensland Urban Utilities is responsible for the water meter and the pipes leading away from the property. If a leak is detected in these pipes, property owners are not charged for this water and it is our responsibility to fix it. We request that you **contact us immediately.** Our faults and emergencies number is **13 23 64** (available 24/7).



FOR MORE INFORMATION VISIT
www.urbanutilities.com.au

GENERAL ENQUIRIES
From 7 am–7 pm weekdays **13 26 57**

TO REPORT A FAULT OR EMERGENCY
Contact us 24/7 on **13 23 64**

ABN 86 673 835 011
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