



TENANT AND MEMBER NEWSLETTER SEPTEMBER 2019

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A warm welcome to all our tenants and members to the most colourful and joyful season of the year, Spring!

As we progress into the last half of the year, Jacaranda Housing continues to deliver improved operations and services within the organisation and to our much-valued tenants and members.

Jacaranda Housing is also celebrating it's 10th Birthday this year! Celebrations are planned for the AGM which is being lead by the JTAG. The JTAG have thought of some wonderful ways to celebrate and we want you to join us!

"A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst and it sparks extraordinary results." Wade Boggs

Continue Reading For More...



Tenancy Obligation Reminders

A reminder to all tenants, there are certain obligations you must fulfil as per your tenancy agreement and under the Community Housing Rent Policy.

*Rent - rent is due on the same day each week/fortnight, as stated on your general tenancy agreement. If you are unable to make your rental payment when due or you are struggling to make a payment, please contact our office so we can assist you.

*Maintenance - if you notice repairs or maintenance required to the property please report this to our office immediately, please do not wait until your next routine inspection to report this.

*Smoke Alarms - please report any faults with the alarms, including continual beeping immediately. Please do not tamper or remove the alarm. If there is an issue with the alarm after hours, please contact the Smoke Alarm Solutions after hours number - 1300 853 612.

*Rent Subsidy Reviews - rent subsidy reviews are conducted annually or if circumstances change within your household. When your rent subsidy review is due, you will be notified by our office and will be advised of a due date for all required documentation and paperwork to be returned. If you do not return all paperwork as due, market rent becomes applicable as per the date on the correspondence. Please make a note of when your annual rent subsidy review is due and ensure all your documentation is ready to provide to us - this includes any ATO Notices, Payslips, Superannuation Statements, Centrelink Income Statements and Child Support Assessments. If you are unsure when your review is due, please contact our office.

We are here to assist and help all our tenants sustain their tenancies, so if you have any issues or concerns regarding the property or your individual tenancy please contact our office and discuss with staff. Tenants are also encouraged to contact the Residential Tenancies Authority - 1300 366 311 or Tenants Queensland - 1300 744 263 with any concerns.



NRSCH Compliance

Jacaranda Housing has completed Stage 1 of NRSCH compliance review on 12th September 2019.

NRSCH compliance staff will complete an onsite visit/audit in the very near future, we will keep you updated.

JTAG Update

Our current JTAG members Velvet, Meredith and Ruth are continuing to work with staff to improve services for tenants.

If you would like to contact a JTAG member to discuss or raise a matter, please contact the office and your details will be passed on accordingly.

Routine Inspections 2019

The last round of routine inspections for 2019 are currently underway. At this stage, the routine inspections for 2019 will conclude in November.

Lease Renewals Update

Lease renewals are continuing to be issued with the majority of tenants returning their agreements, as requested.

Lease renewals will continue being issued as existing leases come to an end.

Green Waste Bins

Brisbane City Council have now waived establishment fees for the Green Waste Recycling Service. If you would like a green waste bin, please contact our office to discuss and arrange. Please note, there is a cost attached for having a green waste bin which is passed on to tenants each quarter.



AGM

The AGM will be held on the 30th of November 2019 at 1.30pm. Correspondence was sent out on the 23rd and the 30th of August to all tenants and members on the updated Nominations Process.

Jacaranda Housing is also celebrating its 10th Birthday this year, a celebration will be held at the completion of the AGM in November 2019.

If you would like more information, please feel free to contact our office.

QLD Government Electricity Rebates Reminder

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.

Queensland pensioners, seniors and concession card holders may also be eligible for other concessions from the Queensland Government. These include, medical and disability concessions, transport concessions including car registration and education concessions.

Please visit <https://www.qld.gov.au/community/cost-of-living-support/concessions> for more information. If you do not have internet access and would like more information, please feel to contact our office on 07 3392 8848.



Tenant Satisfaction Survey 2019 Results

The results are in, Jacaranda Housing are pleased to say that we received a positive response by tenants to the Tenant Satisfaction Survey. The results of the Tenant Satisfaction Survey offer us the opportunity to improve our services to you our valued tenants from the feedback you give.

Please check out the website or recent mail out sent to you with further information.

Thank you again for participating in the Tenant Satisfaction Survey. Your feedback and comments are invaluable and will be taken on board moving forward, with some changes already implemented.





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:
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- 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.

Did u know that if you text 0477131114 (Australia) between 6-10pm when you are feeling really depressed or suicidal, a crisis worker will text with you? Many people don't like talking on the phone & would be more comfortable texting. It's a free service run by The Suicide Crisis Text Line

Please copy and paste, spread the word

Thank you ❤️

#itaintweaktospeak





Handy Tips

Fill a scorched pan halfway with water and 50 grams of baking soda. Boil for 10 minutes and the burnt food will loosen and float to the top.

Remove ink spots from clothing by squeezing toothpaste on the spot. Scrub and rinse thoroughly.

Pull bananas apart before displaying them in your fruit bowl. If you leave them connected at the stem, they'll ripen faster and go brown quicker.

To suck up hard-to-reach gunk under your fridge, or behind a bookshelf, insert an empty paper towel roll into the end of your vacuum cleaner and bend, or flatten it, to squeeze into these difficult spots.

Disinfectant: Tea tree oil, added to cleaners or in the rinsing water, is a natural disinfectant.

Drains of your sink: To clean, put 1 tablespoon of baking soda down the sink followed by 2 tablespoons of vinegar, and let stand for 15 minutes, then flush with hot water.

Fridges and freezers: To keep them smelling fresh, sprinkle a few drops of vanilla extract onto a damp cloth and wipe the interior walls and shelves. To dispel odors, place a small container of baking soda inside the fridge.

Staff Profile - Lizz Bott - Chief Executive Officer

Describe your job?

Busy! No one day is the same. My role is to ensure the operational performance, service delivery and sustainability of the organisation. To ensure that the organisation is operating within regulatory guidelines, legislative requirements and meeting the housing needs of our tenants. Most importantly, being available to assist our tenants to sustain their tenancies in a transparent and equitable manner.



Lizz with her good friend Yamba on a recent trip to the Northern Territory.

Why do you enjoy what you do?

I enjoy the challenge, knowing that I have the ability and experience to make a positive change to people's lives facing zero housing opportunities in our community. Housing opportunities change lives. Every day I walk into the office, I know we are helping improve the future for people and families we are currently housing or perhaps housing tomorrow.

Interests out of work?

Looking after my health both physically and mentally, hiking, wandering quaint markets and festivals. Surprisingly, I enjoy walking around cemeteries exploring and reading old headstones. Brisbane has a rich history and an abundance of cemeteries for this interest of mine. It combines the outdoors and being active both for my health and mind which I love.

Life before Jacaranda Housing?

Sixteen years in the Northern Territory, working in remote indigenous communities for 10 years. I made a significant contribution to the lives of many women, men and children by working closely together to create economic development opportunities which improved their living situations. Life was in and out of 4WD's/SUV's for many years travelling to and around remote outstations. It's an incredible opportunity to work and share experiences from my time in the NT and I am very proud of this period of my life. Lifelong connections were formed and will be with me forever.

What is one thing people would be surprised to know about you?

I love helicopters. My goal is to obtain my licence to fly. Flying myself across the Top End floodplains of the NT at the end of a Wet Season to see all the amazing wildlife that is abundant is an aspiration of mine. I dream of flying myself to a remote waterhole and landing the biggest barramundi.



What is your professional highlight since your time as CEO?

Achieving NRSCH compliance in 2018 along with continual improvements within the organisation benefiting all of our much valued current and future tenants.

What do you want to be remembered for?

Never giving up. No matter the challenge or the circumstances I am facing, I will not quit. For Jacaranda Housing to be successful in the future, this is necessary for the head of the organisation. I am steering and leading this wonderfully unique housing provider towards an even stronger future. There may be days where quitting is the easy answer, but my experiences and skills have guided me through every tough day so far and I always remind myself that the sun will rise tomorrow on a new day.

Lizz

Thinking About Opening a Business? Turn your ideas in reality with help from Brisbane City Council.

Do you have a great small business idea? Dreaming of taking your passion to the next level? Council is committed to backing small businesses and offers regular free business consultations, workshops and networking events across the city. Come along and hear from industry professionals and network with other Brisbane business owners. Council also offers discounts on some business-related fees and charges, including advertising, licensing, food trucks and market stalls. By reducing these early costs, Brisbane small businesses have a greater opportunity to start, run and grow successfully. You can also call dedicated 24/7 Business Hotline 133 BNE (133 263) for information on Council's business services. Visit brisbane.qld.gov.au and click on the 'Business in Brisbane' tab for more details.

Content extracted from Brisbane City Council's Living in Brisbane Newsletter - September 2019.



What's On?

- Sunsuper Riverfire - Saturday 28th September - 4pm to 8pm - South Bank Parklands - Free
- Chelsea Football Club in Brisbane - 25th to 27th September 2019, providing world class football opportunities for kids 8 to 16 years old. Faith Lutheran College , 132 Link Road, Victoria Point.
- Valley Fiesta Fridays - live music - every Friday from 2pm to 4pm at the Brunswick Street and Chinatown Malls. Valley Fiesta Spring and Summer Program - live music - Brunswick Street Mall from 1pm to 7pm on the first Saturday of every month until February 2020.
- Open for Inspection, Brisbane Open House - 12th to 13th October 2019 - free event, providing a rare opportunity to see behind the doors of many prominent structures, building and council spaces such as City Hall and The Old Windmill Tower. Full details are available at brisbaneopenhouse.com.au
- Seniors Chit Chat - 19th September 2019, 9.30am to 11.30am - Capalaba Library - Free Event
- 2019 Cleveland Caravan, Camping, Boating & 4x4 Expo - 20th to 22nd September 2019, 8.30am-4.00pm Cleveland Show Grounds - Price Park, Long Street, Cleveland - Adults \$12; Seniors - \$10 and Children under 16 are free.
- Coochie Open Day - Coochiemudlo Island - 22nd September 2019 - markets, live music, art exhibitions, guided walks. Public Transport (Ferry) Available from Victoria Point Jetty.
- NDIS Drop In Sessions - information on NDIS Program. 23rd September 2019, 9a, tp 11am - Cleveland Library Meeting Room - Cnr Middle and Bloomfield Street, Cleveland

Water Saving Tips

CUT DOWN ON HOT WATER

One of the simplest yet most overlooked strategies to reduce water usage. Since water heating is one of the largest energy expenses in the average household, using warm water rather than boiling water for stuff like showering and doing the dishes can actually make a big difference in the long run. There is an option to explore setting your hot water system on a tariff. Where it will heat up during off-peak times (i.e while you are sleeping). To do this, you would just need to contact your energy provider.

HOT WATER SYSTEM

One of the biggest complaints we hear about in terms of water wastage is the time it takes to deliver the hot water to the tap in use such as the shower/kitchen. The time in delivery is different for numerous reasons, the position of the actual HWS, have the pipes been lagged and so forth. Unfortunately, there are limitations that can be done cost-effectively when the plumbing is all existing. In some instances, a reticulation system can be installed so that the retic pump slowly reticulates the hot water around the house continuously so that when a hot tap is turned on, the hot water comes out hot straight away so less water is wasted. There are systems in both gas and electric that are instantaneous and will predominately only use power/gas when a hot tap is used. These can save in utility costs also whilst saving water.

FIX THOSE LEAKY TAPS!

You know that tap that has been leaking just a tiny bit, not enough to bother you too much to call a plumber? Do you know how much water that seemingly innocent leak is wasting? A leaking tap/toilet can waste up to 20,000 litres per year. The cause is often just a faulty washer, worn-out seat in the combination, or something straightforward to fix (for a professional). Arranging to have a licensed plumber repair those leaky taps sooner rather than later will save significant amounts of water and money over time.

PRACTICE WATER-FRIENDLY HABITS

Here are a few tips for being more water conscious in the home:

- Consider how much you ACTUALLY need. Do you really need to do half a load of laundry? Wait until it is full.
- Same with the dishwasher, only use when it is full.
- When preparing meals, wash your vegetables in a partially filled sink rather than under running water.
- Don't overfill the water in the pan/pot. Don't overfill the pan with water for only a small amount of food.
- Aim to cut your daily shower by half. Limiting your showers to 4 minutes or less can save around 24 litres of water every day! (4 minutes is long enough to practice your audition for the voice, ok!)
- Turn off the tap when you are brushing your teeth.
- Collect greywater or drain-waste from your shower, spa and other appliances (not toilets) for re-use in your garden or lawn. i.e while you are waiting for the shower temperature to get comfortable, collect this water excess in a bucket.

Gardening tips:

- Use a broom or rake to clean your driveway, rather than a hose.
- Only water the garden when necessary
- If it is damp 2 cm down below the surface, it doesn't need watering
- Adjust how much water you give your plants according to the seasons
- Opt for Australian Natives, these require less watering.

These tips and more can be found on GRK Plumbing's website.



Jacaranda Housing After Hours Emergency and Contacts List



Emergency Contacts List		
Service	Name	Contact Number
After Hours Electrician	<i>Helix Electrical</i>	0409 266 297
After Hours Plumber & Gas Repairs	<i>GRK Plumbing</i>	07 3277 9190
After Hours Plumber	<i>Alliance Plumbing</i>	07 3397 2030
After Hours General	<i>Jacaranda Housing</i>	0439 942 438 or 0408 798 951
Smoke Alarm Services	<i>Smoke Alarm Solutions</i>	1300 853 612
Community Housing Provider	<i>Jacaranda Housing (business hours)</i>	07 3392 8848
Emergency Services	<i>Police/Ambulance/Fire Brigade</i>	000
State Emergency Services	<i>SES</i>	13 25 00
QLD Government Health Advice	<i>13 HEALTH</i>	13 432584
General Police Matters	<i>Police Link</i>	131 444
Council – Brisbane Region	<i>Brisbane City Council</i>	07 3403 8888
Council – Redlands Region	<i>Redland City Council</i>	07 3829 8999
Water Services – Brisbane Region	<i>Queensland Urban Utilities</i>	13 23 64
Water Services – Redlands	<i>Redland City Council</i>	07 3829 8999
Tenant Support Services		
Service	Name	Contact Number
Tenancy Support	<i>Residential Tenancies Authority</i>	1300 366 311
Tenancy Support	<i>QSTARS (Tenants Queensland)</i>	1300 744 263
Tenancy Support	<i>Rent Connect</i>	13 74 68
Bond Loan Support	<i>DHPW – Bond Loan Team</i>	1300 650 282
Department of Housing & Public Works	<i>DHPW – General</i>	07 3034 9800
Department of Housing & Public Works	<i>Fortitude Valley Housing Service Centre</i>	07 3034 6500
Domestic Violence Support	<i>Brisbane Domestic Violence Service</i>	07 3271 2544
Domestic Violence Support	<i>DV Connect – Women's Line</i>	1800 811 811
Domestic Violence Support	<i>DV Connect – Men's Line</i>	1800 600 636
Domestic Violence Support	<i>DV Connect – Sexual Assault Line</i>	1800 010 210
Domestic Violence Support	<i>Aboriginal Family Domestic Violence</i>	1800 019 123
Mental Health Support	<i>Beyond Blue</i>	1300 224 636
Personal/Crisis Support	<i>Lifeline</i>	13 11 14
Support Services - General	<i>St Vincent De Paul</i>	(07) 3010 1000
Support Services - General	<i>Anglicare Southern Queensland</i>	1300 610 610
Support Services - General	<i>Salvation Army</i>	13 72 58

