

SUMMER 2020 ISSUE

# TENANT AND MEMBER NEWSLETTER



## Message from our CEO- Lizz Bott

After a very challenging 2020, we are all looking forward to the Christmas and New Year break with family and friends. Our Summer newsletter contains lots of information to help tenants through the Christmas and New Year period.

It was great to see our Members at the recent 2020 Annual General Meeting. I've included an update on the outcome of the meeting and Board of Director appointments.

If you are a Jacaranda tenant, I encourage you to think about joining the Jacaranda Tenant Advisory Group (JTAG). The JTAG is a tenant engagement group that provides feedback to the Board on housing and tenancy services and receive information from operations on what is happening with relevant tenancy matters.

Call the office on 3392 8848 if you are interested or email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au). We have many exciting ideas in 2021 for the JTAG, and we want to hear your ideas too! So join in!

With the QLD State election now decided, The Honourable Minister Leeanne Enoch MP is now our new Minister for Communities, Housing, and Digital Economy. Congratulations to Minister Enoch.

It is great to see the Minister return to the Housing portfolio. Minister Enoch is a strong First Nations leader who is passionate about housing solutions for all. The Chair, Adrian Pisarski and myself have reached out to meet with the Minister, to advance Jacaranda's Five Year Growth Strategy- Better Homes for the Future and other opportunities.

I also want to congratulate the re-election of Michael Berkman MP and the success of Amy McMahon MP elected in South Brisbane. Adrian and I look forward to working with Michael and Amy for people in housing crisis and ensuring better housing solutions are available for Queenslanders in their respective electorates.

I am confident that 2021 and beyond will be an excellent time for Jacaranda while we manage many challenges to implement our Better Homes Strategy, and grab as many opportunities ahead of us to benefit our valued tenants. You are our important to us. You are our priority. Creating better housing is for you and the future sustainability of Jacaranda.

I wish you and your families a joyful Christmas and New year. Stay safe, be kind, and look after each other.

Lizz

## This issue:

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# Happy Holidays



## Congratulations Lynette!

The Board and fellow staff are extremely proud to announce that Lynette is a finalist in the 2020 QShelter Deidre Coghlan Annual Bursary.



Lynette has been with Jacaranda for four years and is an extremely valuable member of our team.

Lynette is excited to commence undertaking training to continue her self-development in various financial related courses which not only benefit Lynette but also Jacaranda and the community housing sector.

We would also like to thank QShelter for awarding Lynette the bursary as we have a limited training budget. Opportunities like awarding the bursary to Jacaranda staff will ensure vital technical skills stay within our sector.

## Office Closure Dates

Our office will be closing from 4.30pm on Wednesday 23rd December, 2020 for the Christmas and New Year period. Check out our Tenant Update section below for information on emergency maintenance during our closure.



We will re-open on Monday 11th January 2021.

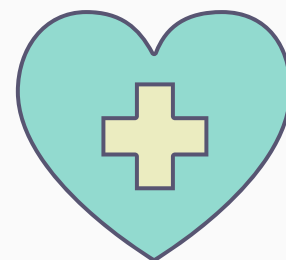
We will close for the Australia Day public holiday on Tuesday 26th January 2021.

## Take Care of you and others

For some, Christmas and the end of the year can be a very difficult and stressful time.

If you are feeling overwhelmed or like you need some extra support, we encourage you to reach out and ask for help.

There is support available and importantly organisations like Lifeline (13 11 14) and Beyond Blue (1300 22 4636) are available 24/7.



During this time it's important to take time for self-care. It can also be helpful to check in with others if you are feeling strong enough.

### IMPORTANT DATES – DECEMBER TO JANUARY

5 <sup>th</sup> Dec	International Volunteers Day	1 <sup>st</sup> Jan	New Year's Day
10 <sup>th</sup> Dec	Human Rights Day	26 <sup>th</sup> Jan	Australia Day
25 <sup>th</sup> Dec	Christmas Day	12 <sup>th</sup> Feb	Feb Chinese New Year
26 <sup>th</sup> Dec	Boxing Day	13 <sup>th</sup> Feb	National Apology Anniversary
31 <sup>st</sup> Dec	New Year's Eve	20 <sup>th</sup> Feb	World Day of Social Justice

# Tenant Updates

## Emergency Repairs & Maintenance

If you have a maintenance **emergency** over the Christmas/New Year period. Please contact our emergency after hours contact number: 0439 942 438. If our on call team do not answer, then refer to the After-hours emergency contact list and call the appropriate contractor. The After-hours emergency list is on the back page of our newsletter.

The Residential Tenancies and Rooming Accommodation Act 2008 define Emergency Maintenance as:-

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are considered routine repairs and can be reported to our office when we reopen on the 11th January 2020.



## Smoke Alarms - Service Provider

We are excited to announce that we have appointed Safe Home Services to maintain smoke alarms and safety switches at our properties.

Your safety is important to us, and as required by the Fire and Emergency Services Act, we make arrangements for the smoke alarms to be checked by specialists. As part of their service, at our request, they will also check and test the safety switch.

In addition to an early warning system, It is essential to have your own fire safety action plan. If you would like assistance in creating your own fire safety action plan, we recommend visiting [www.qfes.qld.gov.au/fireescape/](http://www.qfes.qld.gov.au/fireescape/) for an interactive planner and video guidance.



# Tenant Updates

## Staying Sun Smart this Summer

Skin cancer is the most common cancer diagnosed in Australia.

More than 434,000 people are treated for one or more non-melanoma cancers in Australia each year and more than 11,500 people are treated for melanomas.

Australia has one of the highest rates of skin cancer in the world. The sun's ultraviolet (UV) radiation is the major cause of skin cancer. UV damage also causes sunburn, tanning, premature ageing and eye damage. The good news is you can prevent damage - and skin cancer - by being Sun Smart.

Sun protection is recommended whenever UV levels reach 3 or higher. Below 3, sun protection isn't recommended unless you are outdoors for extended periods or near reflective surfaces, like snow.

Unlike the sun's heat and light, we can't see or feel UV radiation, so check the UV for your location on the free Sun Smart app or on the Bureau of Meteorology website: [www.bom.gov.au/uv](http://www.bom.gov.au/uv)

For the best protection, use all five Sun Smart steps:

1. Slip on protective clothing
2. Slop on SPF 30 or higher sunscreen
3. Slap on a hat,
4. Seek shade and
5. Slide on sunglasses.

There is more info at [www.cancer.org.au](http://www.cancer.org.au)

Slip



Slop



Slap



Seek



Slide



## Be Storm Ready

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'. Queensland is the most natural disaster impacted state in Australia, exposing our communities and infrastructure to repeated damage.

We understand the impacts from natural disasters and we know that you can't control the weather or when the next disaster will hit Queensland, but you can be aware and prepared.

Get Ready Queensland helps you to take the steps to protect what's most important to you. It's easy to Get Ready in 3 simple steps.

Step 1: Have an emergency and evacuation plan

Step 2: Pack your emergency kit

Step 3: Make sure you're covered



**STEP 1:**  
Make a plan



**STEP 2:**  
Pack supplies



**STEP 3:**  
Make sure  
you're covered

Visit [getready.qld.gov.au/get-prepared/3-steps-get-ready](http://getready.qld.gov.au/get-prepared/3-steps-get-ready) to "Get Storm Ready" this season.

Please ensure that any loose items are secure in your yards and if you notice any loose branches or other potential safety risks, before, during or after a storm, Contact the office and speak with Kelly.



## Community Events

### Free Christmas Activities

Christmas Cinema

River Quay Green in South Bank Parklands

19th – 23rd December, nightly from 6:00 - 8:00pm

Santa's Stopover

Flowstate in South Bank Parklands

18th – 23rd December, nightly from 4:00pm and 9:00pm

Christmas Tree Spectacular - South Bank Piazza

18th – 23rd December, nightly from 5:30pm and 7:30pm

Gold Lotto City Hall Lights King George Square

4th – 24th December, nightly at 7:30pm

Christmas on Queen Street Mall

4th – 24th December from 4:00pm

Carols in the Reservoir - The Spring Hill Reservoir, Spring Hill

1st – 22nd December from 7:30pm Wed, Fri, Sat and from 1:30pm Sundays



### Free Christmas Community Meals

Christmas Lunch and Treats @ 3rd Space

505 Brunswick St, Fortitude Valley

24th December 2020 11:30am - 12:30pm

For more information call 3254 1144

Community Friends Breakfast and Lunch,

Corner of Russell Street and Boundary Street, West End

25th December 2020 7:30am to 5:30pm.

For more information call Candi 0405 366 520 or Mark 0418 754 900

Christmas Lunch and Lucky Door Prizes - Wesley Mission

316 St Pauls Terrace, Fortitude Valley

25th December 2020 12:00 to 1:30pm

Compassion 4 Community - Christmas Lunch and Gifts

15 Jenner St, Nundah

25th December

For more information call 0404262703



# Member Update

## Its' a Wrap!

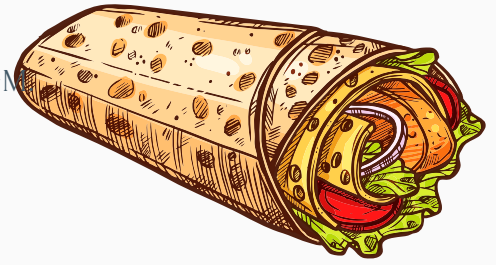
Saturday the 28th November, saw us come together for our AGM

Congratulations to re-elected Directors Pam Britton, Frances Paterson-Fleider, Katherine Visini, and George Zukiwskyj.

We also welcome Andrew Quinn and Shane Mackenzie as new Directors, and I know myself and the the Board look forward to working alongside you all.

The caliber of nominees for the 2020 Director elections was impressive. The Board would like to thank all nominees and encourage you to re-consider nominating at future AGM when vacancies occur.

Minutes from the meeting will be circulated to members soon for consideration.



## Membership Communications

Don't forget about our new members mailbox for members to communicate directly to the board.

Please email [members@jacarandahousing.com.au](mailto:members@jacarandahousing.com.au) for general membership enquiries. This mailbox is monitored by the Chair of the Governance Committee, Sharon Elliott.

Remember - all other enquiries relating to tenancy matter or new membership applications need to be sent to [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)



## Tasty Christmas Treats

### Milo Balls

#### INGREDIENTS

- 250g Marie biscuits
- 395g sweetened condensed milk
- 1 cup desiccated coconut
- 1/4 cup Milo
- 1/4 cup desiccated coconut (to coat)

#### METHOD



1. Crush the biscuits in a food processor until they are fine crumbs.
2. Place the crushed biscuits, condensed milk, coconut and Milo powder into a large bowl and stir with a spoon until all combined
3. Use a teaspoon to measure out the balls, rolling them between the palms of your hands to create smooth balls.
4. Coat each ball in the extra coconut and transfer to a platter.

# Famous 3 ingredient Christmas Cake

## INGREDIENTS

- 1 kg (6 cups) dried mixed fruit (see recipe notes)
- 600 ml (2 1/2 cups) iced coffee (see notes)
- 265 g (2 cups) self-raising flour

## METHOD

1. Place the mixed dried fruit into a very large bowl. Add the iced coffee (or liquid substitute) and mix well. Cover with plastic wrap and place into the fridge overnight.
2. Preheat oven to 160 degrees celsius (fan-forced). Grease and line a 23cm cake tin with baking paper and set aside.
3. Stir the self-raising flour through the fruit mixture and pour into the prepared tin.
4. Bake for approximately 1 hour (see notes) or until the cake feels firm in the middle and a skewer inserted comes out with a few moist crumbs on it.

## RECIPE NOTES

I like to use the Sunbeam Mixed Fruit that contains sultanas, currants, raisins, orange peel, lemon peel and glazed cherries.

Used Iced coffee that is slightly sweetened for this recipe. There are many different brands of iced coffee that you can use, such as Big M, Farmers Union, Dare, Ice Break.

If you prefer, you can substitute the iced coffee with juice (orange, apple, pineapple etc), black tea, coffee or chocolate milk.

Adding alcohol – a splash of alcohol can be added to the mixture. These all work well: brandy, whisky, sherry, dark rum, orange-flavoured liqueur, Baileys Irish cream, Kahlua or port.

Preparation time – This recipe needs to be started the day before baking as the dried fruit needs to soak in the liquid overnight.

Storing the cake – This cake can be stored for up to 1 month. To store, simply wrap in foil or place into an airtight container at room temperature.

Freezing – Simply wrap the completely cooled cake in a layer of plastic wrap and then two layers of foil and freeze for up to 3 months.

Serving the cake – Serve at room temperature or warm it up and serve with a drizzle of cream or custard (brandy custard is delicious too).

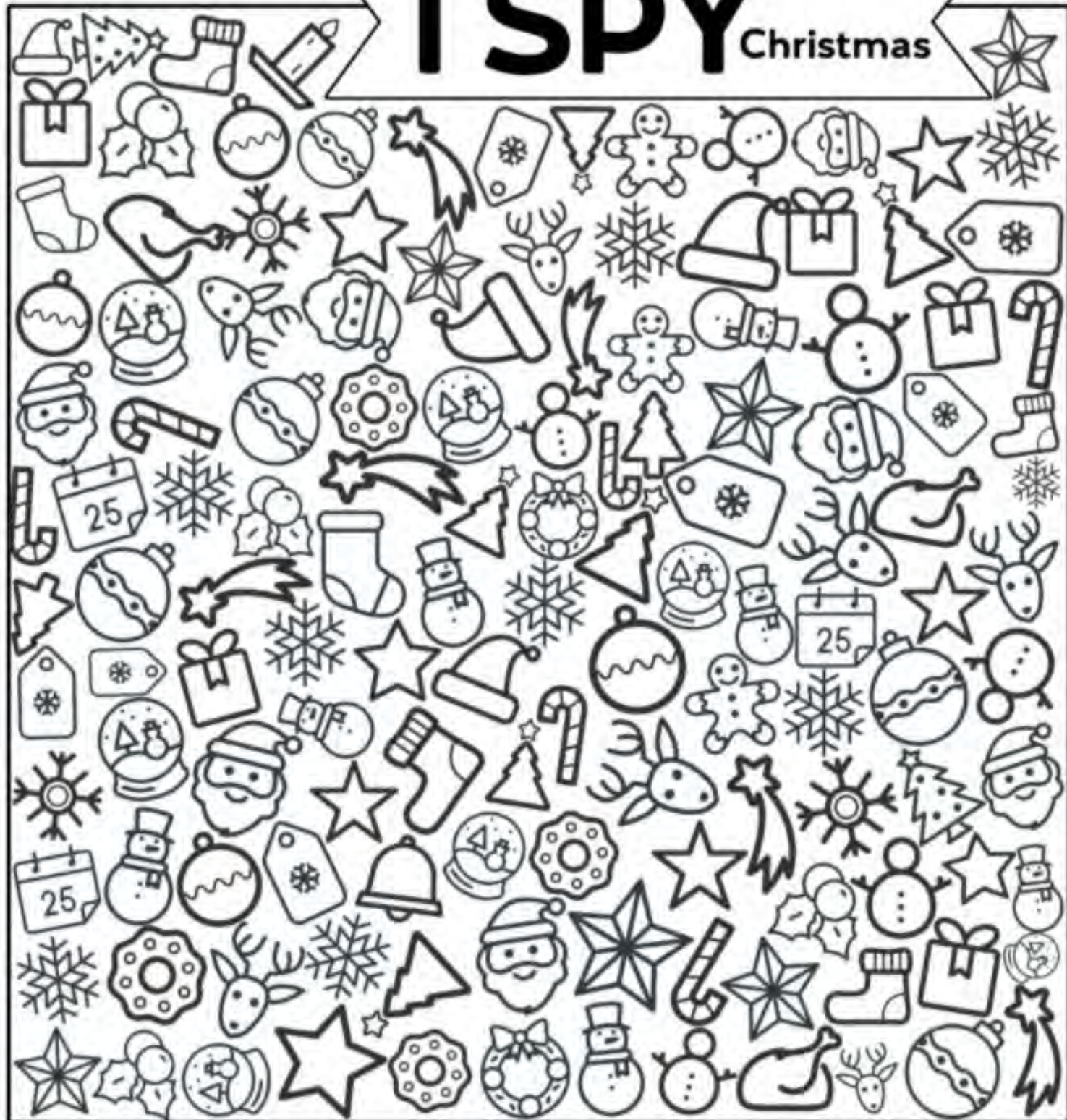
Baking the cake – Cook at 160 degrees celsius fan-forced. If using a conventional oven (not fan forced) increase the temperature to 175 degrees celsius.

Cooking time – Cooking time can vary from 1 hour up to almost 2 hours depending on your oven. The cake is cooked if the middle is firm to the touch and a skewer inserted into the middle comes out with a few moist crumbs on it.

If the cake is browning too much – loosely place a sheet of foil over the top and continue cooking.



# I SPY Christmas



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| 3 |  | 2 |  | 4 |  | 6 |  | 2 |  | 7 |  | 3 |  | 9 |  | 6 |  | 3 |  |

# Emergency and After Hours Contact List

Emergency Contacts List		
Service	Name	Contact Number
Jacaranda Housing	<i>After Hours Number and CEO contact</i>	0408 798 951 or 0439 942 438
After Hours Electrician	<i>Helix Electrical</i>	0409 266 297
After Hours Plumber & Gas Repairs	<i>GRK Plumbing</i>	07 3277 9190
Smoke Alarm Services	<i>Safe Home Services</i>	1300 20 12 29
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>DoH – Bond Loan Team</i>	1300 650 282
Department of Housing	<i>DoH – General</i>	07 3034 9800
Department of Housing	<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