

TENANT AND MEMBER NEWSLETTER



Message from our CEO- Lizz Bott

I hope you all had a safe and happy Summer break.

Recent flooding across South-East Queensland saw tens of thousands of homes inundated and many more people lose power. We know that it will take some people months, if not years, to fully clean up and get back on their feet again. If you're in the position to help friends, family, or neighbours; I encourage you to lend a hand or even just offer a comforting word. If you've been personally affected, you can find information on flood recovery and support overleaf.

Despite happy reunions from the opening of our state borders, the surge of Omicron cases shows that COVID-19 is with us for the long-term. High case numbers saw significant staff shortages across all industries, including the community services sector. Our team worked remotely at the start of this year to ensure the continuation of services for tenants. Not all workplaces can do this however, and our maintenance contractors have been under pressure with staff unwell or in self-isolation. We are hoping this pressure will ease as we pass the peak of cases this month.

Queensland remains in the grip of a housing crisis. Vacancy rates are at record lows and the situation for low-income households is dire. Even relocating to regional areas of the state no longer guarantees the availability or affordability of rental properties. I am certain that recent flooding will exacerbate this crisis.

That's why we're proud of our progress in acquiring new properties under the Better Homes strategy. With four more additional homes under contract already this year, we are building momentum to provide better homes for existing tenants and to offer new housing for people on the social housing register. We will update you on some of these new homes in the coming months.

This flood has shown the importance of positive relationships in our local communities. With Neighbour Day on 27 March, I encourage you to say hello to one of your neighbours and foster these local friendships.

Stay safe and well these next few months.

- Lizz



This issue:

Message from the CEO

TENANT UPDATE:

- Brisbane Flood Update
- Office Closure - Easter
- Routine Inspections
- COVID-19 Update
- New Housing Officer
- Neighbour Day 2022
- Jacaranda Tenancy Advisory Group (JTAG) update
- Concessions, support and training

MEMBER UPDATE:

- Better Homes Update
- Draft Minutes - AGM 2021

JUST FOR FUN:

- Recipes
- Quiz

Emergency Contacts

Tenant Updates

Brisbane Flood Update

Our office building was severely impacted by the floods and the Jacaranda Housing office is closed indefinitely. Please be assured that our team will continue to be available via phone and email for all your tenancy requirements. You can reach our team on (07) 3392 8848 or via email info@jacarandahousing.com.au

After-hours Emergency Contacts information is also at the end of this newsletter.

The support of the community housing sector has been incredible. Several providers offered us office space, and as such, we are now temporarily operating from Bric Housing in Spring Hill. This means face-to-face meetings with tenants will be by appointment only.

Please be assured that we will provide detailed information on these arrangements soon.

Damage from Floods

We are working closely with our families who have been affected by the flooding and we will continue to offer referral and support services.

Please note that if you have damaged property from the floods, tenants are responsible for removing damaged personal belongings from the dwelling. Councils are offering roadside kerb pick-ups for rubbish removal and as of 2nd March 2022, Brisbane City Council are offering free visits to tips for flood damaged goods.

Resource Recovery Centre locations (open 6.30am to 5.45pm)

NUDGEE BEACH
1372 Nudgee Road

FERNY GROVE
101 Upper Kedron Road

WILLAWONG
360 Sherbrooke Road

CHANDLER
728 Tilley Road (opp. Sleeman Sports Complex)

Disaster Recovery Payment

The Australian Government Disaster Recovery Payment can help if you've been significantly affected by a disaster. It's a lump sum payment to help you if you're in a Local Government Area that's been declared for a disaster. It's for major damage to your home - not for minor damage or power outages. More information on this Payment [can be found online here](#).

Orange Sky Laundry

Orange Sky Laundry provides laundry services and showers to those in need.

They have mobilised vehicles to help those affected by flooding with access to free laundry services, and in some locations, warm showers.

You can [check their website here](#) to see where they'll be operating over the coming weeks.

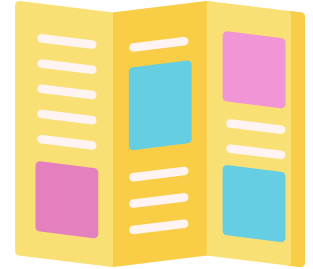


Tenant Updates

Brisbane Flood Update

Community Support Resources

If you need assistance or support to assist you and your family, [click here to download a brochure](#) featuring information and contact details for key community services available in your local area.

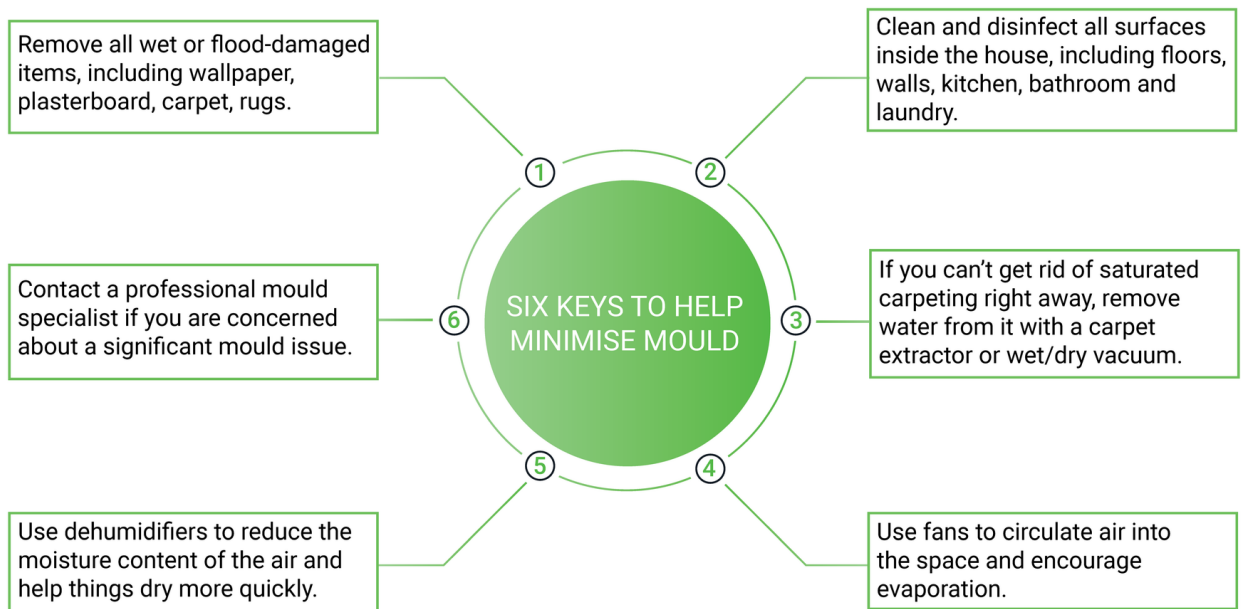


Tips to Manage Mould after Flooding

One of the biggest issues surrounding floods, storms and natural disasters is Mould and unfortunately, it can stay within a building long after a flood has receded.

Acting fast to prevent and treat the early stages of Mould is crucial.

[Click here to download a guide](#) from our contractor Mould Men on how to manage mould after a water event.



All flood water is potentially contaminated with sewage / pathogens and should be considered potentially harmful to people's health from bacteria and viruses.

- Contaminated areas must be cleaned and disinfected with water, disinfectants and antimicrobial projects.
- Wash your hands regularly.
- Always wear PPE until the home is cleaned and safe.

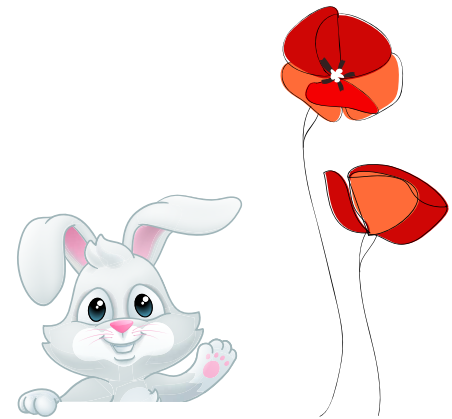
Tenant Updates

Office Closure - Easter / Labour Day Holidays

Jacaranda Housing's office will be closed for the Easter Public Holidays. We will close 4.30pm Thursday 14 April and re-open on Tuesday 19 April 2022.

The office will also be closed on ANZAC Day Monday 25 April and Labour Day 2 May 2022.

Check the end of the newsletter for information on emergency maintenance during our closure. Staff will be available during this time for emergencies.



April					May				
M	T	W	T	F	M	T	W	T	F
				1	2	3	4	5	6
4	5	6	7	8	9	10	11	12	13
11	12	13	14	15	16	17	18	19	20
18	19	20	21	22	23	24	25	26	27
25	26	27	28	29	30	31			

Routine Inspections

We have paused Routine Inspections due to the flood event and expect to begin again in late March. All inspections will be conducted in a COVIDSafe manner. This means our staff will be wearing masks and socially distancing where possible. We ask that you consider wearing a mask for the duration of our visit.

If you are self-isolating or feel unwell before your inspection, please let our team know.

Routine inspections are carried out to ensure the property is well cared for by the tenant and to check if there are any repair, maintenance or health and safety issues.

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.

Tenant Updates

COVID-19

Advice from Queensland Health:

About the COVID-19 vaccine

The COVID-19 vaccine is safe and effective and will protect you from COVID-19.

All vaccines given in Australia have passed tests to prove they are safe and work well.

The COVID-19 vaccine is free and you can choose to have the vaccine or not.

You need two doses of the COVID-19 vaccine. You can receive a booster dose after your second dose if eligible.

Even if you're had COVID-19, you should still get vaccinated for additional protection.

Who can get the COVID-19 Vaccine?

- Children aged 5 to 11 can receive the Pfizer COVID-19 vaccine.
- All people aged 12 and over can receive the Pfizer or Moderna COVID-19 vaccine.
- Adults aged 18 and over can receive the Pfizer, Moderna, or Novavax COVID-19 vaccine.

How do I get a COVID-19 Vaccine?

There are several options for you to get vaccinated in Queensland:

- Find your nearest participating GP or Pharmacy using the [Vaccine clinic finder](#)
- View the [Queensland Health vaccination locations and book online](#) or
- Check if your preferred location accepts walk-ins.

[More information from Queensland Health can be found here.](#)

Welcome to our new Housing Officer!

Jacaranda has been very fortunate to recruit and appoint Ashleigh Duffield to the role of Housing Officer this year.

Ashleigh brings a wealth of knowledge and experience in the private real estate sector, Community Housing, and the Department of Communities, Housing and Digital Economy.

We are thoroughly enjoying having her as part of our team.



Neighbour Day - 27 March 2022

Social isolation and loneliness can affect any person at any stage of life and having strong community connections can be life changing.

That's why Neighbour Day is a terrific opportunity to get to know the people in your local community. Check out the great guide by Relationships Australia on how you can better get to know your neighbours this year.

5 steps to being neighbourly

Some people find it difficult to build relationships. This Neighbour Day, encourage members of your community to use these 5 simple tips to establish respectful relationships with those around them.



01

Start with a smile

Make it a habit to flash a friendly smile or say hello, even in chaotic moments, it is sure to make a difference!

02

The initial chat

Strike up a conversation with a genuine compliment, or a query, as this can be a great icebreaker.

03

Follow up

Next time you catch each other, follow up on what you spoke about last time, this shows your interest and people will generally appreciate feeling listened to.

04

Kind gestures

Kind gestures are the ideal way to build positive connections, so consider what you might be able to offer e.g. bring in their bins, water their garden, or share surplus produce or cuttings.

05

Host your event

Organise a Neighbour Day get together or engage in a neighbourly action – perhaps on Neighbour Day, or whenever is convenient for you. Think of something your neighbours might enjoy e.g. BBQ, morning tea, some friendly games, or perhaps leave a thoughtful note.



 **neighbour day** | Relationships Australia.

Connecting Communities for 20 years

neighbourday.org  [@NeighbourDay](https://twitter.com/NeighbourDay)  [/neighbourday](https://facebook.com/neighbourday)  [/neighbourday](https://instagram.com/neighbourday)

Tenant Updates

Jacaranda Tenant Advisory Group (JTAG) Update

JTAG is a tenant representative group which aims to discuss issues and exchange ideas between Jacaranda Housing and tenants, and to be proactive in arranging activities that promote a sense of inclusion in the Jacaranda Housing tenant group, and with the broader community.

This year, Jacaranda Housing is focusing on enhancing tenant engagement. We want to deliver opportunities for tenants to connect with one another and in their local communities. We want to support and work with our tenants to host fun events, share meals, and attend community events together.

Do you have ideas on what you would like to see from tenant engagement. If you'd like to volunteer to help or have ideas on what activities should be top of our agenda, please get in touch with Scott at Jacaranda Housing on (07) 3392 8848.



Jacaranda Housing Online Trivia Event



What's the largest lake in Australia?

How many eyes does a Bee have?

If you love trivia, then join us for online trivia event this month! **Please note the date has changed due to recent floods.**

Time: 12.00pm – 1.00pm

Date: Monday 21 March 2022

Where: Online (Via Zoom)

Registrations are due by Wednesday 16 March and can be [made online visiting this link](#) or calling (07) 3392 8848.

The largest lake is Kati Thanda-Lake Eyre in Northern South Australia. And bees have five eyes! (two large compound eyes, and three smaller ocelli eyes (simple eyes) arranged in a triangular manner in the center of its head)



Concessions, support, and training opportunities

Skilling Queenslanders for Work

Skilling Queenslanders for Work training projects help job seekers gain the skills, qualifications and experience they need to enter and stay in the workforce.

There's lots of different programs available. Some of them include:

Community Work Skills, which assists disadvantaged Queensland job seekers and low skilled workers to gain nationally recognised skills and qualifications up to a certificate III level.

Work Skills Traineeships enable long-term unemployed and disadvantaged job seekers to be employed for up to six months on community, construction or environmental projects.

Get Set for Work provides intensive employment and training assistance over a 12-month period to young, disengaged Queenslanders aged 15-19 years.

Ready for Work assists disadvantaged Queenslanders to transition into the workforce by providing courses of up to 6-8 weeks on job search assistance and training.

You can find out more about these programs and what's available near you [on this website](#) or search online for 'Skilling Queenslanders for Work'.

Home Assist Secure

Home Assist Secure is a service for Queenslanders aged 60 years and over, or people of any age with a disability, who can't undertake or pay for critical home maintenance without assistance. This can be as simple as basic yard maintenance through to changing a light bulb.

This service does not replace Jacaranda's role in proving general repairs and maintenance, so please call us if there's anything that needs to be fixed at your home.



[Click here to find out more](#) or search online for 'Housing Assist Secure'

Member Update

Annual General Meeting (AGM)

Jacaranda Housing held its AGM on Saturday 20 November 2021.

We have circulated the draft meeting minutes for consideration and suggested changes.

Suggested changes can be emailed to Jacaranda Housing at info@jacarandahousing.com.au or via our mailing address PO Box 64 | Brisbane MKT Rocklea QLD 4106



Better Homes for the Future Update

In December 2021, we successfully relocated a family from one of Jacaranda's older properties that is no-longer fit for purpose into a lovely three bedroom, two bathroom better home in the Redlands area.

The tenant was delighted that they were able to move before Christmas, and was able to spend the school holidays getting settled in to their new home.

This is a better home for our tenant as they are now closer to family and their children's school. This home is also newer and features air-conditioning, security screens, and a lockable garage for storage.

We are continuing to progress the Better Homes Strategy and will keep you updated into throughout the year.



CAPALABA

3 BEDROOM
2 BATHROOM
1 GARAGE
2 CAR PARKS

New acquisition!



DECEMBER 2021

DELIVERING THE
BETTER HOMES
STRATEGY



(07) 3392 8848
info@jacarandahousing.com.au
www.jacarandahousing.com.au

Autumn Recipes

Burrito Bowl

Ingredients

- 2 cups uncooked long grain white rice
- 1/2 tsp salt
- 2 cans black beans
- 1/2 tsp ground cumin
- 1/4 tsp garlic powder
- 1 jar salsa
- 200g shredded cheese
- 1 bunch green onions
- 1 jalapeño (optional)

Instructions

1. Add the rice, salt, and 3 cups water to a medium sauce pot. Place a lid on top, turn the heat on to high, & allow the water to come up to a full boil. Once boiling, turn the heat down to low and let it continue to simmer for 15 mins. After 15 mins, turn the heat off and let it sit, with the lid in place, for an additional five mins. Fluff just before serving.
2. While the rice is cooking, make the beans. Add both cans of black beans (undrained) to a small sauce pot, along with the cumin, and garlic powder. Heat over medium, stirring often, until heated through.
3. Slice the green onions and jalapeño (if using).
4. Once the rice is cooked, build the bowls. Add one cup cooked rice, 1/2 cup warm black beans, 1/3 cup salsa, and 1 oz. shredded cheese (about 1/4 cup) to each bowl. Top with a few sliced green onions and jalapeños, then serve.



Spreadable Cherry Ripe

Ingredients

- 205ml sweetened condensed milk
- 200g red glace cherries
- 75g (1 cup) shredded coconut
- 200g dark chocolate, finely chopped
- 20g butter
- 2 tbsp thickened cream
- 2 x 52g Cherry Ripe chocolate bars, coarsely chopped

Instructions

1. Place 80ml (1/3 cup) condensed milk, cherries and coconut in a food processor and process until well combined.
2. Place chocolate, butter and 125ml (1/2 cup) condensed milk in a heatproof bowl over a saucepan of simmering water (make sure the bowl doesn't touch the water). Stir occasionally until melted and smooth. (If the mixture splits, add the 2 tbsp cream and stir until smooth).
3. Layer the chocolate mixture and cherry mixture in one 500ml (2 cup) or two 250ml (1 cup) heatproof glass jar/s. Top with chopped Cherry Ripe. Seal and store in the fridge for up to 2 weeks.



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>DCHDE – Bond Loan Team</i>	1300 650 282
Department of Communities and Housing	<i>DCHDE – General</i>	07 3034 9800
Department of Communities and 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



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