

# TENANT AND MEMBER NEWSLETTER



## Message from our CEO- Lizz Bott

Spring is a season for new beginnings, which is fitting as I write this update from our new office in Spring Hill. Thank you to all tenants and stakeholders who worked with us as we continued service delivery whilst in temporary office space. I would also like to acknowledge the wonderful team at Bric Housing for hosting us during this challenging time for our organisation.

The past few months has seen Jacaranda Housing host several tenant events, relocate to new office space, secure new housing under the Better Homes Strategy, and consult widely with our members on proposed constitutional change.

It was also terrific to bring tenants together after a challenging year apart due to COVID restrictions. I encourage tenants to RSVP to our next event scheduled for October and watch this space for details on our upcoming Tenant Christmas Party!

Jacaranda has also had success in securing new homes for existing tenants and those on the social housing register. It has been rewarding to provide more housing to people in need as the state grapples with a severe housing crisis. We are also working closely with several tenants to support their relocation to better homes. We can't wait to share the details of these new homes with you.

Don't miss our events section of the newsletter as the Brisbane Festival and Riverfire promises to be unmissable this year!

On a final note- October is National Mental Health Month. Our mental health is serious and important. Reach out if you need help. Be kind, be caring. You never know what the person standing beside you is going through.

Stay safe and happy.

- Lizz

## This issue:

Message from the CEO

### TENANT UPDATE:

- Office Relocation
- COVID / Flu Season
- International Tenants' Day
- Tenant Events
- Emergency Maintenance
- Smoke Alarms
- Concessions
- Membership
- Upcoming Events

### MEMBER UPDATE:

- Annual General Meeting
- Special General Meeting
- Better Homes Update

Homelessness Week and Mental Health Month

Emergency Contacts

### JUST FOR FUN:

- Recipes

# WE'VE MOVED!



## NEW OFFICE

Due to the 2022 flooding event, Jacaranda Housing has relocated to a new office in Spring Hill.

Our office is centrally located for the convenience of tenants, contractors and other valued stakeholders.

**Attendance is by appointment only.**

Our new space will also meet the long-term needs of our growing organisation.

## LOCATION

Level 5  
490 Upper Edward St  
SPRING HILL QLD 4000



## POSTAL ADDRESS

PO Box 106  
Spring Hill QLD 4004



Our contact information remains the same:

[info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)

(07) 3392 8848

# Tenant Updates

## COVID and Flu Update

Although Queensland appears to have passed the peak of winter COVID and Flu season, Jacaranda Housing will continue to exercise protocols to ensure the safety of tenants, staff and contractors.

This means:

- Face-to-face meetings between Jacaranda Housing and tenants will be by appointment only
- Jacaranda Housing staff will wear masks when visiting tenants in their homes
- Tenants must advise Jacaranda Housing or contractors if they are unwell before allowing staff and contractors to visit their home.

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](mailto:info@jacarandahousing.com.au)

## International Tenants' Day



**Monday 3 October 2022 is International Tenants' Day.** International Tenants' Day has been celebrated annually on the first Monday in October since 1986 as a day to promote and raise awareness of tenants' rights across the world.

Tenants Queensland invites all tenants across Queensland to participate in our competition. Share with us and tell us with your entry why it is so important for you to "CONNECT TO HOME" This can be done with a photo, a poem, a painting or drawing.

You have until 1 October to send your entry. This years' theme "CONNECT TO HOME"

### How to enter

Email or mail your entry to Tenants Queensland via [mail@tenantsqld.org.au](mailto:mail@tenantsqld.org.au) or 1/87 Wickham Terrace, Spring Hill 4000. When you send your entry make sure it contains the competition eligibility information, your name, preferred contact details and where you are renting in Queensland

You can also share your entry on the [Tenants Queensland Facebook page](#)



# Jacaranda Housing Tenants are invited to a Morning Tea

**Friday, 21 October 2022**

**10:00am to 11:30am**

**Metro Community Hub**

**Level 1 / 22 Qualtrough Street, Woolloongabba**

*Tea, coffee and light refreshments will be provided*



RSVP's ARE ESSENTIAL FOR COVID-SAFE PLANNING.

You can let us know if you will attend by 19.10.2022 via  
phone **(07) 3392 8848** or email **[info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)**

**IMPORTANT NOTE - Jacaranda is closely monitoring government COVID 19 and Influenza health advice and warnings. Should Jacaranda deem it unsafe to continue with the scheduled event, we will keep you informed. If you are feeling unwell, please do not attend.**

**Want to join our next one or have ideas of what we should do next?  
Get in touch with us on (07) 3392 8848 or email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)!**

# Tenant Updates

## Emergency and After Hours Maintenance

It is the priority of the Jacaranda Housing team to have all responsive maintenance responded to within reasonable timeframes.

If you require urgent maintenance within business hours, please contact the Jacaranda Housing office.

For urgent maintenance outside of business hours, please refer to the relevant trades person detailed on the After-Hours Emergency Contact list.

To contact Jacaranda Housing in the event of an after hours emergency, please call: 0408 798 951.

More information on emergency maintenance can be found via Jacaranda Housing's website:

<https://jacarandahousing.com.au/maintenance/>



## What is emergency maintenance?

### Emergency/Urgent

Urgent repairs are faults or damage are likely to cause injury, further damage to the property if not addressed urgently, or damage that makes the property unsafe or insecure.

Examples:

- Burst water service
- Blocked or broken pipe/toilet overflowing
- Serious roof leak (storm damage ring SES)
- Severe storm damage
- Gas Leak
- Live bare wires
- Fire
- No power (contact utility provider as well)
- Structural damage endangering occupants
- Smoke alarms are not working

### Priority Repairs

Examples:

- Partially blocked pipes, sewerage not overflowing
- Toilet cistern not working and overflowing
- Faulty external locks
- The full stove is not working
- Fast dripping taps
- No hot water
- No power to multiple power points or lights'
- Communal area lights are not working
- Unsecured yard for small children

# Tenant Updates

## Emergency and After Hours Maintenance (Continued)

See our helpful infographic below on what is an urgent / emergency maintenance matter. The guide also highlights what Jacaranda Housing will respond to and what maintenance matters are tenant responsibilities.

### REPAIRS AND MAINTENANCE

#### URGENT / EMERGENCY

Breakdown of hot water, cooking or heating services

Gas leak

Dangerous electrical fault

Burst water / serious water leak

Flooding / serious water damage

Serious roof leak

No gas, electricity or water supply

Fault or damage that makes property unsafe or insecure

Blocked or broken toilet

Fault in common area that prevents access

Fault or damage that could injure a tenant, damage property, or unduly inconvenience a tenant

### REPAIRS AND MAINTENANCE

#### ROUTINE

##### Jacaranda Housing Responsibility

**Mould**  
From leaking, flooding or condition of home

**Smoke Alarms**  
Responsive maintenance / annual inspections

**Drains and Gutters**

**Trees, large branches, and Hedges**

**Property Damage / Deterioration**

##### Tenant Responsibility

**Pests**  
Unless at the start of tenancy or in the event of termites

**Tenant damage**  
Tenants must report repairs to Jacaranda Housing

**Disability Modifications**  
Tenants need referral from Disability Support Provider to fund modifications

**Lightbulbs**  
Unless high on ceiling or speciality bulbs

**Gardens and Lawn**

**Mould**  
Where caused by lack of cleanliness or poor ventilation

## Smoke Alarms- DO NOT REMOVE!

Tenants should never remove smoke alarms in the household, even if they are beeping. Removing them can place you in danger as well as cause damage to the alarms and their brackets.

Tenants who remove smoke alarms can be liable for breaches to their tenancy as well as on-charged the replacement costs if there is any damage to the alarms.

### Cleaning

It is important to clean the smoke alarms.

Please use a vacuum to regularly remove dust on and around smoke alarms. This will reduce the likelihood of false sounding.

[You can download the full guide to managing these Smoke Alarms here.](#)

### What to do if alarms are beeping

If these alarms begin to go off, you can follow the below procedure:

**STEP ONE:** Check for fire – if there is a fire present, evacuate immediately and call 000 from safety. If there is no fire, proceed to Step Two.

**STEP TWO:** Find initiating smoke alarm with flashing red light.

**STEP THREE:** Press hush on initiating alarm to silence all smoke alarms (Press and hold for 3 seconds)

If this does not resolve the issue, call Jacaranda Housing during business hours to report the issue.

If after-hours, first try Safe Homes to request an urgent property visit to remedy.

Safe Homes is available on 1300 20 12 29 or call Jacaranda after-hours on 0408 798 951.







## Concessions, support, and training opportunities

The Queensland State Government has a range of concessions and grants to help assist with Cost of Living pressures:

### **\$175 off electricity**

Queenslanders will receive a \$175 Cost of Living Rebate on their electricity bill in 2022.

### **Electricity Rebate Scheme**

Helps eligible Queenslanders pay their electricity bill with a rebate of up to \$372 per year.

### **Textbook and Resource Allowance**

Helping parents cover the costs of secondary school text books and learning resources. Parents can sign over the allowance to the school and reduce the fees associated with the school's textbook and resource scheme.

[Click here to find more concessions](#) on the Queensland State Government website.

### **Financial counselling and support services**

#### **National Debt Hotline 1800 007 007**

This hotline is a free not-for-profit service that helps people tackle their debt problems. [Click here to visit their website.](#)

#### **The Salvation Army**

When you can talk through your situation with their caring, professional counsellors, you'll receive personalised advice on how to get through your money problems, and avoid trouble in the future. [Click here to find out more about their financial support service.](#)

### **Pensioner Concession Card or Health Care Card**

If you hold a Pensioner Concession Card or Health Care Card, you may be eligible for:

- Concession fares on [public transport](#) and [long-distance rail](#) services.
- Concessions on motor vehicle and recreational boat [registration](#).
- [Electricity and reticulated gas](#) rebates.
- Free prescription [spectacles](#).
- Free [dental care](#).
- Concessions on [medicines](#) covered by the Pharmaceutical Benefits Scheme.

You can [click here to read more](#) about these concessions.

### **Inner Brisbane Free Food Locations & Times**

The Community Canteen publish a regular bulletin of food and other emergency support available across inner-Brisbane. [You can check out this list of services here.](#)



# Tenant Updates

## Membership

### Did you know that Jacaranda Housing is a member-based organisation?

Our membership base includes tenants, supporters, industry allies, and people who are passionate about better housing for people in need.

Members of Jacaranda Housing can also vote in our Annual General Meetings.

Jacaranda is a charitable public company established for public benefit. As a member of Jacaranda Housing, you can support us in our mission to provide safe, secure and affordable housing for Queenslanders.

Join today and help our organisation become even stronger at a time of great housing need.

Click here to find our charitable status at the ACNC and for further information on our organisation.



### Interested in becoming a member?

Click here to print and complete a membership application form.



### Want more information about membership?

Click here to visit Jacaranda Housing's website.



# Upcoming Events - Brisbane

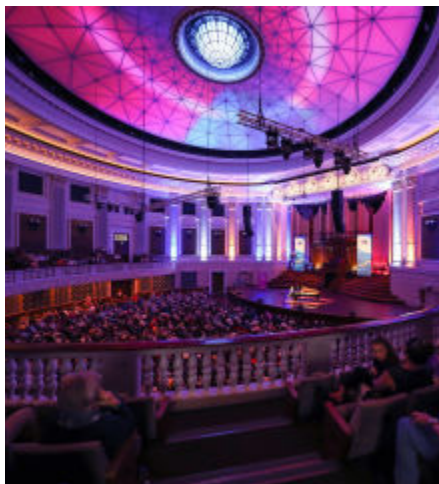
## RIVERFIRE - Brisbane Festival 2022

Brisbane festival and Riverfire kicks off this September! Check out the free fireworks display along the Brisbane River on Saturday 3rd September 2022. There's also a great mix of free and paid events and performances throughout September, **so click here to view the full program.**

You can also **pick up a printed program** at a range of cafes, libraries and community centres.



*'The Pool' free  
interactive installation*



*Lord Mayor's City Hall  
Free Concerts*



*Riverfire – get in early for  
the best viewing spots!*

## Queensland Museum - Discovery Centre

The Discovery Centre is a free interactive space on Level 4 of the Queensland Museum in South Bank.

Showcasing more than 1300 objects, digital displays and more, get engaged, ask questions, discover, play and have fun in this exciting space.

The Queensland Museum is open daily 9.30am to 5.00pm.





## Upcoming Events - Redlands

### Redlands Indigiscapes Centre

The Redlands Indigiscapes Centre is an environmental education centre, treasure-house of native Australian flora and fauna, rewarding family destination and serene sanctuary for the solo stroller.

The Centre is open 8.00am to 4.00pm seven days a week.

[Click here to visit their website](#) and find out what programs, exhibitions and events are happening!

You can find the Centre at  
17 Runnymede Road, Capalaba



### Free Activities - Redland Art Gallery

The Redlands Art Gallery are hosting free fun Sunday art activities throughout 2022!  
[Click here to find out more information.](#)

The gallery can be found at 95-97 Bloomfield Street, Cleveland and you can drop in to the events anytime between 10.00am and 1.00pm.

#### **Sunday 25 September 2022**

##### **Yarn art**

Explore pattern and colour using yarn wrapping techniques.

#### **Sunday 23 October**

##### **Cyanotype prints**

Create your own sun print using botanicals and found objects

#### **Sunday 27 November**

##### **Holiday cards with Gail Headley**

Create a unique holiday card for loved ones using pressed botanicals.





# Member Update

## Annual General Meeting

The Annual General Meeting (AGM) will be held on **Saturday 26 November 2022**. A venue and time will be advised closer to the meeting date.

Nominations for the Board have also now called as per section 11.3 of the Company Constitution and the Jacaranda Housing Governance Policy Manual.

Director nominations are called as follows:

- Two (2) Independent Director's nominated and elected by all members.
- Two (2) Stakeholder Director's nominated and elected by Class C members only.

The meeting agenda will be provided at least 21 days before the meeting.

For more information and the AGM Notice, [please click here to visit our website](#).

For more information or to request Director position descriptions and nomination documents, contact the Company Secretary, Ms. Lizz Bott, on (07) 3392 8848.

## Special General Meeting - Constitutional Change

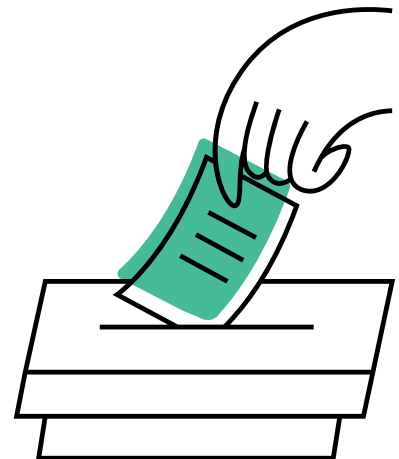
Jacaranda Housing members came together on Saturday 27 August 2022 to vote at a Special General Meeting.

This meeting put forward a resolution for the members of the Company to adopt a modified Constitution which aligns with the ACNC and best practice governance standards and as made available to the members.

The resolution was not passed at the meeting with a vote of 64% in favour and 36% against.

The Board, members and supporters understand the need for strong governance and a modern constitution for Jacaranda Housing. We will keep on working towards our aims to modify the constitution in the future.

The Board of Directors thanks all members who participated in this process, including those who are part of the Constitutional Change sub-committee, those who attended briefing sessions and provided feedback, and to those members who voted at this Special General Meeting.



# Member Update

## Better Homes for the Future Update

Since our last update, Jacaranda Housing took ownership of four more amazing homes for existing tenants and people on the social housing register. We took ownership of two homes in July and early August and a further two dwellings in early September. We are excited for the new tenants who will be moving into these homes over the coming weeks.

We have been busy supporting tenants to relocate to our new homes that are more accessible, easier to maintain, and located in proximity to public transport and amenities.

We are also delighted to be able to offer life changing opportunities for people on the social housing register looking for a safe space to call home.

Details on two of the homes are featured below.

### BOWEN HILLS



Modern secure apartment complex

Well designed kitchen with plenty of cupboard space

Spacious bathroom with laundry

Air conditioned and ceiling fans throughout

Large private balcony

Communal Gardens and BBQ Area

Close to public transport



# Member Update



## NEWSTEAD



Modern secure apartment complex

Large bedroom with ceiling fan and built-in robe

Modern kitchen with ample storage

Open plan living area and covered balcony

Communal BBQ Area

Walking distance to the Gasworks precinct, including Woolworths & Aldi



**Last month, we also touched base with some of our tenants who relocated to a new home:**

“ We moved into a unit as the stairs at our former house were becoming an issue to use. We are now in a lovely unit complex that is very community focused. The complex has a social club and we just had communal gardens built. Because the place is so new, we never really seem to have maintenance issues and it is a breeze to keep clean. The unit is terrific as it is designed to be accessible inside, and we can use the stairs or lift to get to the unit as well. Although there are things we miss about the old house, we couldn't be in a better home right now. I would encourage people to really think about their housing and accessibility needs sooner rather than later. Although I don't need help getting around right now, it is good to know that we'll be okay when that time comes. ”

**- Jas and Amira tenants of 25 yrs (not their real names for privacy reasons)**

We are continuing to progress the Better Homes Strategy with several more properties under assessment and we will keep you updated very soon!



# Homelessness and Mental Health

## Homelessness Week 2022

In August, Jacaranda Housing marked National Homelessness Week.

It's become evident that Australia is in the grip of a full-blown housing crisis.

This crisis is being felt everywhere through a lack of social housing, tightening private rental market, and skyrocketing levels of debt required to secure home ownership.

As a community housing provider, we are contacted regularly by people desperately seeking housing support.

We join our industry colleagues and the Everybodys Home Campaign to call for a plan to end homelessness.

[You can click here to find out more](#) about Homelessness Australia and their advocacy work.



## National Mental Health Month - October 2022



**National Mental Health Month is an important time where the Australian community comes together to raise awareness and promote better mental health for all.**

We know that having a secure home allows people with mental illness to focus on recovery and treatment.

Events to mark this month will be published on the Mental Health Foundation Australia's website and social media platforms.

[Click here to find out more information](#) on what events will be taking place in South-East Queensland in October.

# 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>Bell Plumbing &amp; Maintenance</i>	07 3354 3300
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, Housing and Digital Economy	<i>DCHDE– General</i>	07 3034 9800
Department of Communities, Housing and Digital Economy	<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



Find us on  
**Facebook**

[facebook.com/jacarandahousingqld](https://facebook.com/jacarandahousingqld)

# Spring Recipes

## Asparagus and feta frittata

*This scrumptious asparagus and feta fritatta can be made ahead, stored, then reheated later. Perfect starters for a dinner party or summer BBQ.*

### Ingredients

- 1 tbsp olive oil
- 170 gram asparagus, trimmed, chopped coarsely
- 2 small zucchini (180g), sliced thinly lengthways
- 1 cup (120g) frozen peas
- 8 eggs
- 1/2 cup (125ml) pouring cream
- 1/2 cup lightly packed fresh mint leaves, torn
- 150 gram feta, crumbled



### Instructions

1. Preheat oven to 180°C. Oil a 20cm x 30cm rectangular pan; line base with baking paper, extending paper 5cm over long sides.
2. Place asparagus, zucchini and peas in a small saucepan of boiling water. Return to the boil; drain immediately, transfer to a bowl of iced water until cold. Drain well, then pat dry with paper towel.
3. Whisk eggs and cream in a large jug until combined. Add mint; season.
4. Place feta and vegetables in pan; pour over egg mixture.
5. Bake frittata for 25 minutes or until set. Cool before cutting into slices.

## 4-ingredient triple choc brownies

### Ingredients

- 4 eggs, at room temperature
- 220 grams jar chocolate-hazelnut spread
- ¼ cup (45g) milk choc bits
- ¼ cup (45g) white choc bits



### Instructions

1. Preheat oven to 180°C. Grease a 20cm (8-inch) square cake pan; line base and sides with baking paper, extending paper 5cm (2 inches) over sides.
2. Beat eggs in a medium bowl with an electric mixer on high speed for 10 minutes or until stiff peaks form.
3. Meanwhile, place chocolate-hazelnut spread in a large microwave-safe bowl; microwave on HIGH (100%) for 20 seconds or until softened slightly.
4. Fold egg mixture into chocolate-hazelnut mixture, in three batches. Pour mixture into pan; bake 15 minutes.
5. Remove from oven; sprinkle with combined choc bits. Bake a further 10 minutes or until a skewer inserted into centre comes out clean. Cool in pan before cutting.

Recipes from Women's Weekly Food [womensweeklyfood.com.au](http://womensweeklyfood.com.au)