



## TENANT AND MEMBER NEWSLETTER APRIL 2020

With the rapid spread of COVID-19, Jacaranda Housing is committed to providing services and support to our tenants and members in a way that is safe for tenants, members, employees and contractors.

We are providing important information to ensure your well-being and safety in this edition of our newsletter.

- Jacaranda Housing Service to Tenants
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**STOP**  
the spread of  
**GERMS**

**1** WASH your HANDS

**2** COVER your COUGH

**3** STAY HOME if you're sick

If you're concerned, visit your GP or call 13HEALTH (13 43 25 84).



Easter 2020 will be remembered by us all for many years to come with all that is occurring around us. I have been thinking about how different this year will be and asking myself what I can do to stay connected with my loved ones and friends while not being physically together. And what I have decided is that I will make time to call each significant person in my life over the break, not only for my well-being but also to ensure they are coping and connected in our new normal. I will take the time to look after my well-being and mental health as I cannot help others if I am unable to help myself.

Several projects for 2020 and beyond were well underway with us seeking tenant and member engagement, which began in January and continuing throughout February. The JTAG participated in an important meeting and feedback session in early February, along with a diverse group of tenants and members, which provided us the opportunity to gather their thoughts and feedback on several questions and areas. We have parked future planned activities around engagement while, as an organisation, we deal with the real and unprecedented times which we all face, COVID-19. We will not let COVID-19 hinder our plans, we will pivot as necessary, and when we can come together and continue with face to face engagement, we will let you know.

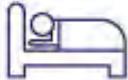
We are focused on providing information to tenants and members on COVID-19, business continuity, and support during the crisis in the April Newsletter and hope this is of benefit to our readers.

With the support and work of our Board of Directors, CEO, tenants, members, and team, our organisation will get through these uncertain times.

This situation is ever evolving, and we will continue to communicate with you, we are all in this together. Look out for one another, be kind, and check on your friends, family, and community who may be struggling during these uncertain times. Enjoy all your Easter eggs and downtime over the coming days and weeks. Happy Easter to everyone from my team and me.

Lizz

# COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS		COVID-19	COLD	FLU
		Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
<b>Fever</b>		Common	Rare	Common
<b>Cough</b>		Common	Common	Common
<b>Sore Throat</b>		Sometimes	Common	Common
<b>Shortness of Breath</b>		Sometimes	No	No
<b>Fatigue</b>		Sometimes	Sometimes	Common
<b>Aches &amp; Pains</b>		Sometimes	No	Common
<b>Headaches</b>		Sometimes	Common	Common
<b>Runny or Stuffy Nose</b>		Sometimes	Common	Sometimes
<b>Diarrhea</b>		Rare	No	Sometimes, especially for children
<b>Sneezing</b>		No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)



Australian Government



## Jacaranda Housing Services to Tenants

Our tenants, members, employees, and contractors are important to us.

Jacaranda Housing is taking every measure possible to ensure the safety for all. COVID-19 is our new normal and reality for now, impacting our communities, and our thoughts go out to those affected. Your safety and well-being are important to us, and we are committed to continuing to provide a safe environment for you as our tenant.

We are actively monitoring the on-going situation with regards to COVID-19, and we've implemented processes that align with the recommendations set out by both the Federal and the State government along with QLD Health.

Should you become unwell or be required to self-isolate, we ask that you inform our office as soon as possible so that we can ensure we manage any future contact for employees and contractor's appropriately.

Our office is now closed until further notice, to all tenants, members, and non-essential people. Most of our team are working remotely. Our service delivery and standards will not change. We ask that you be patient during this period as there is a higher than usual demand for our time with the on-going situation. Our team genuinely cares for all our tenant's welfare and we ask that you please be respectful and kind during this period as we are to our tenants. Our team is doing their job respectfully and deserves this in return. Our office number will be answered by Lizz, if in the office or our 1300 answering service. You are encouraged to contact us directly so; please call 0408 798 951 or 0439 942 438 for any maintenance requirements or other service needs.



During this economic and health crisis where we are all needing to self-isolate, having certainty in our living arrangements is paramount. It is critical that no-one is forced into homelessness as a result of COVID-19. As the CEO of Jacaranda, I informed all of our tenants on the 23rd of March that there would be no evictions from our organisation for tenants directly impacted and who have lost income due to COVID-19. We ask that you contact us so we can assist you if you are directly affected.

Funding is available for Queenslanders who have lost their job due to the impacts of COVID-19 and who do not have access to other financial assistance.

The COVID-19 rental grant is a one-off payment of up to four weeks rent (to a maximum of \$2,000).

Eligibility criteria includes that the grant is only for those who have lost their job due to the impacts of COVID-19, have applied to Centrelink for income support and are waiting for their application with Centrelink to be approved. For more information and eligibility criteria visit the Queensland Government website - <https://www.qld.gov.au/housing/renting/rent-assistance/bond-loan/covid19-rental-grant>

Many of our tenants may have received the stimulus payment in late March with a further payment due in July. Both payments are classed as non-assessable income and is not included in future rent reviews, nor do you need to inform us if you receive this payment.

Based on the guidance of government and health agencies and our own preparedness, we are confident that our properties and the Yeerongpilly office remain safe. With the support of our Board of Directors, CEO, tenants, members and team, our organisation will get through these uncertain times.

# SIMPLE STEPS TO HELP STOP THE SPREAD.

**Cough or sneeze into your arm**



**Use a tissue**



**Bin the tissue**



**Wash your hands**



**HELP  
STOP  
THE  
SPREAD**  
AND STAY HEALTHY

**TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus  
(COVID-19)** visit **health.gov.au**





## What We Ask of You

- \*Please provide** up-to-date contact details so we can keep you informed about our services and support. If you don't have an email address but someone in your household or a trusted friend does, please provide this to us so you can receive any correspondence or information sent from Jacaranda in real time. We will continue to mail out important correspondence to those without email access however there may be delays in the information being received.
- \*If possible**, please email any correspondence or paperwork rather than post, as we are unable to check the post office box as frequently.
- \*Please do not** attend our office at Yeerongpilly as this is now closed to tenants, members and non-essential people.
- \*Please inform** Jacaranda Housing if you or any household member are unwell, if you or any household member has Covid-19, if you or any household member are experiencing flu like symptoms or if you or any household member may have been exposed to Covid-19. **This is very important, so please inform us.**
- \*Be a good neighbour** - in these uncertain and testing times, it is important for all of us to be respectful and considerate of our neighbours. Together as a community we can look out for each other, remain calm and stay safe.
- \*Let us know** if you need assistance - if you are experiencing difficulties for example you are in isolation at home and/or if you need essential items, if you are experiencing financial difficulties or if you have lost your job, please contact us on 0408 798 951 or 0439 942 438. We may be able to assist and we will refer you to relevant support services.

# REDUCING THE RISKS FOR OLDER AUSTRALIANS

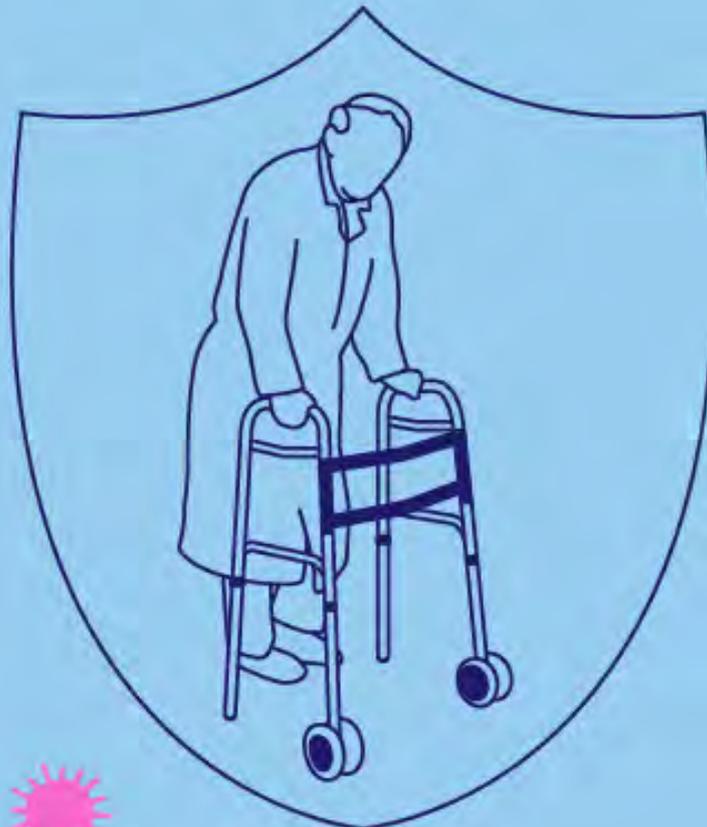
Help protect those most at risk of Coronavirus.

- Limited access to aged care facilities apply.
- Check in with elderly neighbours.

**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date.

Visit **health.gov.au**





## Routine Inspections

All routine inspections have been postponed until further notice.

## Repairs and Maintenance- Contact with Contractors & Social Distancing

It is important to us that we all take extra precautions when contractors are attending properties to undertake the repairs and maintenance you may request or are required. Repairs and maintenance include checks required to Smoke Alarms and Termite/Pest Control inspections.

It is equally important that our contractors when working with you, receive an increased level of care to ensure we do not inadvertently spread COVID-19 to each other or the general community.

Safely attending to repairs and maintenance is critical, and the following protocols are in the best interest of our tenants and contractors.

**Self-Hygiene** - If any tenants are in fact suffering from any cold/flu-like symptoms, it will be unsuitable for contractors to attend your home. Please ensure that you are notifying Jacaranda Housing immediately should you show any signs of being unwell or are in self-isolation. Listen to and follow all government recommendations.

Self-isolation includes not leaving your home for unnecessary purposes.

Our contractors will also outline their protocols to tenants when arranging times for repairs and maintenance over the phone. If a tenant is unwell or in isolation, repairs and maintenance will be booked for a later time when our tenants are healthy again or are out of isolation.

If tenants are healthy and repairs and maintenance proceed, we ask our tenants to limit contact with contractors by following social distancing requirements and any other requests by the contractor. Please allow contractors to complete the work without distraction or disturbance so they can limit the time in your home.

**Making a time** - It is important to understand when contractors call to arrange a suitable time to attend to repairs and maintenance, they may ask questions to ensure it is safe for them to visit your home. Questions are not to offend or to be invasive; it is about the safety for you and your family, the contractor, and the community.

The contractor may ask if you or any family members are unwell, have recently returned from an overseas trip, and reinforce the social distancing requirements. Your health and well being, along with our dedicated employees and contractors, is our number one priority.

## Lease Renewals and Rent Subsidy Reviews

Lease renewals and rent subsidy reviews will continue to be issued as due, however we ask that where possible paperwork is returned via email, as our post office box is not checked as frequently.

## Rent Arrears

The rent arrears policy will continue to be followed, however there will be no evictions from our organisation for tenants who have lost income from COVID-19.

## JTAG Update

JTAG had their regular meeting on 02.04.2020 via Teleconference. This meeting focused on Covid-19 and how we can assist tenants. Our next meeting is the 4th of June.

If you would like to get in touch with JTAG, please email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au) or call 0439 942 438.

## Console Tenant App

Tenants now have the ability to log a maintenance request and see their rent payment history using the Console Tenant App. You will be sent an App invite via email, once you create your log in details (password), you can access your information. The App invite has been sent to several tenants and will be sent to all remaining tenants over the coming weeks. Please contact us if you have not received correspondence to set up this App or if you have any issues with the App, we will attempt to resolve any issues as soon as possible. *Tenants not on email are unable to have access to the Console App- update the office with your email address.*

# Banking, Your Safety & Well-Being During Covid-19

We understand attending the bank is about community and social connection for many people, however in these unprecedented times, we strongly encourage all tenants to try digital banking solutions.

We encourage family or a trusted friend to help you and others set up online banking solutions so that you do not have to leave your homes and put yourself at risk or danger of exposure to COVID-19. Centrepay deductions are another alternative to have your payments made directly from your income. Jacaranda can assist tenants with further information for Centrepay deductions.

It's normal to feel apprehensive about doing something different, banking online for the first time can seem daunting, but asking a trusted friend or family member to help you get set up can help ease the transition. They can show you how to use the online system, which is really simple and user-friendly once you try.

The banks and government are strongly urging people to set up digital banking solutions for their own well-being and banking employees, it's easy and keeps everyone safer.

## **Westpac recommends the following when using online banking to protect yourself**

Follow these simple security guidelines when banking online.  
it up-to-date.

- 2 .Never respond or click links in unexpected emails or SMS messages. Delete it.
3. When setting up a new payee or biller, always double check details.
4. If you receive a call and they want to access your computer remotely – hang up, it's a scam.
5. Think carefully and don't react quickly – if you receive a strange or unexpected email or SMS, don't respond instantly. Chat to a friend or family member, and discuss what's going on.

### ACROSS

- 1 Swindle
- 6 Slight breeze
- 10 Chest coverings
- 14 January, in Madrid
- 15 Entertainer Fitzgerald
- 16 Mine entrance
- 17 Come to \_\_\_
- 18 Grad
- 19 Levitate
- 20 GA state flower
- 23 \_\_\_ Francisco
- 26 Keep \_\_\_ on
- 27 Scoring-table equipment
- 28 Expeditions
- 30 Ice or memorabilia holders
- 31 ERA, RBI, or BA

### 32 Philippine city

- 36 FL state flower
- 41 West \_\_\_
- 42 Superficial extent
- 44 Semester marks
- 48 "My Sister \_\_\_"
- 50 Religious remembrance
- 51 Helps with a robbery
- 54 Domain of 64-Across
- 55 MI state flower
- 58 Act like a snake
- 59 Got down from
- 60 IN state flower
- 64 Ocean flyer
- 65 Sagacious
- 66 American dogwood
- 67 Suffix with

### old or young

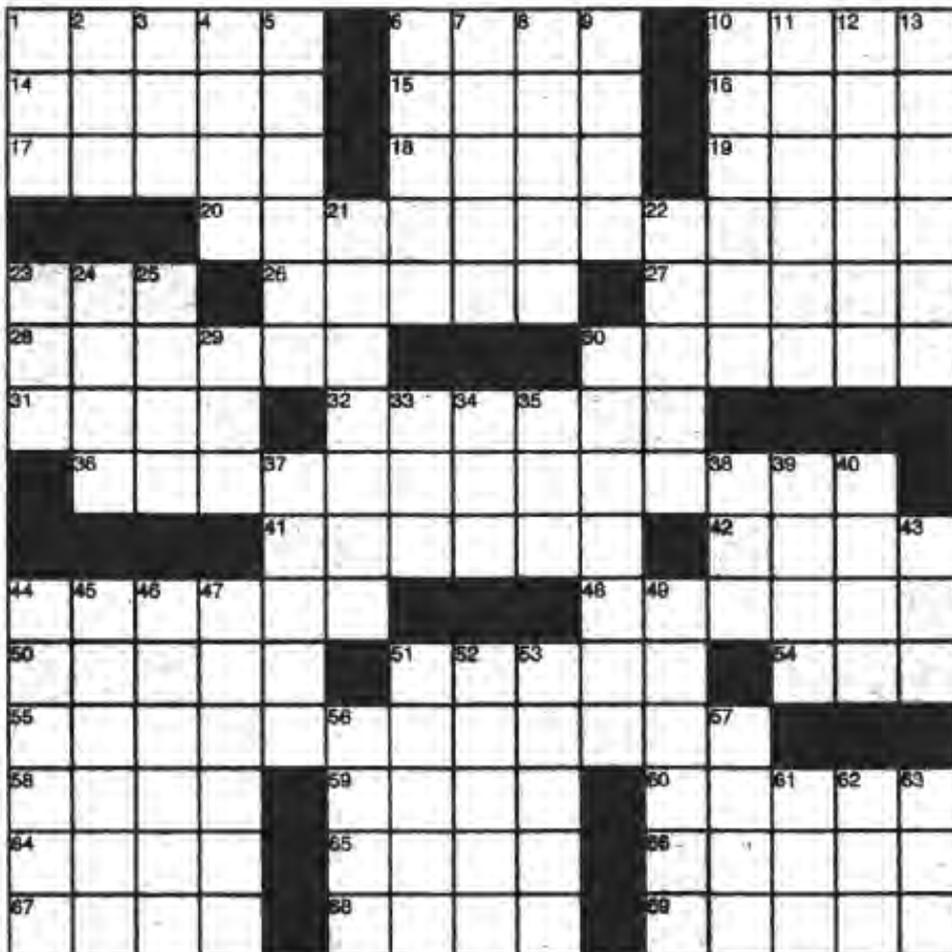
- 68 Piercing glance
- 69 Meadowlands

### DOWN

- 1 \_\_\_ culpa
- 2 Young \_\_\_
- 3 Tennis term
- 4 FL lake dweller, for short
- 5 Silken chapeau
- 6 "Lafayette, \_\_\_ here"
- 7 To mix or debase
- 8 Stroke of luck
- 9 Subdued
- 10 Scottish novelist
- 11 Dialects
- 12 Actress Jacqueline
- 13 TX range

### animals

- 21 Naval men
- 22 Distinguishing character
- 23 Blks.
- 24 Detroit product
- 25 Close at hand
- 29 NYC Grand Central \_\_\_
- 30 Recesses for wearing apparel
- 33 Headed
- 34 Sash for a geisha
- 35 \_\_\_ de France
- 37 Family gal
- 38 "My Gal \_\_\_"
- 39 Mining products
- 40 Submissive
- 43 None in particular
- 44 Embellishes
- 45 Detailed statement
- 46 Resembling lofty mountains
- 47 Comedienne Phyllis
- 49 Leggy crustacean
- 51 Yankee fireman Reynolds
- 52 ID city
- 53 Fragrant compound
- 56 Shout
- 57 AZ city
- 61 Tulsa product
- 62 Obituary word
- 63 Ann. times



# GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs. Dry your hands.

**TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.**

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(COVID-19)** visit **health.gov.au**



Relax this Easter with some colouring in...



*Just Color*



# Coronavirus (COVID-19) Information

## Health Advice

For health advice, including on over-the-phone nurse assessment of your symptoms call 13 HEALTH (13 43 25 84)

For doctor appointments, medical advice and to get information on testing, including results and testing locations call your local doctor or search online for a GP. Telehealth consultations may be available.

## Practical Support

If you are in quarantine and need food or other essential supplies, call the Community Recovery Hotline: 1800 173 349

If you need information about the Australian Government's support for people impacted by COVID-19, including Economic Support Payments and allowances for people who are in self-quarantine and can't work, visit the Services Australia website or call 132 468.

## Mental Health Support

For mental health support, call 1800 61 44 34

More mental health services

National Disability Insurance Scheme (NDIS) and Aged Care Clients

If you are receiving NDIS or My Aged Care services, contact your service provider to seek support in the first instance. Alternatively, you can call:

The National Coronavirus Health Information Line on 1800 020 080

The NDIS Contact Centre on 1800 800 110.

The My Aged Care contact centre on 1800 200 422

The National Relay Service Helpdesk on 1800 555 660



Beyond Blue – Support Service – 1300 224 636

Lifeline – 13 11 14

DV Connect Womensline – 1800 811 811

DV Connect Mensline – 1800 600 636

1800 RESPECT – 1800 737 732

Sexual Assault Helpline – 1800 010 120

Kids Helpline – 1800 551 800

Community Recovery Hotline - 1800 173 349

To Join the Care Army Brisbane - <https://www.qld.gov.au/community/support-for-carers/care-army>

**Coronavirus (COVID-19)**

# MAKE MENTAL HEALTH A PRIORITY.

Eat well and keep active. Stay in touch by phone or video calls and seek help if you need it.

**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**  
Find out more at [australia.gov.au](http://australia.gov.au)

**HELP STOP THE SPREAD AND STAY HEALTHY**

Australian Government

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](https://www.instagram.com/itaintweaktospeak)

Coronavirus  
(COVID-19)

# KEEP THAT COUGH UNDER COVER.

Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away. Wash your hands with soap and water for at least 20 seconds afterwards.

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(COVID-19)** visit [health.gov.au](https://www.health.gov.au)

HELP  
**STOP** THE  
**SPREAD**  
AND STAY HEALTHY



Australian Government

# KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

## TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

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## 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

