



## TENANT AND MEMBER NEWSLETTER JUNE 2019

### What's Happening?

- Tenancy Obligation Reminders
- JTAG Update
- Routine Inspections 2019
- Lease Renewals Update
- Tenant Member Meetings
- Transitional Housing Program
- Additional Tenant Information

As Autumn comes to an end and winter appears, Jacaranda Housing wishes the warmest of welcomes to all our tenants and members. It's hard to believe we are half way through the year already, time flies! We hope you all keeping warm and cosy in this cool weather.

Jacaranda Housing continues 2019 as an organisation that is functioning at a very high level operationally, offering improved services to our tenants, responding to our continuing tenant needs and providing safe, secure housing to all tenants. Change continues to be a common theme in the company, and is essential for continual growth and compliance. Change has played an important role in the improved operations within the organisation and service to our much-valued tenants and members.

As Barack Obama has said, "If you are walking down the right path and you're willing to keep walking, eventually you will make progress."

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## 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. 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. This may include entering into a repayment plan.

\*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. Failure in reporting repairs and maintenance in a timely manner, can lead to you being responsible for the cost of the repairs.

\*Smoke Alarms - please report any faults with the alarms, including continual beeping. 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 - when your rent subsidy review is due, you will be notified by our office. If you do not return all paperwork as due, market rent becomes applicable.

\*Change in Circumstances - you must report any changes to your household circumstances to our office within 28 days. This includes, your Centrelink payments increasing or decreasing, you finding employment - irregular/casual or permanent work, individual household members moving out, planned absences from the property, incarceration or death of a household member.

\*Contact Details - if you change your contact details - phone/mobile numbers or email, please let the office know as soon as possible.

We are here to assist and help 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 or Tenants Queensland with any concerns.





## JTAG Update

At the JTAG meeting held on the 11th April Velvet was nominated to Chair the committee by its members. The board of directors accepted this nomination at the recent meeting and congratulates Velvet on her appointment. Congratulations to Meredith for being elected the committee Secretary. The board are confident that the committee is working towards its objectives with Velvet and Meredith in place as office bearers alongside the CEO.

The JTAG currently has 3 vacancies on the committee and the board encourages interested tenants to nominate and participate.

This is an opportunity for tenants to provide feedback to the board on housing and tenancy matters which relate to how housing and services are provided to tenants. Tenants wishing to join JTAG or would like further information can contact the office on 3392 8848 or email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au) and nominate. All nominations received will be presented at the next board meeting scheduled for the 22nd July.



## Routine Inspections 2019

Routine Inspections are currently underway for all properties.

Jacaranda Housing has also entered into a service agreement with Churches of Christ. The service agreement will see Churches of Christ assist the organisation with routine inspections and tenancy matters as required. This will assist in providing housing services for our diverse tenant cohort and further enable tenancy sustainment.

The service agreement meets the requirements of the Residential Tenancies Rooming and Accommodation Act (RTRAA) 2008 and National Regulatory System Community Housing (NRSCH) guidelines. Jacaranda Housing will notify tenants in advance if their routine inspection will be carried out by Churches of Christ and their authorised staff.





## Lease Renewals Update

We have had a great response to the lease renewals/agreements that have been issued so far. We have now had 92% of the issued lease agreements returned. This is a huge achievement so thank you to all the tenants who have been issued with a lease renewal and have returned these. We are continuing to issue lease renewal offers as these are due.

## Tenant Member Meetings

The first tenant member meeting for 2019 was held in March. All tenants and members will be notified in due course of when the next meeting will be held.

## Transitional Housing Program

Jacaranda Housing have successfully tendered and been awarded a transitional housing program through the Queensland Government. The program requires the organisation to head lease private rental properties and provide housing and tenancy support to people in the community who will transition to other housing service programs such as long-term community housing, affordable housing or the private rental market.

The transitional housing program will see a small increase in unbudgeted revenue which will directly benefit the organisation.

Jacaranda Housing expects to employ a part time Community Housing Officer to assist with the delivery of housing and tenancy support to tenants once the transitional housing program is fully operational. We look forward to welcoming and introducing the new staff member to all tenants once they are on board at Jacaranda Housing.

The program has commenced in mid June 2019.





# AGL bill trouble?

## YFS can assist you to get back on your feet

Through a unique partnership with AGL, we support AGL customers throughout Queensland who are having a hard time paying their gas and/or electricity bills. Our goal is to develop a plan that suits your own needs: one that matches your financial situation and what you can afford to pay. You will speak directly with our dedicated AGL worker, who will talk through your options and can work closely with AGL and will advocate

### ACCOUNT TIPS

We can work out **payment options** for you, including access to Centrelink's Centrepay facility.

We can put you on AGL's Bill Smoothing service, which can **reduce "bill shock"** by spreading your estimated yearly energy costs over small, regular instalments.

We can also request from AGL **more time** for you to pay a bill.

### ENERGY USE

We can offer you advice on **energy efficiency** to help you save money on future energy bills.

For example, when buying a new appliance, look for its energy rating. Whether it's a new washer, dryer, fridge or freezer, the more stars, the less energy you'll use.

Fitting your home with energy efficient light globes will also save you money in the long term.

### CONCESSIONS

As an AGL customer, you may qualify for various **concessions** administered by AGL on behalf of the Queensland Government.

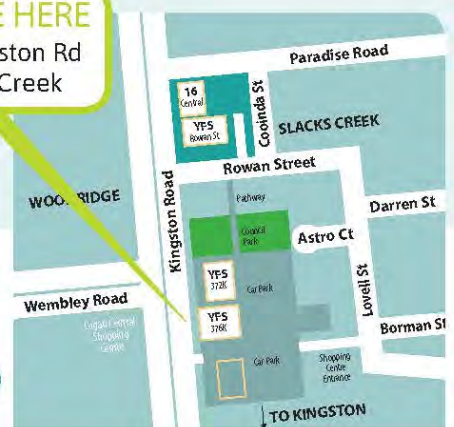
We can connect you to any concessions and **grants** that might apply.

If you live in Logan, you can also access YFS' free and independent financial counsellors. Contact us for details.

Tel: (07) 3826 1500  
Email: [agl@yfs.org.au](mailto:agl@yfs.org.au)  
Web: [www.yfs.org.au](http://www.yfs.org.au)

#### WE ARE HERE

376 Kingston Rd  
Slacks Creek







## 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.

### ***AGL Customers - Flyer on previous page***

*If you are a customer of AGL and are having trouble staying on top of your energy bills, please speak with our office for a referral to YFS's AGL Financial and Energy Smart program. Through YFS's partnership with AGL, they can support the energy company's customers throughout Queensland with tailored financial assistance options.*

*A dedicated AGL worker can identify concessions and grants, offer advice on managing your AGL accounts and provide you with tips on managing your energy use.*

*If you are interested in this program please call our office on 07 3392 8848.*







## 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:

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



# Tenancy Training

- The Tenancy Skills Institute is now providing state government funded training for tenants - Skillsets for Successful Tenancies. The program is a competency based training package delivered over a minimum of ten (10) hours face to face time. The course covers the following key skillsets: Communication, Rights and Responsibilities, maintaining and cleaning a property, finances and budgeting. The training can help with understanding your tenant obligations better. For more information, please contact the Tenancy Skills Institute on 07 3413 6997.

## NEED HELP GETTING A RENTAL PROPERTY?



### FIND OUT ABOUT:

- 🗨️ COMMUNICATION
- ❓ RIGHTS AND RESPONSIBILITIES AS A TENANT
- 🏠 MAINTAINING AND CLEANING A PROPERTY
- 💰 FINANCES AND BUDGETING

Plus get a certificate to include in your rental application!

To enrol visit [www.tenancyskills.com.au/skillsets](http://www.tenancyskills.com.au/skillsets)

Skillsets for Successful Tenancies – Dollars and Sense is funded by the Queensland Government.





## What's On?

- NASA – A Human Adventure - 15 March – 9 October 2019 - Indicative Rate \* AU\$12 to AU\$58 - Queensland Museum - Melbourne Street, Corner of Grey Street, South Brisbane

NASA – A Human Adventure is a thrilling journey through humankind's exploration of space. Come face to face with NASA's remarkable achievements in human space flights and space exploration.

- Perspectives of Brisbane - 5 December 2018 – 31 July 2019 - Free Entry, Museum of Brisbane - 64 Adelaide Street - Level 3, City Hall, King George Square, Brisbane City

Brisbane's past is explored through seven themes relating to: Traditional Owners; convict history; European settlement; the People's Place; the river; the natural environment and Brisbane on the world stage. Through stories, facts, photos and film, Perspectives of Brisbane offers an insight into the people, moments and surroundings that set us apart from the rest.

- Home: A Suburban Obsession - 20 April – 14 July 2019 - Free Entry State Library of Queensland - Stanley Place, South Brisbane. Home: a suburban obsession is about the allure of home and the stories found within, inspired by one of the largest digitised photographic collections of Queensland houses.
- Kids Collective South Bank Parklands - Weekly from 23 May 2019 - Free Entry Kids Collective is a free program held every Thursday from 9am to 1pm in South Bank Parklands, suitable for kids aged up to five at all skill levels.
- Zumba Gold Fitness Classes 23 May 2019 onwards - Free Entry - George Clayton Park - 55 Lower Esplanade, Wynnum, Queensland, Australia 4178
- Seadeck Brisbane Weekly River Cruise Events -Weekly from 24 – 26 May 2019 - Indicative Rate \* AU\$25 to AU\$40 - River Lookout Terminal Southbank, Brisbane City, Brisbane Area, Queensland.





## What's On?

- **Riverside at the Gardens Markets** - Every Sunday from 8:00 am to 3:00 pm City Botanic Gardens Corner of Alice Street and Albert Street, Brisbane City.  
You can find imported and homemade craft, hot food, coffee and fresh juices, patisseries, crepes, Dutch breakfast, organic honey, fruit and vegetables. There is live music every week between 9:30 am and 12:30 pm. The markets are situated right between Oakman's Lagoon and Fig Avenue. You can also take advantage of a fantastic children's playground nearby, as well as a grassy field to kick a ball or have a picnic.

## Handy Tips

### ***Home Made Ant Spray***

*Put 1 litre of pure white vinegar in a 2 litre bottle, add the peels of 2 fresh oranges into it. Leave the solution for around 4 days to allow the orange oil to transfer into the vinegar. Fill the solution into a spray bottle and use it around the door and windows/sills as required. Do not be tempted to dilute the solution with water as it will not work!*

### ***Cleaning Your Microwave***

*Clean your microwave with ease by boiling a cup of water in it first. Why? Because the steam from the water condenses on the walls, loosening the caked-on food. This makes it easy to wipe it off. This same trick actually works pretty well in the oven.*

### ***Refrigerate Cling Film***

*Keep your cling film in the fridge. A lot of people find it much more cooperative and easier to use when it is cold.*



## Fire Safety and Smoke Alarm Information

### Smoke Alarms

Under the Fire and Emergency Services Act 1990 the lessor (Jacaranda Housing) and the tenant both have responsibilities regarding smoke alarms in rental properties.

#### Tenant Responsibilities

- Advise Jacaranda Housing of any failing smoke alarms as soon as possible e.g. alarm sounding continuously or beeping for no reason.
- Do not remove or interfere with a smoke alarm, remove the battery or do anything to reduce the effectiveness of the alarm (e.g. paint it).
- Test and clean (by vacuuming or dusting) smoke alarm at least once every 12 months (where possible).
- Allow the property owner/manager right of entry to maintain the smoke alarms.
- Do not remove a smoke alarm or the battery (other than to replace it, again where possible), or do anything to reduce the effectiveness of the alarm.

#### Jacaranda Housing Responsibilities

- Arrange the testing of smoke alarms and other fire equipment at least once annually.
- Test and clean smoke alarms and replace any flat or nearly flat batteries within 30 days prior/after the start of a new or renewed tenancy.

### Fire Safety

If you hear a smoke alarm sounding or evidence of fire/smoke evacuate the property to a safe area or a designated evacuation point, if applicable. Contact 000 immediately.

#### Tenant Responsibilities

- Do not interfere with signage relating to fire safety.
- Furniture must not cause obstructions to pathways and exit/entry points throughout the property.
- Do not discharge a fire extinguisher unless in the event of a fire.
- Please refrain from smoking inside the property.





## 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

