

TENANT AND MEMBER NEWSLETTER



Message from our CEO- Lizz Bott

Wow! Spring is here! who can believe it's October. Whilst it has been an incredibly challenging year for us all, the time seems to have just disappeared. The COVID-19 health crisis has seen us all have to contend with challenges we have never experienced before. These changes were thrust upon us and we have had no option but to adapt to this new way of living.

Queensland has risen to this challenge by working together to protect the health and well-being of Australians, particularly the elderly and those most vulnerable in our community. I am particularly proud of our tenants and their response to COVID-19 and I want to let you know that we are appreciative of everyone's efforts.

In this edition, we have included some health and well-being information to keep vigilant and look after our mental health during these unprecedented times. We have also included some handy tips on spring cleaning and recycling to keep in the spirit of the time of the year where we can de-clutter and get ready for a fresh start to what we hope is a better 2021.

Jacaranda Housing has always known the important role that social housing plays in the lives of those who need it most. With the COVID-19 health crisis, this has never been more apparent. We continue to work diligently on our Five Year Growth Strategy, and our Chair, Adrian Pisarski will continue to provide regular updates to you all over the months ahead.

Finally, I want to thank you again and acknowledge the incredible role you have all played in keeping safe, not only you and your families but also your neighbours. We are looking forward to when life can return to 'normal', however, in the meantime please stay safe and please reach out for assistance or support should you need it.

I wish you all continued health and wellness.

This issue:

Message from the CEO

Staff member profile

JTAG highlights

COVID-19 Keeping Vigilant

Taking Care of you and Others

Spring has sprung! Tips to declutter and recycling reminders

Tenancy Management Updates

What's happening in your area?

Take a break... have some fun!



Staff member profile

In August we welcomed Kelly Ali to the team as our new Housing Officer.

Kelly has extensive experience within the real estate industry with previous roles as a Senior Property Manager, Business Development Manager and Sales Agent. Kelly is new to the Community Housing sector and is very excited to be part of an industry that assists our most vulnerable.

We are very fortunate to have Kelly on the team and we hope you join us in making Kelly feel welcome.



JTAG Highlights



It has been an unusual 2020 for JTAG with COVID-19 restrictions thrust upon us we have been all learning new ways to meet online. Below are the highlights of the meetings since our last newsletter in April.

May - JTAG met via video with our Chair, who provided an update on the Five Year Growth Strategy and specifically answered questions and provided information on the two property sales which have now been completed.

June - JTAG discussed and reviewed policy update specifically relating to tenants impacted by COVID-19 and Domestic and Family Violence. During 2020 and the June meeting, we asked the JTAG to provide feedback for the Jacaranda Housing website "Frequently Asked Questions" (FAQ) for tenants section. More will follow on this and the website refresh, soon!

August - JTAG discussed Neighbourhood complaints. The Five Year Growth Strategy was also discussed with an update provided on progress and further discussions in relation to property sales. JTAG members were provided with an invitation to "Your Voice Matters" a weekly teleconference hosted by Q Shelter for tenants and social service users to share stories and insights and share ideas, raise concerns and offer solutions.

September - Jacaranda funded training for JTAG members who nominated interest to attend Introduction to Board Governance training delivered by Better Boards. This training covered basics of Board Governance for JTAG members looking to nominate as a board member in the future.

Some members have left JTAG since our last newsletter, we would like to thank Meredith Wiseman and Bede & Nelle for their passion, commitment and support over the years.



Interested in joining JTAG? email: info@jacarandahousing.com.au

COVID 19 - Keeping Vigilant

As a country Australia has made great progress in minimising the spread of COVID-19. As a housing community we have weathered the storm by supporting each other through difficult times. Our collective efforts are now paying off but we need to remain vigilant.

As restrictions ease we ask that you "stay the course" and help stop the spread by:

- Maintain healthy handwashing;
- Maintain social distancing at home and while out and about;
- Stay at home if you are sick or have a health related condition.

We are committed to ensuring the safety of our tenants, along with providing a safe work place for our staff. For the foreseeable future we will maintain several precautionary measures to protect you and your household, our staff and our contractors.



Taking care of you and others

If you're feeling overwhelmed or stressed by it all, be reassured that this is a very normal response. However, it's important to go easy on yourself and to take time for self-care.

Look after yourself and each other, check in on your loved ones and neighbours and remember it's ok to not be ok.



CARING FOR YOUR MENTAL HEALTH DURING COVID-19



Take breaks to relax and do activities you enjoy.



Take care of your body with exercise and a healthy diet.



Know the facts. Understanding the risks can make an outbreak less stressful.



Stay connected with family, friends, and a trusted support system



Ask for help if feelings become too overwhelming.

Thank you for your patience and understanding though these difficult and uncertain times. Together, we will get through this.

Spring has sprung.... time for a spring clean?

Are you feeling overwhelmed by the amount of stuff in your home? Not sure what to do, or where to start?

Here are the top 10 tips to manage your way through a spring clean to de-clutter your home.



- Make an appointment on your calendar every day, or every week to declutter.
- If daily set a timer for 15 – 30 mins, then stop. If weekly, set a timer for an hour or so, and then stop.
- Create 4 or 5 bags/boxes: what is rubbish; what can I donate/ or give away; what can I store away; what can I sell; what will I look-at-later as I am not sure.
- Pick one area – a drawer or counter corner, table, or cupboard in one room. Stay focused only on that area. If working in a cupboard, work only on like items say shoes, or blouses each session.
- Do not try to read or take things from an area to put them away, simply place them in the box or bag designated “put away” or “look-at-later.”
- Try using the “3 second rule” and the “handle only once” rule. Make quick decisions and don’t second guess yourself once you have decided. Your initial intuition is usually right and the more you declutter the more you will exercise your intuition.
- When your timer goes off – immediately take rubbish outside and throw it away, and immediately put your “donate” items in the car to drop off as soon as possible.
- “Put away” items in that bag. If there is no home for an item, either remove something to make space for it, or rethink whether you really need it.
- Now pat yourself on the back!! Be proud – you made a start... watch a movie, put your feet up and relax.

Recycling Tips and Hints



- **Recycle right** - Recover all paper, cardboard, plastic bottles and containers, glass bottles and jars, aluminium cans and foil and steel tins.



- **Do not put recyclables in plastic bags** - Use a tub or basket to carry these items to your recycling bin.



- **Donate your old clothes and shoes** - These items do not belong in the recycling bin and if they can't be donated they belong in the waste bin.



- **Leave lids and labels on plastic bottles** - The recycling process will remove these.



- **Garden waste belongs in your green waste bin** - Do not put lawn clippings or branches in the recycling bin.



- **Conserve water by not rinsing** - Just empty any food or liquid before you put items in the recycling bin.



- **Take care not to put waste in your recycling bin** - Make a conscious effort to separate your recyclables and waste and place them in the correct bins.

- **Compost food scraps** - These can be used on your garden as fertiliser.

Tenant Updates



Bank Statements and Annual Rent Review process

In response to feedback received by tenants and the JTAG this article seeks to clarify the necessity in requesting bank statements be submitted for all of your bank accounts as part of the ongoing housing eligibility and rent subsidy review process.

As you know the Department of Housing and Public Works requires us to complete an annual review of our tenants ongoing eligibility for community housing. We are obligated under the departments policy to ensure tenants continue to be eligible for community housing by confirming the total assessable income of the household. The rent subsidy is based on the total household assessable income. The addition of bank statements for all of the bank accounts each tenant or approved occupant holds, aids testing of eligibility and subsidy entitlements in two ways:

1. Highlights that bank statement credits are consistent with the income that has been disclosed and matches proof of income documentation provided; and
2. Enables a reasonableness test to be applied to disclosed income, to determine if any assessable income has been forgotten.

As always, the privacy and confidentiality of our tenants is of the highest priority. Tenants are free to redact (black out) amounts and destinations of debits to your account - There is no need to disclose to us your spending habits. You can also request a credit only statement from your bank if that is easier.

RTA Web Services - Update contact details



As you know we are regularly completing the annual rent review process. In the instance where rents have increased, bonds need to be topped up and adjusted to match the new amount.

From 1 January, 2020 the RTA have moved the bond lodgement service to an online portal. The portal requires contact details for all tenants on the lease - most importantly an individual, unique email address for every individual who is contributing to the rental bond. This cannot be the same email address for both tenants, each person contributing to the bond needs to have their own email address.

The RTA advises "only unique email addresses will be accepted through RTA Web Services or on RTA paper forms. This is to protect customers' security and privacy. Customers will need to register a unique email address – an email account that is only used by you and should not be accessible by anyone else. RTA customers can call the RTA and update their details over the phone or via a paper form available on their website.

Alternatively, to make it easier for you we can update the RTA for you. If you wish to check or update your contact details listed with the RTA, please contact Kelly by phoning the office or via email: info@jacarandahousing.com.au.

Tenant Updates

Health and Safety in your home



Smoke Alarms

It is law that all rental properties have working smoke alarms. It is the tenant's responsibility to test all smoke alarms in your property at least every twelve months. Do not tamper with or remove the alarm entirely.

If you are unsure of how to test your smoke alarm or there is a fault, please contact the office and speak with Kelly our Housing Officer.

Electrical Faults

All our properties are fitted with a circuit breaker. If you find that your circuit breaker frequently trips please check all your appliances (e.g. white goods and small appliances).

If you are unsure how to check your appliances or if they are tripping the circuit breaker please contact the office and speak with Kelly our friendly Housing Officer.



Remember if you are having issues with a smoke alarm or an electrical fault please call our office as soon as possible.



Home Safety

October is National Crime Prevention Month and it is a timely reminder that house break-ins are crimes of opportunity and, in most cases, entry is gained through an open or unlocked door or window.

Take the following precautions to keep your home secure:

- Get to know your neighbours. Observant neighbours can reduce prowling, loitering and burglary by reporting suspicious people or vehicles to police.
- Join your local Neighbourhood Watch group.
- Keep doors and windows secured even when you are at home.
- Secure your home when you leave by locking all doors and windows.
- Remove keys from internal doors and windows when you are not at home.
- Leave a light on and the radio playing when you are out to give your home the 'lived in' look.
- Keep cash, keys and valuables out of sight and out of easy reach.
- Don't leave notes on the door—it suggests that no one is home.
- Don't leave a house key under the door mat or a pot plant, in the letterbox or in other obvious places.
- Mark valuable property using the Property Identification System.





Community Events

Brisbane City Council - Free Building Better Communities Training



After a successful series of community development training delivered in 2019, we are pleased to inform you that Brisbane City Council will again be funding another series of training. This year's training will again be facilitated by Community Praxis Co-op.

The 8-hour training, will be delivered over two Fridays, and will seek to develop the skills and knowledge of workers, volunteers and community members wanting to develop local responses to benefit local communities.

Training Details: The Building Better Communities Training is focusses on three core learnings:

1. Exploring the kind of community residents want to live in;
2. Exploring what blocks residents / community from creating the community they want to live in; and
3. Learning skills and methods to connect with others in our communities.

Training dates as follows:

Session One

- Friday 23 October 2020
- Friday 30 October 2020

Session Two

- Friday 13 November 2020
- Friday 20 November 2020



***** Please note that to acquire the full benefit of the training that commitment and attendance will be required at both days in either Session 1 or 2.**

Venue: TBC (Inner South East Brisbane Venues)

Training time: 10 am – 2.30pm (refreshments will be provided)

Limited spaces available.

RSVP by Friday 16 October to Tabatha Pashen on

E: tabatha.pashen@brisbane.qld.gov.au or mobile: 0403 670 115





Community Events

Brisbane City Council - Free Active and Healthy Events



Council offers a variety of fitness and well-being activities for individuals of all ages, fitness levels and abilities. Get active at free fitness classes, or take advantage of our low-cost activities to help improve your health.

- Yoga
- Tai Chi
- Bike Rides
- Zumba
- Boxing
- Aqua Aerobics

With such a large variety of things to do, there's too many to list so to find out more.... visit www.brisbane.qld.gov.au

Other great websites to check out:

- visitbrisbane.com.au
- theurbanelist.com
- eventbrite.com.au
- queensland.com
- mustdobrisbane.com
- brisbanekids.com.au



Member Update

Jacaranda Housing AGM

This year our AGM will be held on:

Saturday, 28th November 2020.

The COVID-19 pandemic, and its associated social distancing measures, has not only disrupted the traditional social interaction of monthly board meetings but also emphasised the limits of larger physical meetings such as our Annual General Meeting.

The board will continue to closely monitor Queensland Government Health guidelines and we will provide further updates as they come to hand.



Membership Communications



As part of our ongoing continuous improvement we have created a new mailbox for members to communicate directly to the board in relation to general membership matters. This does not include enquiries relating to new membership applications or tenancy matters. These enquiries are to be sent to info@jacarandahousing.com.au.

This mailbox will be monitored by the Chair of the Governance Committee. Please forward all future general membership enquiries to: members@jacarandahousing.com.au.

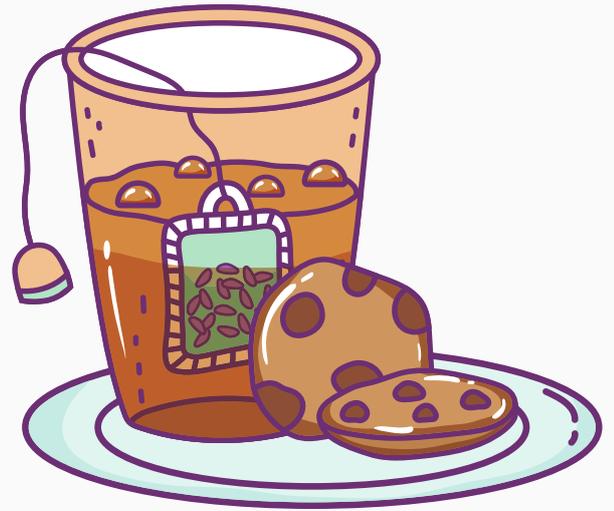
We will provide you with further information in near future, on this important line of communication we have made available to our members.

IMPORTANT DATES – OCTOBER AND NOVEMBER			
1-31 Oct	National Crime Prevention Month	3 Nov	Melbourne Cup Day
4 Oct	Daylight Savings Starts	8-15 Nov	NAIDOC Week (regular July date re-scheduled due to COVID-19)
5 Oct	Queen's birthday Public Holiday	11 Nov	Remembrance Day
6 Oct	Term 4 School recommences	1-30 Nov	November A month-long celebration of the moustache, highlighting men's health issues, specifically prostate cancer and depression in men.
9 Oct	International Tenants Day	9-15 Nov	National Recycling Week
10-18 Oct	Queensland Mental Health Week	21-29 Nov	National Social Inclusion Week CONNECT, COLLABORATE & CELEBRATE!
31 Oct	Queensland State Election	22 Nov	White Ribbon Day

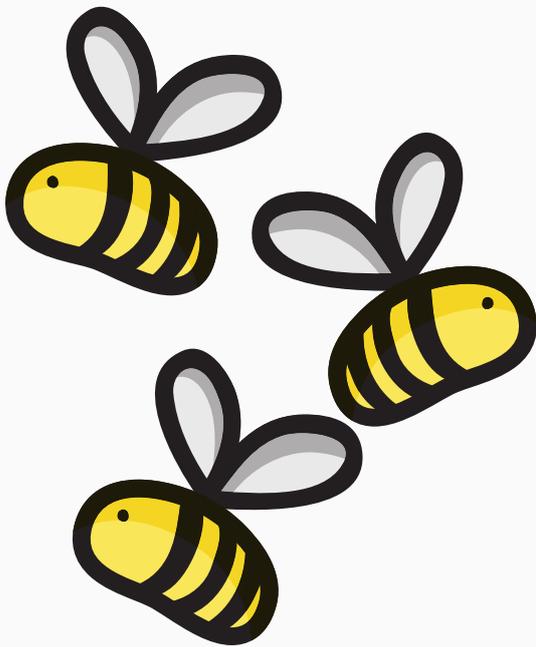
Take a break....

Sudoku Puzzle

		5	4	9			1	2
	7	6	8					
2			1			5		8
	2	8	6					7
	6		5		3		4	
9					8	3	2	
4		3			5			1
					4	9	3	
5	9			7	1	6		



Find a Word



Spring

BUDS	G F S Q O I I S L S U R	RAINBOW
DAFFODILS	E D U R Y G N D M B K V	SEEDS
FLOWERS	B T A P T I Q E K D I F	SPRING
GRASS	S K N F A G H E H P B C	TULIPS
RAIN	P T D R F B W S Q P R J	UMBRELLA
	I S R E W O L F D T L S	
	L F H Z F G D S A N U M	
	U X U U F R R I D J T Z	
	T H C U Z A J A L U T V	
	U M B R E L L A S S B M	
	B N S M G N I R P S M K	
	R A I N B O W D J A C P	

