

AUTUMN 2021 ISSUE

# TENANT AND MEMBER NEWSLETTER



## Message from our CEO- Lizz Bott

It's great to be back for what is going to be an exciting year for Jacaranda Housing.

By now you would have heard about the exciting news from our Chair, Mr Adrian Pisarski, regarding our Better Homes for the Future Strategy. I'm thrilled that the Queensland State Government approved this strategy. We are committed to supporting all tenants throughout this journey as we provide better, fit-for-purpose housing for tenants, as well as increase safe and secure housing for those in need.

We're also excited to welcome Scott McGregor to the team. Scott is working alongside me and helping Jacaranda deliver the Better Homes for the Future Strategy, and will be working closely with tenants during this time. He's passionate about seeing better housing outcomes for Queenslanders, and I know that he is looking forward to meeting many of you over the coming months.

January's lockdown in Brisbane shows how vigilant we need to remain if we want to stay COVIDSafe. Although the promise of a vaccine this year gives us hope of getting back to a new normal, our team will continue to follow COVID-19 protocols in order to keep you and your communities safe. If there is anything we can do to assist you in being safe this year, please don't hesitate to get in touch.

This newsletter also features information about some lesser-known concessions that you may be eligible to receive. I'd also encourage you to visit the Brisbane City and Redland City Council websites (or call BCC on 3403 8888 and RCC on 3829 8999) to find out more about their great range of free social activities across the city.

If there are any improvements we can make to future editions of this newsletter, please get in touch with us as well.

Stay safe, and enjoy the cooler weather as we head into Autumn.

- Lizz

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# Tenant Updates

## COVID-19

It's important to continue staying COVIDSafe by maintaining social distancing, washing your hands, and staying home when unwell.

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

For mental health information and support, you can call 1300 MH CALL (1300 64 22 55), or visit [www.headtohealth.gov.au](http://www.headtohealth.gov.au)



The infographic features a purple background with white clouds. At the top, it says 'Head to Health' and 'Do you need mental health info or support?'. Below this, there are three cartoon characters (a man with a beard, a woman, and another man) looking at their phones. Above them are several thought bubbles containing words like 'Worried', 'Lonely', 'Anxious', 'Depressed', 'Angry', 'Support', 'Info', and 'Unsure'. At the bottom, it says 'Go to [headtohealth.gov.au](http://headtohealth.gov.au) for info, services and advice, online or over the phone.' The Australian Government Department of Health logo is at the bottom right.

## Easter Office Closure Dates

Our office will be closing from 4.30pm on Thursday 1 April 2021 for the Easter break. Check out our Tenant Update section below for information on emergency maintenance during our closure.

We will re-open on Tuesday 6 April 2021.

We will also close for the ANZAC Day public holiday on Monday 26 April 2021.



# Tenant Updates

## Emergency Repairs & Maintenance

If you have a maintenance **emergency** over the Easter break. Please contact our emergency after hours contact number: 0408 798 951 or 0439 942 438.

If our team do not answer, then refer to the After-hours emergency contact list and call the appropriate contractor. The After-hours emergency list is on the back page of our newsletter.



The Residential Tenancies and Rooming Accommodation Act 2008 define Emergency Maintenance as:-

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are considered routine repairs and can be reported to our office when we reopen on Tuesday 6 April 2021.

## Staff member profile

In February, we welcomed Scott McGregor to the team as our new Special Projects Manager.

Scott will work closely alongside our CEO to implement the Better Homes for the Future strategy and assist in operations. Scott will work closely in tenant engagement and lots more.

Scott has extensive experience in Queensland's housing and homelessness sector, and is looking forward to making a difference here at Jacaranda Housing.

Please don't hesitate to say hi and make Scott feel welcome:  
[spm@jacarandahousing.com.au](mailto:spm@jacarandahousing.com.au)



# Tenant Updates

## Routine Inspections

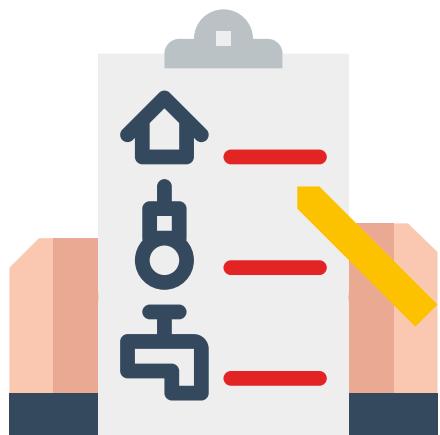
We have re-commenced routine inspections which we put on hold in 2020 for the safety of our tenants, staff and contractors at the height of the pandemic. All inspections will be carried out in a COVIDSafe manner. Please let us know if you have concerns or feeling unwell before your inspection.

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.

Please remember that you don't have to wait for routine inspections to report any maintenance issues.

If you require support or assistance or have any question with regards to your routine inspection, please feel free to contact our office on (07) 3392 8848.



## Free Tenancy Skills Training

Tenancy Skills Institute is delivering the 'Skillsets for Successful Tenancies - Dollars and Sense Course.'

This course has been designed to help individuals and families gain and/or maintain a tenancy.

The course includes:

1. Communication
2. Tenant's rights and responsibilities
3. Cleaning and maintaining a tenancy
4. Budgeting

Want to complete this training online?

You can visit [www.tenancyskills.com.au/online](http://www.tenancyskills.com.au/online) and complete this course in your own time.

Prefer to complete this training in person?

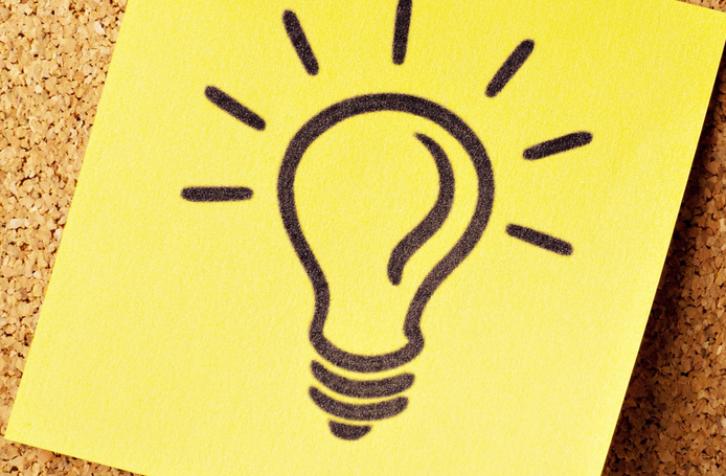
Tenancy Skills Institute may be able to host an in-person training session for Jacaranda tenants if enough people are interested in attending this course.

Let us know if you would be interested in this training by calling (07) 3392 8848 or emailing [info@jacandahousing.com.au](mailto:info@jacandahousing.com.au) by Friday, 26 March 2021



### Kayla's Story

"The way I'm dealing with my current tenancy is completely different to the way I dealt with my tenancy 12 months ago. I learnt about different types of cleaning, budgeting, and how to communicate with my landlord and real estate. There is help out there for everyone."



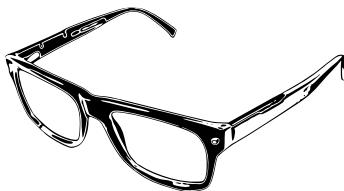
# Tenant Updates

## Concessions and rebates

### Spectacle Supply Scheme

Under this scheme, you may be eligible to receive a pair of basic prescription spectacles, once every 2 years.

Click here for more information:  
[www.qld.gov.au/health/support/equipment/types/spectacles](http://www.qld.gov.au/health/support/equipment/types/spectacles)



### Public Dental Services

Public dental services in Queensland are funded by the government and are provided free to eligible people.

Click here for more information:  
[www.qld.gov.au/health/services/oral-eye-ear/dental-services](http://www.qld.gov.au/health/services/oral-eye-ear/dental-services)



### Taxi Subsidy Scheme and Lift Payment

This scheme subsidises taxi travel (half of the total fare, up to a maximum of \$25 per trip) for people with severe disabilities. The subsidy is paid to taxi drivers so members have no additional costs.

Click here for more information  
[www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy](http://www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy)



### Electricity and gas rebates

Queensland pensioners and seniors may be eligible for the Electricity Rebate (\$340.85 per year inc. GST) and the Reticulated Natural Gas Rebate (\$74.92 per year inc. GST).

Click here for more information:  
[www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/electricity-gas-rebates](http://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/electricity-gas-rebates)

### Medical Cooling & Heating Electricity Concession Scheme

This scheme helps with electricity costs for people who have a chronic medical condition (such as multiple sclerosis), which is aggravated by changes in temperature. It currently provides \$340.85 (per year inc. GST) to eligible applicants.

Click here for more information:  
[www.qld.gov.au/community/cost-of-living-support/concessions/medical-concessions/medical-cooling-heating-electricity-concession-scheme](http://www.qld.gov.au/community/cost-of-living-support/concessions/medical-concessions/medical-cooling-heating-electricity-concession-scheme)



Find more information on concessions, visit  
[campaigns.premiers.qld.gov.au/smart-savings/](http://campaigns.premiers.qld.gov.au/smart-savings/)

# Tenant Updates

## Jacaranda Tenants Advisory Group (JTAG)

The JTAG is a tenant group which aims to discuss and exchange ideas between tenants and Jacaranda and is a way to foster inclusion and encouraging community connection amongst tenants. It also guides decision making around tenancy matters.

It was terrific to meet with tenants last year, and we thank all participants for embracing online meetings as we responded to the challenges of COVID-19.

To ensure we provide a safe space for tenants to meet, we will continue to host JTAG meetings both in person and online if necessary. Our first meeting is due to be held on Wednesday 10 March 2021 at our office.

We are delighted to welcome tenants, Deb and Bede to the JTAG in 2021. We look forward to listening to ideas from all of the group to see the JTAG grow.

Interested in being a part of JTAG? Let us know via email:  
[info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)



## Neighbour Day

On Sunday 28 March 2021, Australia's annual celebration of community, Neighbour Day, will bring together the people next door, across the street or online! Be a part of it! This day is all about building positive and long-lasting social connections in your community.

Jacaranda Housing is sending tenants a pack of biscuits and tea to encourage people to strike up a conversation with a neighbour. If you haven't received your pack by mid-March, please let us know on (07) 3392 8848.

If you're feeling shy about contacting your neighbours, we have also included a connection card with your bikkies and tea. You can put this card in a neighbour's letterbox to check if they are happy to say hi and share a cuppa.

You can also find more information about neighbour day and events by visiting [www.neighbourday.org](http://www.neighbourday.org)



### G'day neighbour,

I do not have Covid-19.

I have washed my hands.

I/we:  may not have met

have known you for many years

would like to welcome you to the neighbourhood,

And would like to:  say thanks for being a good neighbour

just say hi

introduce myself/family

let you know I am here if you need anything

From your neighbour:  down the road

to the left/right

across the road

Address: \_\_\_\_\_

Who lives at our house: \_\_\_\_\_

Phone number: \_\_\_\_\_

# Member Update

## Membership Communications

Don't forget about our new members mailbox for members to communicate directly to the Board.

Please email [members@jacarandahousing.com.au](mailto:members@jacarandahousing.com.au) for general membership enquiries. This mailbox is monitored by the Chair of the Governance Committee, Sharon Elliott.

Remember - all other enquiries relating to tenancy matter or new membership applications need to be sent to  
[info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)



## Draft Minutes - Jacaranda Housing Annual General Meeting

Thank you to all members who were able to attend Jacaranda Housing's Annual General Meeting last year.

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

Suggested changes can be emailed to [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au) or sent to our mailing address PO Box 64 | Brisbane MKT Rocklea QLD 4106



## Check out our refreshed website!

We are delighted to share our refreshed website, which can be found at [jacarandahousing.com.au](http://jacarandahousing.com.au)

We have created a space that is easier for tenants and visitors to find information, including information on your Board of Directors and the team at Jacaranda Housing.

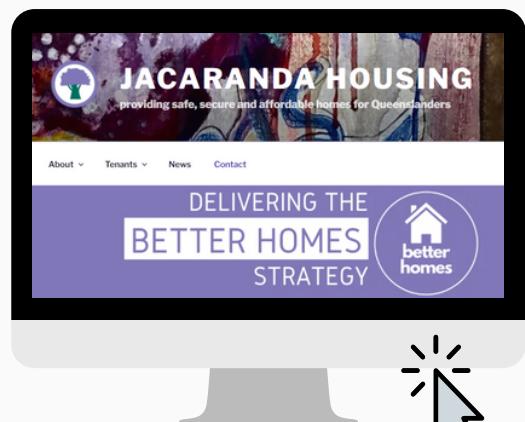
Jacaranda Housing is proud to showcase the artwork of its residents throughout this website.

Commissioned in 2019 the artwork reflects the memories, experiences and aspirations of Jacaranda Housing residents for the organisation and community and social housing.

This important legacy project was led by the Jacaranda Housing Tenant Advisory Group and Velvet Pesu.

We're always keen to promote the creativity of our tenants.

If you would like to feature any art in Jacaranda Housing newsletters or website, phone (07) 3392 8848 or email us at [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)



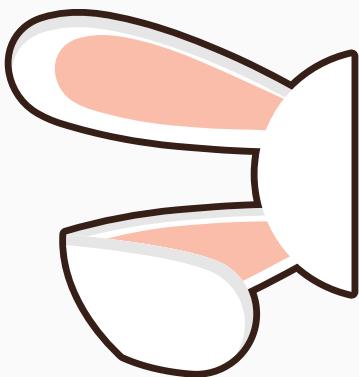
# Take a break....

BASKET  
BONNET  
BUNNY  
CANDY  
CHOCOLATE  
DYE  
EASTER  
EGGS  
GRASS  
HUNT  
LILIES  
SPRING  
SUNDAY  
TULIPS

E	R	O	B	T	E	P	E	C	T	B	I
C	A	J	L	O	H	K	D	B	P	U	Z
Z	Z	S	Y	X	N	I	N	Z	F	N	Q
E	S	F	T	A	G	N	W	E	T	N	O
J	F	I	U	E	R	P	E	E	T	Y	I
L	C	F	Q	P	R	N	K	T	S	S	R
L	I	I	N	A	F	S	C	P	U	P	C
U	Y	L	T	X	A	P	I	T	A	R	H
N	K	Y	I	B	R	L	X	U	I	I	L
G	H	S	K	E	U	T	B	P	L	N	X
C	R	I	A	T	S	D	Y	E	E	G	H
U	S	A	A	H	Y	A	D	N	U	S	L
J	O	C	S	L	Z	H	S	Q	Q	V	S
R	N	T	R	S	C	H	E	M	P	U	I
H	U	N	T	L	C	A	N	D	Y	T	B
S	A	C	M	R	E	G	G	S	X	I	L
T	U	C	H	O	C	O	L	A	T	E	T



created by Simply Kelly Designs - [simplykellydesigns.com](http://simplykellydesigns.com)



# Easter Treats!

## Peanut Butter Cookies

### Ingredients

- 1 cup of peanut butter, crunchy or creamy
- 3/4 cup dark brown sugar
- 1 large egg

### Optional Ingredients

- 1/2 cup chocolate chips
- granulated sugar

### Instructions

Adjust oven rack to middle position.

Preheat oven to 180 Degrees Celsius.

Line two rimmed baking sheets with baking paper.

Stir together peanut butter, sugar, and egg in a medium mixing bowl.

Stir in chocolate chips (optional).

Allow dough to stand for 10 minutes. (This step is important. Don't skip it.)

Drop dough, about one tablespoon each, onto prepared baking sheets. Lightly press tops of cookies with tines of a fork, making a crosshatch pattern. Sprinkle lightly with granulated sugar (optional).

Bake cookies, until golden brown, about 12 minutes. Allow cookies to cool on the pan for five minutes. Then transfer to a wire rack to cool fully. Store, wrapped, on the counter, for up to four days.



Do you have any recipes you'd like to share with members and tenants?  
Let us know by emailing [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au) or calling (07) 3392 8848!

# Emergency and After Hours Contact List

Emergency Contacts List		
Service	Name	Contact Number
Jacaranda Housing	After Hours Number and CEO contact	0408 798 951 or 0439 942 438
After Hours Electrician	Helix Electrical	0409 266 297
After Hours Plumber & Gas Repairs	GRK Plumbing	07 3277 9190
Smoke Alarm Services	Safe Home Services	1300 20 12 29
Community Housing Provider	Jacaranda Housing (business hours)	07 3392 8848
Emergency Services	Police/Ambulance/Fire Brigade	000
State Emergency Services	SES	13 25 00
QLD Government Health Advice	13 HEALTH	13 432584
General Police Matters	Police Link	131 444
Council – Brisbane Region	Brisbane City Council	07 3403 8888
Council – Redlands Region	Redland City Council	07 3829 8999
Water Services – Brisbane Region	Queensland Urban Utilities	13 23 64
Water Services – Redlands	Redland City Council	07 3829 8999
Tenant Support Services		
Service	Name	Contact Number
Tenancy Support	Residential Tenancies Authority	1300 366 311
Tenancy Support	QSTARS (Tenants Queensland)	1300 744 263
Tenancy Support	Rent Connect	13 74 68
Bond Loan Support	DoH – Bond Loan Team	1300 650 282
Department of Housing	DoH – General	07 3034 9800
Department of Housing	Fortitude Valley Housing Service Centre	07 3034 6500
Domestic Violence Support	Brisbane Domestic Violence Service	07 3271 2544
Domestic Violence Support	DV Connect – Women's Line	1800 811 811
Domestic Violence Support	DV Connect – Men's Line	1800 600 636
Domestic Violence Support	DV Connect – Sexual Assault Line	1800 010 210
Domestic Violence Support	Aboriginal Family Domestic Violence	1800 019 123
Mental Health Support	Beyond Blue	1300 224 636
Personal/Crisis Support	Lifeline	13 11 14
Support Services - General	St Vincent De Paul	(07) 3010 1000
Support Services - General	Anglicare Southern Queensland	1300 610 610
Support Services - General	Salvation Army	13 72 58

