



Tenant News

Churches of Christ Care Housing Services • September 2013

A message from the Churches of Christ Care Housing Services team

Welcome to the spring edition for *Tenant News*.

Spring has arrived and, with summer just around the corner, things are starting to heat up. With some tenants heading to the beach to cool down, please be mindful to visit patrolled beaches, swim between the red and yellow flags and remember to "Slip, Slop, Slap".

We would like to extend a warm welcome to new staff members Floyd and Fiona. Floyd is a housing coordinator and Fiona a support worker, and both are based at Head Office in Kenmore. We also bid farewell to Tim who has taken extended leave. We wish him the very best and hope to see him back on our team early next year.

Please enjoy the newsletter.

Office hours are:		Monday to Friday
Brisbane	Ph 3327 1674	8.30am - 4.30pm
Ipswich	Ph 3436 8900	8.30am - 4.30pm
Gold Coast	Ph 5503 0974	8.30am - 4.30pm

Ipswich staff receive Pride of Work Award

Churches of Christ Care Property Manager, Janelle Carson, and Churches of Christ in Queensland Community Chaplain, Ben Zambra, were recently recognised during the 2013 Pride of Work Awards at the Ipswich City Rotary Club.

Ipswich City Council Mayor, Paul Pisasale, presented the deserving pair with a plaque following a stirring keynote speech from Queensland Minister for Health, The Hon. Lawrence Springborg MP.

"This was a wonderful outcome for Churches of Christ in Queensland and the Care Services Division, and it's great for Janelle and Ben to be recognised for the wonderful work they do," Frances Paterson-Fleider, General Manager of Churches of Christ Care Housing Services, said.

Andy Dennis, Housing Coordinator for Ipswich, nominated the duo for the award with the following submission:

“Through Churches of Christ in Queensland’s Community Chaplain Service, wrap around support is available to assist tenants with a range of issues where their tenancy may be at risk or where the tenant is vulnerable.

Churches of Christ Care property managers work closely with community chaplains to identify those at risk and provide a range of services to address complex needs.

Churches of Christ Care Property Manager, Janelle Carson, received a referral for a lady who was in desperate need of housing for herself and her child. Working through all the

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usual processes, Janelle was able to offer this lady a unit to live in.

The lady arrived after a long drive and Janelle swiftly helped her with all the paperwork so she could be in her new home by the end of the day.

In the midst of this process Janelle called in Community Chaplain Ben Zambra to see what support he might be able to offer this lady.

She had arrived with only some clothes and blankets, as well as a few toys for her child, but nothing else. Through connections with local churches, businesses and friends, Ben was able to offer this lady two boxes of groceries, a small fridge, and a microwave.

Churches of Christ in Queensland also chipped in to provide her with a new mattress.

Ben drives a utility vehicle so he was able to transport all these items directly to her new home, and help her carry them all inside. He was also able to help out with a camp table and some chairs she is borrowing for a few weeks.

The lady commented on how much Janelle really seemed to care for her, and was blown away with all that had happened for her in one day.

"I thought I'd be going to sleep with nothing tonight and now I've been given so much; thank you," she said.

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Bringing the light of Christ into communities

A division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas





This is just an example of the way in which Churches of Christ Care Housing Services regularly support tenants and is typical of the extra mile our staff will go, to ensure good outcomes for vulnerable people and bring the light of Christ into the communities in which we operate. ”



Ipswich City Council Mayor, Paul Pisasale; Churches of Christ in Queensland Community Chaplain, Ben Zambra; Churches of Christ Care Property Manager, Janelle Carson; and Queensland Minister for Health, Lawrence Springborg, following the 2013 Pride of Work Awards at the Ipswich City Rotary Club.

Change of property manager

Tenants at Churches of Christ Care’s Dianella Apartments at Mitchelton were sad to say goodbye to Property Manager Carol Farnham.



They farewelled Carol with a morning tea and gifts in the community centre and there were a few teary eyes in the room.

Carol’s departure means tenants at Dianella Apartments

will soon have a new property manager, Laura Buchanan.

Laura was introduced to the Dianella Apartments tenants at the morning tea and they welcomed her with open arms and a beautiful plant in a personalised pot with her name on it.

The tenants made Laura feel extremely welcome and excited about managing the apartments.

Other sites within the Brisbane, Logan, Caloundra and Bribie Island may also be undergoing a change of property manager.

A letter will be sent to all tenants that will be affected by these changes, confirming the name of the new property manager and when the change will take effect.



Tenants of the season

To be one of the lucky quarterly winners of a \$20 gift voucher, ensure your rent account is two weeks in advance and that you have no other outstanding debts with us or any other tenancy issues.

Lucky winners will be selected from those eligible tenants.

For this season, we would like to thank and congratulate the following tenants:

Vicki – North Brisbane

Vicki prepares and hosts weekly soup nights for residents residing in her complex, with proceeds from the event going back into the community. Vicki also provides free haircuts to tenants on a regular basis.

Karina – Brisbane

During inspections Karina’s house is always amazing, both inside and out.

Daniel – Ipswich

Described as a “breath of fresh air” by fellow tenants, Daniel has voluntarily undertaken a full clean-up of the area. Daniel has also offered to help out with other complexes doing yard and garden work.

Cliff and Valerie – Gold Coast

Cliff and Valerie regularly attend the community barbecues held by Churches of Christ in Queensland Community Chaplain, Graham Wheat. Their rent is always on time and in advance, and they recently helped a tenant in the same complex assisting him in many ways.

Prepare your household for emergencies

Enclosed with your newsletter is a *Prepare your Household Emergency Kit* fact sheet.

While Queensland enjoys a wonderful climate and lifestyle, the state also experiences natural hazards, such as cyclones, storms, and floods.

Please read through this fact sheet and prepare your emergency kit.

This is an important step for you and your family to prepare for and cope with emergencies.



Rent in advance

All rent must be paid at least two weeks in advance at all times.

Being two weeks in advance does not mean that you have an extra two week’s rent up your sleeve; it simply means that you are up-to-date and not in arrears.

When you pay your rent, it must cover the rent for the coming fortnight and not the fortnight that has past.

If you do not pay in advance, your rent account will show as an arrear and you may receive a phone call or a reminder letter in the mail from your property manager.



Healthy eating

Research shows that four out of five Queensland adults don't eat enough vegetables every day. It's important to get active for at least 30 minutes each day and choose healthy food options for a healthier lifestyle.

Here are some healthy eating tips from the Queensland Government's "Find your 30" initiative:

- Eat at least five serves of vegetables every day. A serve is half a cup of cooked vegetables or one cup of salad.
- Eat at least two serves of fruit every day. A serve is one medium piece of fresh fruit (for example, an apple), or two small pieces (for example, apricots), or one cup of chopped or canned fruit.
- Have two serves of reduced-fat milk or alternatives each day. For example, one slice of reduced-fat cheese, one cup of low-fat soy milk with added calcium, or a small tub of reduced-fat yogurt.
- Eat some high fibre cereal or wholegrain bread every day.
- Eat a small serve of lean meat, chicken or fish, or two eggs or some nuts or legumes every day. Legumes include lentils, chickpeas and beans.
- Limit deep-fried fast foods to once a week or less.
- Limit high sugar drinks such as soft drink to once a week or less.

Eating well is about enjoying the food you eat, not just about nutrients. Tenants who grow their own fruit and vegetables can enjoy experimenting with a variety of tasty, fresh and healthy meals. It's easy once you get into the swing of it.

Greek Salad

Preparation Time: 10 mins

Cooking Time: 0 mins

Serves: 4-6

Ingredients:

- 1 large red capsicum, seeded and cubed
- 1 red onion, halved and thinly sliced
- 1 large or 2 small Lebanese cucumbers, cubed
- 3-4 tomatoes, cubed
- 1 cup celery, sliced
- 1 cos lettuce, washed and torn into pieces
- 1 cup low fat feta cheese, cubed
- 1/2 cup sliced olives
- 2 teaspoons crushed/finely chopped garlic
- 1 cup fat free Greek/French dressing
- 2 teaspoons French mustard

Method

1. In a small jar or bowl, combine dressing, garlic and mustard.
2. Place lettuce, tomato, capsicum, onion, cucumber and celery into salad bowl and toss together.
3. Sprinkle the cheese, olives and dressing over the salad and toss.

Tenant Satisfaction Survey

Churches of Christ Care is committed to customer satisfaction and to improving the services we provide to our tenants and clients.

To ensure this, Churches of Christ in Queensland's Quality Management team is currently conducting a survey of housing tenants and would like to invite you to participate by providing feedback regarding this service you receive from us.

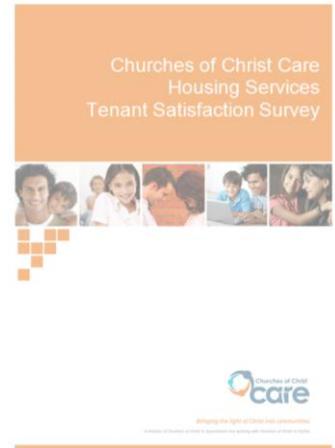
All tenants will shortly receive the Churches of Christ Care Housing Services Tenant Satisfaction Survey.

We are asking that you please complete the survey by Friday 18 October, 2013.

The survey should take approximately 20 minutes to complete.

Once results have been collated, the Quality Management team will provide an overview of the findings, which will be made available to tenants.

The Quality Management team is independent to Housing Services and will maintain confidentiality of your completed surveys.



Upcoming changes - new leases for tenants

Over the coming months, Churches of Christ Care Housing Services will be issuing new lease agreements for most of its tenancies.

This is a necessary process as some leases are many years old and, as we have grown, introduced improvements and a number of legislative changes have occurred, leaving numerous tenancies on various lease versions.

This can be confusing when, within one unit complex or housing program, tenants can be on a different lease to their neighbour or other tenants, depending on when their tenancy commenced.

One of the key issues we can resolve with issuing new leases is enabling annual rent and eligibility review dates to be changed.

Currently the majority of Churches of Christ Care's tenants have their rent review dates set for July each year.

With the growth in the number of tenancies we now manage, conducting all rent reviews in one month is becoming unachievable.

We encourage you to seek advice from your local Tenancy Advocacy Service or the Residential Tenancies Authority by phone on 1300 366 311 if you have any concerns about signing a new lease agreement.

Churches of Christ Care Housing Services will provide you with all the relevant information required and staff will also be happy to answer any questions during this process.



Free or low cost activities and events

Brisbane

What: Riverfire

Where: Southbank

When: 28 September

Who: General public - free

Other: Queensland's iconic Riverfire will light up the city in a pyrotechnic explosion of colour to a rocking new soundtrack. There will be aerial displays late in the afternoon and evening, building to the fireworks extravaganza at 7pm.

Ipswich

What: Cameron Park Markets

Where: Cr Glebe Rd and Easton Street, Booval

When: 21 September. All day

Who: General public - free

Other: General markets with a wide variety of stalls including bric-a-brac, cakes, fishing tackle, fruit and vegetables, and new and used clothing. If you want to set up your own stall it costs \$15 per site plus \$5 insurance.

Gold Coast

What: Outdoor Movie Night - Grease

Where: Broadwater Parklands

When: 21 September - 6.30pm to 8.00pm

Who: General public - free

Other: It's back to the 50s with the teen classic Grease on the big screen, plus the Rock and Roll milk bar and classic car display. Take a blanket and settle in for a good night.

Sunshine Coast

What: Get Creative

Where: Cooroy Butter Factory: 10 Maple Street Cooroy

When: 21 September -10am to 12pm

Who: General public - free

Other: Free drop-in style family fun event. The Get Creative event is held on the third Saturday of each month and is designed to bring the community together for inspiration and creativity.

Tenant Property Alterations

Please remember that residents should not carry out any alterations to their homes without written permission from Churches of Christ Care Housing Services.

All requests must be made in writing to Churches of Christ Care Housing Services providing details of:

- the alterations intended to be made to the property
- the reason for the alterations
- quotes and specifications provided by contractors
- the contractor's professional details (e.g. BSA number and insurances)
- how they intend to meet any planning permissions or building approvals.

All requests will be responded to within 10 working days of receiving all required information and upon completion of an assessment inspection.

Please contact your property manager who can guide you through this process and also provide you with the relevant forms to fill in.

Emergency phone

The emergency phone is only turned on after hours. If you have an emergency during business hours, please contact your property manager, your regional office, or the head office at Kenmore on 07 3327 1674.



Please do not text the emergency phone – your message will not be received.

Churches of Christ Care would like to remind tenants what is considered an emergency. We often receive calls outside work hours regarding non-urgent matters.

Please remember that you will be interrupting someone's weekend and family time, so make sure it is an emergency, as per the following list, before you call.

- ✓ Building insecure after forced entry
- ✓ No power (lights and socket outlets)
- ✓ Gas leaks
- ✓ Major structural damage
- ✓ Fully blocked sewerage (overflowing)
- ✓ Fire
- ✓ Live bare electrical wires.

The housing staff will not attend the property if you have locked yourself out.

An authorised locksmith will be called and you will be required to make the payment for that service, so please ensure that you keep your keys on you or supply a copy of your key to a trusted friend or family member.

You may also wish to consider an external key safe, which your property manager can help you with.

If a neighbour is making excessive noise or someone is acting in a threatening or aggressive manner, please ring the police immediately and advise your property manager the next working day.

Useful numbers

Ambulance, fire & police

In a life threatening emergency
000

Bureau of Meteorology

1300 659 219

Crime Stoppers

1800 333 000

Domestic & Family Violence

1800 811 811

Energex

Electricity emergencies
24 hours, 7 days a week
13 19 62

Energex

Loss of power supply
13 62 62

Homeless Helpline

1800 474 753

Income Support Centrelink

1800 050 000

Kids Helpline

1800 551 800

Lifeline

13 11 14

Origin

Electricity enquiries
13 24 61

Parentline

1300 301 300

Poisons Information Centre

13 11 26

Policelink

To report non-urgent incidents
13 14 44

Residential Tenancies Authority

1300 366 311

Sper

1300 365 635

State Emergency Services

For storm or flood

13 25 00

Tenants Union

1800 177 761