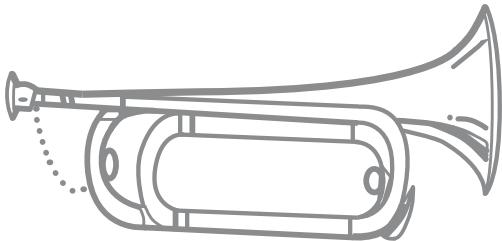


# bugle



DEVELOP.  
ACHIEVE.  
SUCCEED.

6 GETTING BACK INTO WORK & TRAINING

9 BE PREPARED: FIRE EVACUATION DRILLS & PEEPS

12 2017 END OF YEAR TENANT EVENT

AUTUMN EDITION  
MARCH 2018



# BHC UPDATE

## In Construction

BHC is excited to announce that construction has commenced on one of our upcoming developments. Early this year The Hon. Coralee O'Rourke MP, Minister for Communities and Minister for Disability Services and Seniors joined us as we turned the sod at Glenalva Terrace, Enoggera. The planned development will deliver 10 "Gold Liveable Housing Design Standard" one bedroom units for people living with a disability, under the Elderly Parent Carer Innovation Initiative (EPCI), in partnership with the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works.

Dear readers of the Bugle,

Exciting times are ahead for BHC with construction commencing shortly on three new developments.

When BHC was established by Brisbane City Council and the Queensland Government, its purpose was not only to manage existing affordable housing, but to develop additional affordable housing. I am proud to say we are continuing to advance the development component of the BHC mission this year by constructing 97 additional affordable housing apartments in Brisbane.

At Enoggera, we have commenced construction of 10 apartments, designed for people with a disability who are currently living at home with elderly parents/carers. The project is a partnership with Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works.

In Springwood, we will soon commence construction of 35 apartments aimed at older public housing tenants currently living in larger homes which may no longer be suitable for their needs. This development is a partnership with the Department of Housing and Public Works and is similar to our Caggara House complex at Mt Gravatt.

Finally, in Sherwood, we are working towards a new venture within the retirement living area. This development is also due to commence construction in the near future and is an initiative of BHC.

When I wrote for the December 2017 edition of the Bugle, I mentioned I had visited just over half of the BHC portfolio and I would like to report back that I have now been to all of the properties within our portfolio. Having now visited all properties, and having had the chance to meet many more

tenants, I continue to feel a strong sense of pride to be a part of BHC. It cannot be underestimated how much well designed, affordable and safe housing empowers lives and enables transformation. I am grateful to the tenants who have welcomed me into their homes and shared their stories of housing need with me.

At BHC, we are always keen to ensure we have quality relationships and engagement. I hope you will take a look at the information on page 4 about our current work refreshing our Tenant Engagement Strategy. BHC ran its first formal Tenant Engagement Strategy from 2014-2017 which introduced excellent initiatives such as The Bugle, structured Tenant Meetings, Business Basics Training, additional communication tools between tenants and BHC, and more information sharing about community organisations and events. It is now time to refresh and take our next steps with Tenant Engagement and we are hoping our tenants will drive the future of Tenant Engagement.

Finally, I am delighted to announce that BHC recently won two Urban Development Institute of Australia (UDIA) Queensland Mitchell Brandtman Award for Excellence. Spectrum Apartments was the winner of the Affordable Housing category, while Social Buttons at Caggara House won the Wildcard category.

With best regards,

Stuart Lummis  
CEO



# APOLOGY TO

**"For the pain, suffering and hurt of these stolen generations, their descendants and their families left behind, we say sorry. To the mothers and the fathers, the brothers and the sisters, for the breaking up of families and communities, we say sorry"**

- Prime Minister Kevin Rudd MP  
13 February 2008

Friday 13<sup>th</sup> February 2018 marked the 10<sup>th</sup> anniversary of the National Apology to the Stolen Generation, delivered by Prime Minister Kevin Rudd MP on behalf of the Australian Government.

It is important that we commemorate this significant milestone in Australia's history, acknowledging the pain, suffering and hurt experienced by the Stolen Generations and their families, as well as the foundations that have been laid to assist with their personal healing journey.

On 13<sup>th</sup> February 2009, the first anniversary of the Apology, the Australian Government announced a healing foundation to address trauma and aid healing in Aboriginal and Torres Strait Islander communities. This followed consultation with communities. Since then, The Healing Foundation has:

- Assisted more than 45,000 people in their personal healing journeys
- Funded almost 170 community based healing projects
- Provided nearly 500 organisations with grants for local commemorative events

Visit [healingfoundation.org.au](http://healingfoundation.org.au)

There are many Aboriginal and Torres Straight Islander specific support services and organisations in our community. Read on to find out more about these organisations and how you can access them.

## Gallang Place

Gallang Place provides a range of counselling, advocacy and support services that can help Indigenous people live a healthier and happier life. Gallang Place's Board, managers and staff are all Aboriginal and Torres Strait Islander people, and they understand and respect the Indigenous community and culture. To find out more about their services, call 3899 5041 or visit them at 57 Southgate Ave, Cannon Hill.

## Indigenous Business Australia

Indigenous Business Australia offers a range of programs which assist Aboriginal and Torres Strait Islander peoples to buy their own homes, own their own businesses and invest in commercial ventures that provide strong financial returns. Contact 1800 107 107 for more information or visit [iba.gov.au](http://iba.gov.au).

## The Jessie Budby Healing Centre

Located at 27 Llewellyn Street, New Farm, the Jessie Budby Healing Centre, also known as Queensland Aboriginal and Torres Strait Islanders Corporation for Alcohol and Drug Dependence Services, provides culturally appropriate and supportive accommodation for Indigenous people participating in drug and alcohol rehabilitation programs. You can contact the centre on 3358 5111.

## Beyondblue

Beyondblue is a depression and anxiety support service that understands the unique social and health factors that can cause Aboriginal and Torres Strait Islander people psychological distress. In consultation with Aboriginal and Torres Strait Islander communities, Beyondblue has developed a range of research that they have put towards addressing discriminatory behaviour and equipping Aboriginal and Torres Strait Islander people with skills and strategies to maintain their social and emotional wellbeing. Call 1300 22 4636 or visit [www.beyondblue.org.au](http://www.beyondblue.org.au) to see how Beyondblue can help you.

## Additional Support

**ATSICHS** – Indigenous Community Health Service  
55 Annerley Rd, Woolloongabba | Ph. 3240 8900

**Kummara Indigenous Family Care** – Indigenous Support Services & Counselling | Ph. 3846 5654

**Link-up Queensland** – Support for Indigenous peoples separated from their family | Ph. 3638 0411

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# Developing Community

one neighbour at a time

At BHC, we are all about Creating Liveable Communities.

Living in an apartment complex has its benefits, but it can also be a cause of frustration. It helps if everyone can do their bit to be both considerate and understanding. Together, let's have a think about what we all can do to help create a positive community and be a good neighbour.

## Welcome New Neighbours

Being a great neighbour doesn't end with the neighbours you already know, welcoming new tenants or tenants you haven't met before is part of what makes a community. Introduce yourself to new (or old!) neighbours. You can offer tips on local services or activities - shops, doctors, parks and even the local book club. If you are comfortable, share a coffee.

## Tips for Being a Great Neighbour

- Respect each others personal space.
- Avoid being the neighbourhood gossip.
- Speak politely to explain any concerns you have with a neighbour's behavior; and be prepared to listen if someone feels the need to speak to you.
- Children can be noisy – sometimes they will be upset and they certainly have a right to play and have fun. Whilst parents can help to minimize the noise (particularly at unsociable hours) we can all be understanding and tolerant of the noise children make.
- Be responsible for any pets – both noise and cleaning up after them.
- Try to be friendly – a polite greeting or a simple wave.
- Be tidy – clear out mail boxes, keep your balcony neat and uncluttered and the walkway outside your unit clear and tidy from personal items.

## Noise

No need to be as quiet as a mouse, but everyone can be considerate with the volume of conversations, television, music etc. Be conscious of allowing doors and gates to bang, or of loud activities like moving heavy items in your home or vacuuming at night time. Take the opportunity to minimise noise where you can, you'll be helping to create a peaceful environment for all to enjoy.

## If Things are Serious

If your safety or well-being is under threat, or there is something illegal happening, then you should contact Police Link on 131 444.

If it is an emergency or a crime is currently happening (e.g. violence, a break in, damage to property, etc.) call 000.

If your safety and well-being is not at risk and you can talk to your neighbour about your concerns, there are resources available to help. You can visit the Queensland Government website below to find support and advice around how to best communicate and explain your concerns with a neighbour, as well as information about what to do if you cannot resolve a dispute, for example you can seek mediation.

[www.qld.gov.au/law/housing-and-neighbours/disputes-about-fences-trees-and-buildings/ways-to-approach-your-neighbour](http://www.qld.gov.au/law/housing-and-neighbours/disputes-about-fences-trees-and-buildings/ways-to-approach-your-neighbour)

To find out more about mediation, or if you or a neighbour have tried to explain your concerns with each other but haven't resolved your conflict and would like to participate in mediation, please contact the South Queensland Dispute Resolution Centre on (07) 3239 6007 (located at Level 1/363 George Street, Brisbane City)

## Neighbour Day 2018

Neighbour Day is Australia's annual celebration of community. The day aims to encourage Australians to connect with those who live in their neighbourhood in order to build stronger, well-connected communities.

Neighbour Day 2018 falls on Sunday 25 March and the theme is "**The importance of a supportive neighbourhood for children and young people.**" Though Neighbour Day is only an official day once a year, the celebration aims to cultivate a spirit that makes every day "Neighbour Day".

You can register an event at [neighbourday.org](http://neighbourday.org) (it takes less than 30 seconds) or simply plan on doing something neighbourly. Responsibility for Australia's Neighbour Day belongs to every person, in every community, so dust off the barbie, roll out a picnic blanket or get out your playing cards and help us transform our communities, one neighbour at a time.

## Tenant Engagement Strategy Update

In 2014 BHC began its first formal Tenant Engagement Strategy, running from 2014-2017. Over the last three years we have been proud to see Tenant Engagement creating opportunities for greater communication and platforms to listen to and share with residents; as well as producing new ways to support engagement between residents and also with their wider communities.

We would like to thank everyone who allowed us the opportunity to connect with and support the growth of communities within our buildings. This first Tenant Engagement Strategy has given us many wonderful achievements as well as the opportunity to learn what works and what doesn't. We understand our Tenant Engagement Strategy must continue to evolve to best suit our residents and how they would like to engage with BHC and each other. Now that our first strategy has come to an end, we have taken the opportunity to bring residents into the conversation again and help us shape what happens next.

In March we were pleased to host a workshop which invited residents to come together to offer feedback and direction for what they would like to see in the Tenant Engagement space. We are currently pulling together all of the notes from the day and are excited to work out the next steps in this Tenant Engagement journey together, hand-in-hand with our residents.

If you would like to be involved in helping to shape and lead this next phase of BHC's Tenant Engagement Strategy, it's not too late. Contact Tenant Engagement Coordinator Kaitlyn on 3307 3000 or email her at [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au).

We look forward to reporting more back to you as together we refine and finesse our plans for the future.



# ARE YOU READY TO TAKE THE NEXT STEPS?

## Warming up to Work

Check out **Suited to Success**, an organisation located in Fortitude Valley.

web: [www.suitedtosuccess.org](http://www.suitedtosuccess.org)

Ph: (07) 3216 1969

Suited to Success offers a range of programs to help people on their journey towards career and personal development.

Suited to Success accepts referrals from a wide range of recruitment agencies including employment services agencies, personal support services, rehabilitation services or work placement organisations. Clients can also self-refer and programs are provided free of charge. Eligibility criteria apply; please contact Suited to Success for further information.

Described below are the five flagship programs.

### DEVELOPMENT NETWORK

Ongoing networking and skills development workshops and support.

### CAREER HUB

#### Resume and interview skills service

The Career Hub is a 'light touch' employment assistance program that provides support for people looking to secure long lasting employment. The program provides general career advice and support to develop successful job applications, while you gain practical skills. The service includes three sessions.

### STEPS TO WORK

#### Employment job assistance program for women and men

This program provides a comprehensive one-on-one career service to assist people overcome the barriers to employment. It is delivered in-house at the Fortitude Valley training and consultation rooms.

### STYLING BOUTIQUE

#### Interview and job appropriate styling session

The Styling Boutique offers personalised styling sessions to women and men aged 15 – 65. Two styling options are provided:

- Interview Styling
- Employment Suiting

For many people finding employment is not as simple as looking for a job on Seek, submitting an application and starting on Monday. Finding work or even being ready to find work can be challenging, however there are lots of services and programs available to help you reach your employment goal.

## Ready to upskill?

There are lots of courses offered to Queenslanders for LOW COST or FREE, all focused on getting people qualified and prepared to enter the workforce.

**Skilling Queenslanders for Work** is about providing supported training opportunities to disadvantaged individuals via community-based projects - run locally by funded organisations. People from these organisations can talk to you about whether you are eligible, availability and other local supports. On the website, you can view a map and click on a marker to access contact details for that specific course.

To find Skilling Queenslanders for Work training and courses you can check out the website: [www.qld.gov.au/education/training/subsidies/pages/skilling-queenslanders-for-work](http://www.qld.gov.au/education/training/subsidies/pages/skilling-queenslanders-for-work)

And you can also find a map of current programs here: [training.qld.gov.au/training/incentives/sqw](http://training.qld.gov.au/training/incentives/sqw)

**Career Keys** is another organisation which offers courses which are government funded, and if a student is eligible the fees are quite reasonable (fees are listed on the course overviews). To be eligible for funding it would be dependent on current qualifications, being a QLD resident, over the age of 15 and NZ/Aus permanent resident or citizen.

You can visit the BHC website to see a range of free courses offered by Career Keys, with locations across Brisbane and the wider area as well as online options available for some courses.

[bhcl.com.au/tenants/current-tenants/volunteering-employment](http://bhcl.com.au/tenants/current-tenants/volunteering-employment)

Or you can contact Career Keys directly on **1800 47 47 48** or visit [www.careerkeys.com.au](http://www.careerkeys.com.au)

If completing a course is not right for you, **Volunteering Queensland** also offers a range of volunteer opportunities and training. To see current opportunities, visit their website [volunteeringqld.org.au](http://volunteeringqld.org.au)

# YOU ARE NOT ALONE

## Addiction & Abuse Support

Do you or someone you love have a problem with abuse or addiction, whether it is substance abuse, elder abuse, addiction to smoking or a compulsive gambling habit? If so, read on for some resources that can help.

### ALCOHOL AND DRUGS

**Alcoholics Anonymous** – Alcoholics Anonymous (AA) meetings have helped thousands of people overcome their alcohol addictions. To find out more, call 3255 9962 (10am–6pm, Mon–Fri). Alternatively you can seek counselling through the AA Helpline on 3255 9162 (10am–10pm, 7 days).

**Al-Anon Family Groups Australia** – Al-Anon helps families and friends of alcoholics recover from the effects of living with someone with a drinking problem. Call 1300 ALANON (1300 252 666).

**Alcohol and Drug Information Service (ADIS)** – ADIS provides a free, 24 hour/7 day counselling, information and referral service for anyone with concerns about their own or someone else's use of alcohol or other drugs. Call 1800 177 833.

### Further information and support:

Family Drug Support Helpline – Ph. 1300 368 186  
Counselling Online (text-based counselling for drug or alcohol addiction) – [counsellingonline.org.au](http://counsellingonline.org.au)

### GAMBLING

The Gambling Helpline is a free 24-hour counselling and crisis support service. Call 1800 858 858.

If you prefer online counselling, a very helpful website to visit is [gamblinghelponline.org.au](http://gamblinghelponline.org.au). Counselling and email support is provided 24 hours a day, 7 days a week. On this website you'll also find extensive information and self-help tools to assist in dealing with problem gambling.

### ELDER ABUSE

The Elder Abuse Prevention Unit provides a range of ways that you can seek help if you or someone you know is suffering elder abuse. Call 1300 651 192 for the helpline or 3867 2525 for more services. If the older person is in immediate danger, contact the police on '000'.

### SMOKING

The Australian Government has a very comprehensive list of resources that can help you quit smoking. Tools include a "My Quit Buddy" mobile app, "Quit for you - Quit for two" app for pregnant women who want to quit, and a "QuitCoach", which is an online tool that gives you ideas that will be most helpful to you based on questions you answer about your smoking habits and lifestyle.

Visit [www.quitnow.gov.au/internet/quitnow/publishing.nsf/Content/quitting-methods](http://www.quitnow.gov.au/internet/quitnow/publishing.nsf/Content/quitting-methods) for more information. Alternatively, you can call the Quitline on 13 QUIT (13 7848).

### DOMESTIC VIOLENCE

DVConnect is the only state wide telephone service offering anyone affected by domestic or family violence a free 'crisis hotline' 24 hours a day, 7 days a week. Call 1800 811 811.

Contact Centrelink if you need immediate financial help due to domestic violence.

If you are worried about a child who may be in danger, contact your local child protection agency or call the Kids Helpline on 1800 55 1800.

# BE PREPARED

### FIRE EVACUATION DRILLS

It's that time of year again, and Fire Evacuation Drills will soon be taking place across the BHC portfolio. We strongly encourage all tenants to participate as Emergency Evacuation Drills are the best way to learn what you should do in a real emergency. BHC Staff and Fire Safety experts will be at each property to help with the Evacuation and to answer any questions that arise. It is not compulsory to be home for the drill.

The Fire Evacuation Drills will be carried out between Monday 9th April 2018 and Friday 20th April 2018. Closer to the time, we will send tenants a letter to confirm the date and time details for their building. Check this letter to find out when your Fire Evacuation Drill will be happening or speak to your Housing Manager closer to the date.

### Important Tips for Emergency Evacuation:

- Know your closest evacuation route and where your Assembly Area is (this information will be found on signs at various points throughout your building)
- Never use lifts in the event of a fire
- Do not panic - Move quickly and calmly to the Assembly Area and wait for further instructions before re-entering the building
- If you are not able to use stairs make sure that you have a Personal Evacuation Emergency Plan (PEEP) - If you do not have a PEEP or are unsure of the details contact your Housing Manager immediately

In the event of a fire or any emergency contact call 000 not your Housing Manager. Emergency Services should be your first point of call in any emergency situation.

### PERSONAL EMERGENCY EVACUATION PLANS (PEEPs)

With Fire Evacuation Drills coming up, now is the perfect time for you to update your PEEP or create one with your Housing Manager if you need one.

### WHO NEEDS A PEEP?

If you have a mobility issue or something that might prevent you from evacuating the building safely via the stairs and without assistance, it is important that you have a Personal Emergency Evacuation Plan.

### WHAT IS IN A PEEP?

The PEEP will be prepared with you, detailing what your strategy is in an emergency, the assistance you may require and it is used by Queensland Fire Service if there is an evacuation.

### Please speak to your Housing Manager to prepare or update a PEEP.

If you have a PEEP but are unsure of the details, please speak to your Housing Manager immediately.

### OTHER TIPS

Ensure your smoke detector is working and never remove the batteries from your smoke detector except to replace them. Report a faulty or broken smoke detector to your Housing Manager immediately.

Make sure you have a clear path to exit your unit. Minimise clutter and mess to ensure you can quickly and easily evacuate your unit in an emergency.

Report any items in common areas which are blocking walkways or fire doors to your Housing Manager. These areas must be kept clear to ensure people can safely and quickly evacuate in an emergency.

# What's On?

Connect with your neighbours



Because every day is neighbour day

Be in tune with your senses



Celebrate the Games



Showcasing Queensland



Remembrance Service

**Neighbour Day 2018:** Sunday 25 March

Neighbour Day is Australia's annual celebration of community, encouraging people to connect with those who live in their neighbourhood. Find out more, have a look at page 4 of the Bugle or visit: [neighbourday.org/](http://neighbourday.org/)

**Two Feet, Five Senses:** 29 March & 26 April, 9:30am  
Lakeside Precinct, Roma Street Parkland, Brisbane City

Enjoy a free one hour gently guided walking meditation session through Roma Street Parkland. Take in the peaceful surrounds of nature, away from the hustle and bustle of the city, and learn how to be in tune with your senses, surroundings and how to achieve focused awareness on the present moment.

**Queen's Baton Relay:** 30 - 31 March  
South Brisbane

Celebrate the Queen's Baton Relay as part of the Gold Coast 2018 Commonwealth Games as it travels through Brisbane this Easter long weekend. Feel the Queen's Baton Relay excitement when the celebrations kick-off across the city.

**Festival 2018:** 4 - 15 April

Festival 2018 is a free state-wide celebration of arts and culture, which will showcase Queensland's creativity to visitors during the Gold Coast 2018 Commonwealth Games.

In Brisbane, Festival 2018 offers everyone in the city free world-class entertainment with a program featuring music, exhibitions, theatre, dance, film, comedy, markets and more. Bring your family and friends and take part in the free events on offer from Wednesday 4 to Sunday 15 April 2018.

**Events include:**

**Botanica** - Enjoy contemporary art outside in the City Botanic Gardens.

**One Million Stars installation** - experience the spectacular large-scale artwork piece featuring one million stars from star weavers around the world.

**String Symphony** - a large lightbased puppet that stands more than four metres tall invites you to work together to create movement by pulling on its suspension strings.

Visit the website below for a full list of events happening during Festival 2018 [www.brisbane.qld.gov.au/whats-brisbane/gc2018/festival-2018-events](http://www.brisbane.qld.gov.au/whats-brisbane/gc2018/festival-2018-events)

**Brisbane ANZAC Day Parade:** 25 April, 10:00am -1:00pm  
Adelaide Street, between George and Creek Streets, Brisbane CBD

The Brisbane Anzac Day Parade is held annually for the citizens of Queensland to recognise the sacrifice of those members of the Australian and New Zealand Defence Forces who have not returned from wars and conflicts encompassing the Boer War through to modern operations and conflicts such as Iraq and Afghanistan.

\*All events are free to attend or participant in

March 2018

## Survey Winners

Congratulations to Jeff from Warry St, who was our Grand Prize winner of 2017 Survey Draw! Congratulations also to our lucky runners up; Noelene, Sam and Wayne.

Thank you to everyone who returned their tenant survey to us, we appreciate you taking the time to give us your important feedback so we can continue to improve



## Commonwealth Games

The Commonwealth Games are coming to the Gold Coast from April 4th until April 15th. If you're heading to the games we would love to hear from you! Send us a pic or tell us your favourite part of attending the 2018 Commonwealth Games via [tenantevents@bhclcomau](mailto:tenantevents@bhclcomau)

If you're not going, don't forget you can watch it FREE on channel SEVEN. Visit [www.gc2018.com](http://www.gc2018.com) to find out more about the games and check TRANSLINK to see what public transport may be affected



On behalf of the entire BHC family, we would like to wish Esther a huge Happy Birthday! Esther will be turning 90 at the end of March and will be celebrating this very special birthday with her family and friends. We wish you all the best Esther and hope you have a lovely birthday.

## Your Feedback

To leave BHC feedback, lodge complaints and suggestions, please email: [feedback@bhclcomau](mailto:feedback@bhclcomau) or write to: BHC Feedback, GPO Box 544, Brisbane QLD 4001

## Contact Us

Level 2, 35 Astor Tce, Spring Hill  
Monday - Friday - 8:30am - 5:00pm  
Phone: 3307 3000  
Email: [reception@bhclcomau](mailto:reception@bhclcomau)  
Website: [www.bhclcomau](http://www.bhclcomau)  
Facebook: BHC Creating Liveable Communities  
Instagram: BHC\_Communities  
[www.bhcl.com.au](http://www.bhcl.com.au)

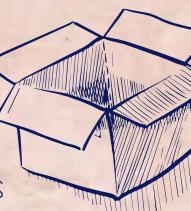
## Have you had a positive experience with BHC?

Would you like to tell someone? If you would like to leave us some positive feedback, you can write to us at [feedback@bhclcomau](mailto:feedback@bhclcomau) or write us a review on our Google page.



## Upcoming Kerbside Collections

7 May - Milton  
11 June - Coopers Plains  
25 June - Inala



# It's All About YOU!

## Celebrating Our Tenant's Talents

If you have something to feature in the next edition of the Bugle, email us at [bugle@bhcl.com.au](mailto:bugle@bhcl.com.au) or call Kaitlyn on 3307 3000 with your ideas and contributions.



Last year on December 4<sup>th</sup> BHC held its second annual End of Year Tenant Event. We were thrilled to offer tenants delicious food, lucky door prizes, live music and a special event to relax, meet new people and connect with old friends. Although we had terrible weather on the day, more than 80 tenants braved the storm to join us at Wesley House and celebrate the end of year with us.

We want to say a big thank-you to all the tenants who joined us; we hope you had a great time.

2018 will see our third annual End of Year Tenant Event and we hope to continue making this event bigger and better! If you have any suggestions for our next event or any feedback for the 2017 event, we would love to hear from you. You can email us at [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au) or give Kaitlyn our Tenant Engagement Coordinator a call on 3307 3000.

