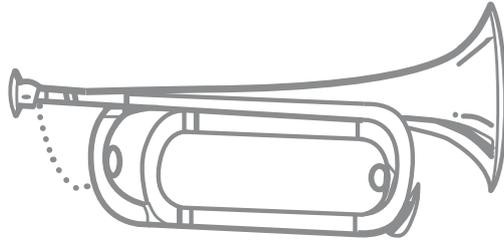


bugle



WINTER EDITION
AUGUST 2018

COMMUNITY IN FOCUS

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Dear readers of the Bugle,

As the end of the financial year approached, I took the opportunity to reflect on the BHC Vision – Creating Homes, Empowering Lives, Enabling Transformation - and what BHC can do to continue on that path.

I was particularly struck by the word transformation – a marked change in form, nature, or appearance. Having considered BHC in terms of transformation, I can see many opportunities for our organisation to contribute to just that. We have transformed unused land into affordable housing for residents; we provide safe housing which enables some of our residents to transform and meet their potential; and we hope to transform the affordable housing landscape by creating additional affordable homes for people on low incomes.

Tenant Engagement at BHC is also under transformation. I look forward to seeing further outcomes as our Tenant Engagement Strategy moves into its next phase, shaped and supported by BHC residents. Together, BHC and interested residents are working closely to create a collaborative strategy that meets the needs of residents. You can read an update on their progress on page 6 and I encourage your involvement to help ensure this strategy can be its best.

I feel a strong sense of responsibility to ensure our organisation is performing at its best in all areas; whether that is maintaining buildings, working directly with residents, being efficient in our practices and process, or using our resources with integrity and accountability. More than just continuing to perform well, I also feel a strong responsibility to push forward and grow as an organisation and leader in affordable housing. I have been working with our management team at BHC to review our Strategic Plan; by considering what has been achieved in the past two years and identifying new strategies to help us work towards our goals and achieve these going into the future. One of the strategies we are particularly excited about is assessing different financial models so that we can continue to expand our offering of housing options to more people. Our goal has always been to provide people with secure housing which offers a platform for future growth and prosperity, for both BHC and our residents. Although we all have individual goals, together we are striving for success.

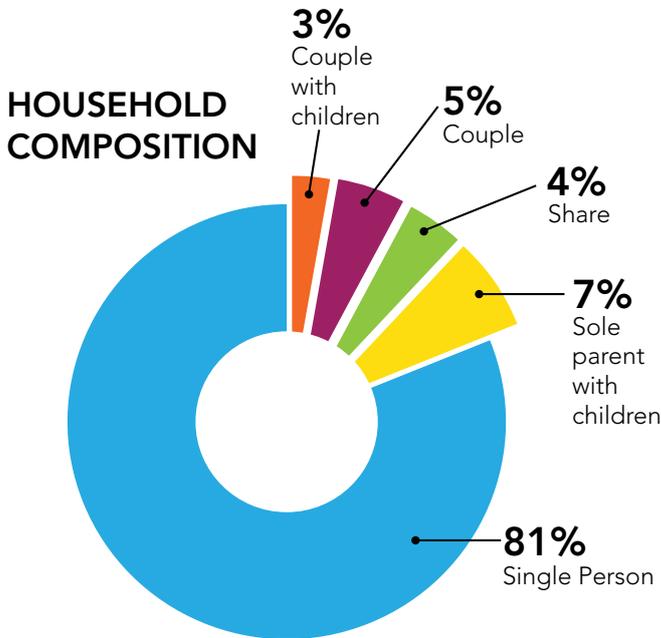
With best regards,

Stuart Lummis
CEO



OUR VISION
CREATING HOMES
EMPOWERING
LIVES
ENABLING
TRANSFORMATION

Thank you to everyone who returned their surveys over the past year. As you all know, each year we ask half of our residents to complete our Tenant Satisfaction Survey. This is our second year doing the survey this way and we were able to get an 83% response rate from the residents surveyed. Here are some of our results from the 2017 survey, the data we have gathered will help us to hear important feedback from residents, identify areas we can improve and see how our portfolio and residents are changing over time.



91%
Want to remain in their current home for the foreseeable future

37%
Participate in activities with other residents

35%
Planning to undertake volunteer work in the coming year

By combining the results of our 2016 and 2017 surveys, we now have results which represent the entire BHC portfolio. Here are some highlights that we wanted to share with you.

"Thank you for providing me with stable and long term accommodation"

82%
Satisfied with service provided from Housing Manager

87%
Satisfied with overall quality of their home

81%
Overall Tenant Satisfaction

77%
Satisfied with repairs and maintenance

94%
Feel BHC keeps them informed about things that might affect them as a resident

HERE'S WHAT SOME RESIDENTS HAD TO SAY

"On a whole I do feel safe and secure here, of that I am very thankful."

"Glad we made the move. Very happy."

"People not knowing how to use the recycle bin and what can go in there, drives me mental. All the effort that everyone else puts in goes to nothing if someone contaminates a load with ceramics, plastic bags etc."

"I have enjoyed my time at Colton Avenue. Now and then I am saddened by the less thoughtful and destructive behaviour. But in general I am grateful for my little home here in Colton Avenue."

Please look out for the 2018 Tenant Satisfaction Survey, which will be sent out around November. Remember to complete your survey and return it to BHC by the specified date to be in the draw to win one of our fantastic prizes!



NAIDOC WEEK 2018: 18-15 July

BECAUSE OF HER, WE CAN!

NAIDOC Week is the annual event which celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. This year's theme was **Because of Her, We Can!** As leaders, trailblazers, politicians, activists and social change advocates, Aboriginal and Torres Strait Islander women fought and continue to fight for justice, equal rights, rights to country, for law and justice, access to education, employment and to maintain and celebrate their culture, language, music and art.

This year's theme honours pioneering women of the past and present, acknowledging their contributions, sacrifices and impact upon history and the future generations. Some of these great women include Gladys Elphick, Oodgeroo Noonuccal, Joyce Clague, Nova Peris, Rose Richards, Pat O'Shane, Jill Milroy and Rosalie Kunoth-Monks. These are just a few of the indigenous women who have inspired the theme **Because of Her, We Can!** To find out more about NAIDOC week, this year's theme and what it means, you can visit the website www.naidoc.org.au

Below is a little more about one of these inspiring women; **Evonne Goolagong Cawley**.

Evonne was the first Aboriginal Australian to achieve success in tennis on the world stage. She won seven Grand Slam tournaments and features in both the Australian Tennis Hall of Fame and the International Tennis Hall of Fame. She has since founded the Evonne Goolagong Foundation, which uses tennis as a platform to promote education, health and wellbeing for Aboriginal and Torres Strait Islander young people. Through her foundation, Evonne's dream is to give as many Indigenous children the opportunity to be the best they can be. Since 2005, the Evonne Goolagong Foundation has awarded school scholarships, produced tennis coaches, sports administrators, university scholars and has helped with employment placement.

Celebrations!

BHC was proud to attend the Musgrave Park Family Fun Day on Friday 13th July, an event held during NAIDOC week celebrating Aboriginal and Torres Strait Islander people, culture and history. For the second year BHC hosted a stall where we shared information about our affordable housing options. Thank you to everyone who stopped by to say hi, it was so great to speak to people about BHC, offer some fun freebies and be a part of such a fantastic day. We hope to see you there next year!





SHARE YOUR STORY

FROM BLACK BELT TO BATON BEARER

In the last edition of the Bugle we invited BHC residents involved in or attending the 2018 Gold Coast Commonwealth Games to share their stories with us. We were excited to hear from one of our long term residents Mashika that her daughter was chosen to represent Queensland as a baton bearer for the Gold Coast 2018 Commonwealth Games' Queen's Baton Relay! Mashika and her family have been tenants of BHC for over 9 years and Mashika was very pleased to share her daughter Sharleen's story with us.

“ Sharleen is 12 years old and has been selected as a baton bearer in 2018 Commonwealth Games. In addition to being a very bright student, Sharleen is also a very accomplished athlete and adventurous young woman - she gained special permission to skydive at age 10, even though the legal age is 12. After escaping from a domestic violence situation, Sharleen's mother Mashika taught her kids self-defence and now the whole family does karate together. Mashika said that domestic violence and bullying in school is a reality, and although we can't control what other people do, we can learn to defend ourselves.

With the support and encouragement of her family, Sharleen started karate at age 7 and by age 9 she achieved her black belt. By age 10 Sharleen had won gold in the state championship! Weighing only 29kg, she became the Queensland Champion fighting in the under 39 category. Now Sharleen is not only an accomplished black belt, but also a Sensei who trains people, both younger and older than her, in Karate. When all the instructors line up, Sharleen is the youngest!

Sharleen is also a public figure for empowering girls; with her various achievements being mentioned through print and digital media. Since being a baton bearer at the Commonwealth Games, Sharleen has gone on to complete the Weetbix Triathlon, achieve academic excellence at school and continued to inspire other young women around her.

Sharleen believes age is just a number and anything is possible.”

Congratulations Sharleen on your fantastic achievements and best wishes from all of us at BHC for the future!



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

TENANT ENGAGEMENT

UPDATE

Thank you to all of the residents who have been involved in our recent workshops and conversations about the 2018-2021 Tenant Engagement Strategy. We have made some fantastic progress with this work, with approximately 20 residents involved over the past few months. We would like to share the key themes which will shape our **2018-2021 Tenant Engagement Strategy**.

Dignity and Respect will serve as the foundation to support and guide us as we focus on the key areas of; Communication, Being a Good Neighbour and a Good Resident, Shared Responsibility For How Things Get Done, and Creating Communities with Opportunities.

BHC staff and residents from across several different buildings are currently working together to prioritise all of the fantastic ideas we've had and continue to develop our 2018-2021 Strategy. At the moment we think this will look like a group of residents from across all of our buildings coming together to discuss and develop ways to address the key areas noted above. This will be a safe, supportive and inclusive group, where we embrace our

different skills and experiences, listen thoughtfully and learn from one another. Together we are seeking more ways for residents to engage with BHC, engage with one another and engage with their local communities.

We understand that not everyone wants to be more involved with their neighbours or communities, and we do not want to force anyone to be involved if they do not want to be. What we do want is to work together with residents to create opportunities to strengthen our communities, develop new connections and embrace positive opportunities for those residents who would like to be more involved.

We are always looking for more people to join this exciting work, so if you would like to get involved, or just find out more about our Tenant Engagement Strategy, please contact our Tenant Engagement Coordinator, Kaitlyn. All residents are welcome.

Email: tenantevents@bhcl.com.au
Phone: **3307 3000**

One idea from the Tenant Engagement Strategy workshops is having more resident involvement in the Bugle. This could be writing content, coming up with ideas for editions, sharing local community activities, etc. If you would like to be a Resident Bugler, please get in touch to find out more!

Contact us via email bugle@bhcl.com.au or phone **3307 3000** – just ask for Kaitlyn!

THE BUGLE NEEDS YOU!

REASON FOR THE Season



Calling all aspiring photographers, creative writers and talented artists of BHC!

As we come up to the next change in season, we got thinking about which season is our favourite, and more importantly, which season is **your** favourite? So we are calling all residents to show or tell us which is your favourite season and why; three lucky entries will win a \$25 gift card!

Do you love rugging up in your winter woollies and sipping hot chocolate? Are you a fan of the colours of autumn and falling leaves? Maybe you are looking forward to the flowers and fresh buzz of spring, or even enjoying a cold ice cream in the summer heat.

Whatever it may be, we want to see it or hear about it!

This competition is open to all BHC residents of all ages. We encourage you to get **creative** and send through a photo, poem, short story, recipe, artwork etc. for the chance to win one of three gift cards.

Send through your competition entry to bugle@bhcl.com.au or post it to GPO Box 544, Brisbane Qld 4001, addressed to 'The Bugle'. The entries close **Friday 28th September** and winners will be announced in the next edition of the Bugle.

To be eligible to win, you must be a BHC resident and the contribution must be taken, created, or written by yourself.

TIPS FROM A TENANT

HOW TO GET MAKEUP STAINS OUT OF CARPETS & FABRIC SOFAS

By BHC Resident, Greg
Owner/Operator of Greg's Carpet Cleaning Services

Every year I find myself cleaning hundreds of carpets & sofas all over South East Queensland and the main stain problem I have encountered other than tea/coffee, (which I'll cover in another edition) is makeup. This includes eyeshadow, lipstick, mascara and nail polish.

So if this happens in your unit, don't panic! Many people think they can remove the stain by grabbing the Ajax liquid cleaner and scrubbing brush, but this is not the way to shift it, and it can actually do damage to the carpet fibers, which could lead to a costly carpet replacement for you.

Try the method below, but be sure to do a small spot test first to make sure it's safe for your carpet. If you have any questions or concerns, please seek professional advice before proceeding.

WHAT YOU'LL NEED:

- Bicarbonate Soda from Woolworths or Coles for \$2.50 - \$3.00
- Bottle of Diggers White Spirit (AKA Dry Cleaning Fluid) the carpet cleaners best friend! There are upmarket versions from cleaning suppliers at around \$30 - \$40 a litre, but I would recommend Bunnings Warehouses have 1L bottles for around \$9.00
- Paper towels
- Vacuum Cleaner

PROCESS:

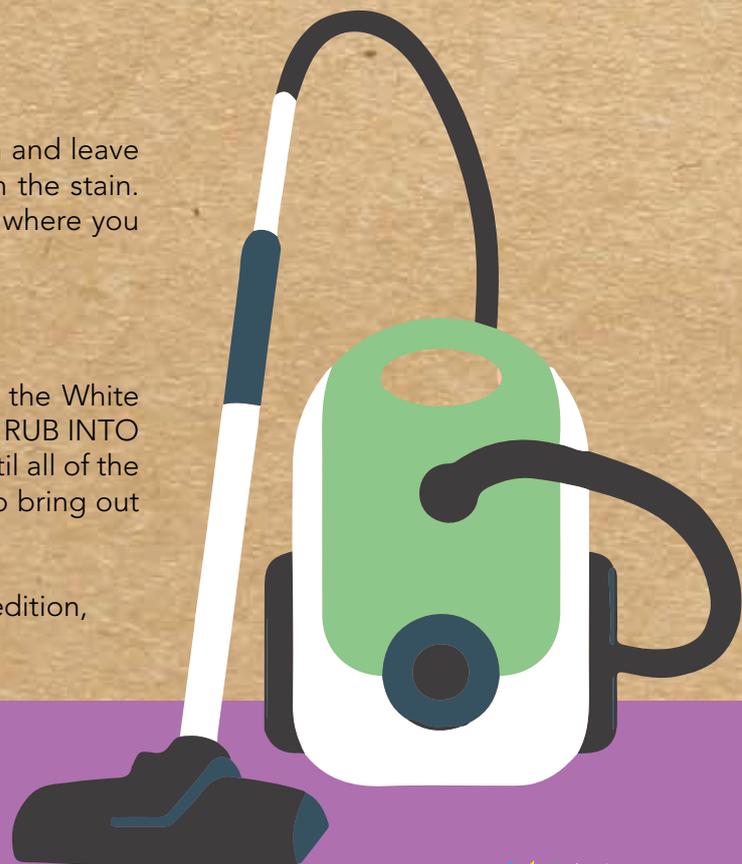
With a teaspoon sprinkle Bicarbonate Soda over the stain and leave sit for 10 - 15 minutes so it can absorb any moisture from the stain. After 15 minutes, grab your vacuum cleaner and go over where you have just had the Bicarbonate Soda over the stain.

Now for the fun part.

Tear off a couple of sheets of paper towelling and apply the White Spirits onto the stain by blotting it over the stain. **DO NOT RUB INTO THE CARPET.** Continue blotting with the White Spirits until all of the stain has lifted. This will normally take about 3 - 4 goes to bring out the stain.

This little tip could save you hundreds of \$\$\$\$! Until next edition,

HAVE AN ENJOYABLE DAY!



Warm yourself this winter with this favourite recipe from Cargo resident, Grame

Broccoli and Sweet Potato Soup

INGREDIENTS

1 brown onion, finely chopped

500g broccoli, stems finely chopped, florets coarsely chopped

500g gold sweet potato, peeled, finely chopped

4 cups (1L) vegetable stock

1/2 cup (140g) Greek-style yoghurt

STEP 1

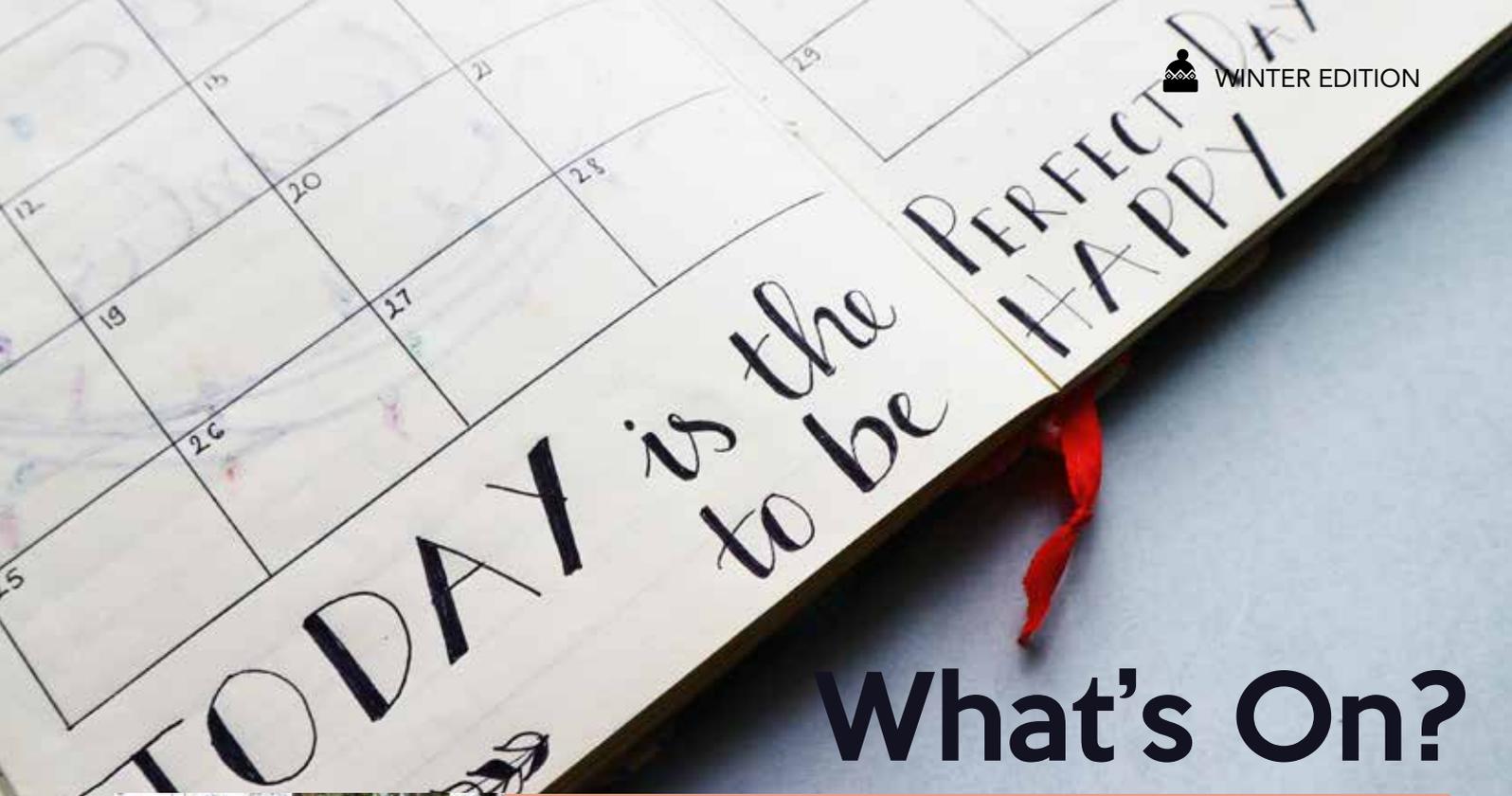
Heat a medium saucepan over medium heat. Add the onion, broccoli stems and sweet potato and cook, stirring, for 5 minutes or until the onion softens.

STEP 2

Add the stock and 2 cups (500ml) water. Bring to the boil. Reduce heat to low. Add broccoli florets. Cook for 15 minutes or until sweet potato is tender. Set aside to cool slightly.

STEP 3

Use a stick blender to carefully blend the soup until smooth. Divide among serving bowls. Place yoghurt in a small bowl and stir in 2 tablespoons water. Add to the soup and gently swirl. Season with salt.



What's On?

Get Active!



BCC Active Parks: August - December
Various parks across Brisbane

Brisbane City Council's Active Parks program offers activities for all ages at more than 50 local parks across Brisbane. Use the free or low cost activities to help improve your health, fitness and well-being or to meet new people. Visit <https://bit.ly/2vnSFks> to find an event near you!

Create your own Bristopia



Bristopia: Now until 14 October, 10:00am - 5:00pm
Museum of Brisbane, 64 Adelaide Street, Brisbane City

Blending interactive technology with whimsical illustrations by Megan McKean, Bristopia invites you to contribute your voice and reflect upon the elements of our city that nurture and connect us. Immerse yourself in the animated Brisbane cityscape and create your own Bristopia!

Walking Tour



Grand Designs: Walking Tour of City Hall and Roma Street Parkland: Now until 31 October, every Tuesday, 10:30am - 12:30pm
City Hall, Adelaide Street, Brisbane City

Learn the history, architecture and garden design of these two iconic Brisbane destinations in a winter walking tour of Brisbane City Hall and Roma Street Parkland. Bookings essential and require one weeks notice. Visit: <https://bit.ly/2JCf2eV> to book.

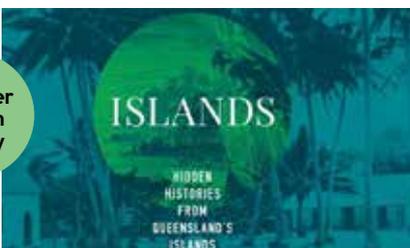
Brisbane's Convict Stories



Life in Irons: Brisbane's Convict Stories: Now until 28 October, 10:00am - 5:00pm, 10:00am - 7:00pm Friday
Museum of Brisbane, Gallery 1, 64 Adelaide Street, Brisbane City

Life in convict Brisbane was unrelentingly harsh for the 3,000 men and women imprisoned here from its founding in 1824 to the penal colony's closure in 1839. This exhibition offers a rare chance to view some of the few remaining official documents from the Brisbane penal colony.

Discover Hidden History



Islands: Hidden Histories from Queensland's Islands: now until 31 December, 10:00am - 5:00pm, State Library of Queensland, Stanley Pl, South Brisbane

State Library of Queensland's exhibition Islands will explore the hidden histories of Queensland's islands and in doing so reshape our knowledge of these close but faraway places. Islands draws on State Library's rich collections to explore the stories of six Queensland islands through photographs, drawings, maps, objects and more.

**All events are free to attend or participant in*

BHC NOTICEBOARD

TENANT MEETINGS

Due to the changes in the Tenant Engagement Strategy we are not currently running 'Tenant Meetings' at buildings. If you have a tenancy issue, maintenance request or any other general concerns or questions remember to speak to your Housing Manager

UPCOMING KERBSIDE COLLECTIONS

- 3 September - Chermside
- 17 September - Mitchelton
- 8 October - Newmarket
- 15 October - Alderley
- 22 October - Kelvin Grove
- 22 October - Bowen Hills
- 29 October - Paddington

CONTACT US

Level 2, 35 Astor Tce, Spring Hill
 Monday - Friday - 8:30am - 5:00pm
 Phone: 3307 3000
 Email: reception@bhcl.com.au
 Website: www.bhcl.com.au
 Facebook: BHC Creating Liveable Communities
 Instagram: BHC_Communities

YOUR FEEDBACK

To leave BHC feedback, lodge complaints and suggestions, please email: feedback@bhcl.com.au or write to: BHC Feedback, GPO Box 544, Brisbane QLD 4001



ASSETS HOME HACKS

We've had some issues recently with soft blockages in toilets. Soft blockages are an obstruction in your toilet, usually made up of excess paper or other organic matter. The Asset team have come up with some tips and tricks which may help you avoid these blockages or clear a blockage and avoid a call out to a plumber!

Remember:
Only flush the 3 Ps; Pee, Poo and Paper

Do not flush sanitary products or any kind of wipes down the toilet as they can cause blockages; even 'flushable' wipes do not break down in pipes!

Use the full flush button for number two's and if you're not sure flush it again.

Tips on how to unblock soft blockages:

- Fill toilet up with hot water
- Use a toilet plunger – you can buy one from Bunnings for around \$5
- Use a coat hanger or similar solid object to push paper past the s-bend then remove coat hanger / alternative item
- Use an extra two full flushes after the blockage has been cleared

MEET OUR CARETAKERS



There are many important jobs and people that make up BHC, and there is one group in particular who often go by as unsung heroes – they're our caretakers! From tidying gardens and mopping floors to being the friendly face that says hi as you pass by, our caretakers are the everyday people who help to keep our buildings cared for and in good repair. Many of you may be familiar with the caretaker of your building, but a few of you may not be. We have a great group of caretakers, with some who have been with us for as long as 7 years and others as new as 8 months. Across BHC we also have several different types of caretakers. Some caretakers are 'live-in' caretakers, who live in the buildings they help to care for. We have a few caretakers who only look after one or two specific buildings, but do not live there. We have our mobile caretakers who are busy travelling between several properties, dropping in for a few hours a week at each of their buildings. Generally our caretakers usually work "tradie" hours (early starts) or business hours. Do you know what type of caretaker you have?

Caretakers are different from Housing Managers as they can't assist you with tenancy matters (e.g.

issues with your rent, lost keys, or conflicts with other residents), but do the very important job of keeping our buildings clean and in good working condition. Our caretakers work closely with our Asset Team and Housing Managers to maintain the gardens and common areas of buildings and keep things tidy and clean. If you happen to notice something at your complex which may need the attention of the caretaker or our Assets Team, be sure to let your Housing Manager know so they can organise this.

We know that the hard work our caretakers do sometimes gets overlooked, so if you love the work your caretaker does, we would be more than happy to pass along your feedback. You can email feedback@bhcl.com.au or pass your comments on to your Housing Manager who can provide this to your building's caretaker.

So next time you see your caretaker around your building, say hello or give them a wave. From all of us at BHC, **thank you** caretakers for all the hard work you do to help look after our buildings and residents!