



the  
bhc  
bugle

AUTUMN EDITION, MARCH 2015

Spotlight on:  
Unit Maintenance  
and Water  
Efficiency

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Healthy  
Snacks on a  
Budget



For more information  
about anything in this  
newsletter please contact  
BHC on 3307 3000







## BRICKS AND MORTAR

Image: BHC Tenant Bill

Life can be full of unexpected coincidences and roundabouts, so when Bill was offered a new home with BHC at Inala, it really was a case of déjà vu.

BHC's Thanbarran Place complex at Inala was developed in 2009 on a former school site. The development project included the adaptive re-use of some of the existing school buildings which were constructed during the 1960's by the Queensland State Government.

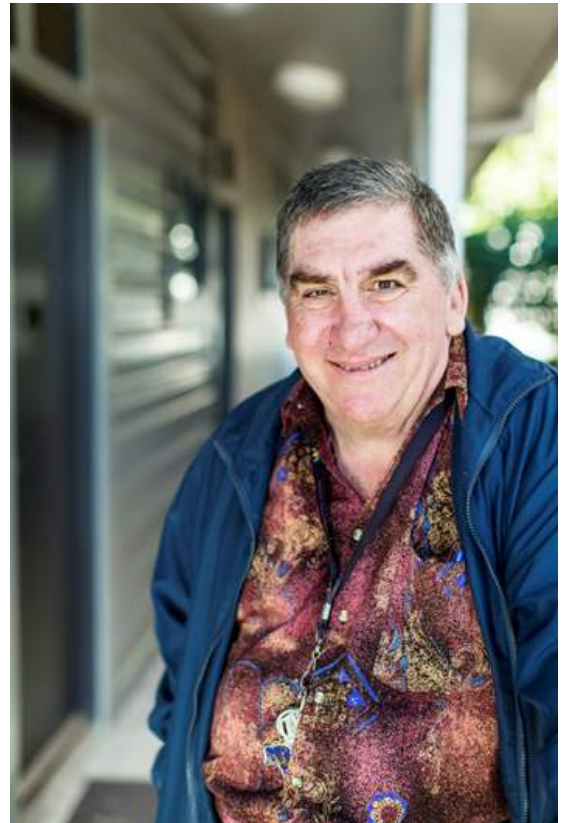
Following a busy, full working life, including stints playing rugby league and driving taxis around Brisbane, Bill found himself in very familiar surrounds.

"I helped construct this building in 1969 when I was employed by the Queensland Department of Public Works as a brick layer."

Proudly pointing out one of the solid brick walls that he helped to build Bill explained "this place was built to be a school back then, and 40 plus years later now I'm living here!"

Reflecting on his previous tenancies, including a period living with family members, Bill said "this is heaven - this is the very best place I've ever lived."

With this unique contribution to his own housing, it is easy to understand Bill's pride in the home he helped to build.



## AND THE WINNERS ARE...

Thank you to all tenants who provided their completed Annual Income Review and Tenant Satisfaction Survey prior to the 5th December deadline.

This year there were two prizes offered for tenants who were on time – a \$300 Coles Myer Gift Voucher and a \$50 Coles Myer Gift Voucher for those who completed the survey on-line. Sam of Yeerongpilly was the major prize winner of the \$300 voucher.

*"Thank you so much for the gift card, it was a lovely surprise. It has come at a really good time as Cara needs some new clothes. I never usually win things so I am very grateful for the gift. Times are tough this is definitely a blessing. Once again Thank you it means a lot"*

Deano of Bowen Hills was the inaugural winner of the on-line survey draw. Congratulations to both of these tenants on their wins!





# information boards

## Home Assist Secure

The Home Assist Secure Program provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance. The range of services provided through Home Assist Secure includes free information and referrals or subsidised assistance related to minor home maintenance, modification, repairs, fall prevention and home security.

To be considered for subsidised assistance, home owners or tenants with a disability or who are over the age of 60 must hold a pensioner concession card and be unable to complete the work themselves. In addition, they must be unable to access assistance from family and friends or other services.

Free information and referral is available to homeowners or tenants with a disability or over the age of 60. Home Assist Secure does not undertake work that is considered to be the responsibility of the landlord (lessor) under residential tenancies legislation or other tenancy agreements.

## The benefits of Home Assist Secure

Home Assist Secure will help you to:

- o make more informed decisions about home maintenance, repairs, modifications and security;
- o feel safer living at home;
- o have easier access to, and within your home;
- o increase your confidence about employing tradespeople; and,
- o incorporate home security routines into your daily activities.

## BRISBANE HOME ASSIST SECURE LOCATIONS

SERVICE	LOCATION	TELEPHONE
Home Assist Metro South	21 Martin St, Woolloongabba	3208 4555
Mt Gravatt District Home Assist Secure	1693 Logan Road, Mt Gravatt	3846 2131
South West Brisbane Home Assist Secure	385 Sherwood Road, Rocklea	3270 3400
Brisbane North East Home Assist Secure	655 Brunswick Street, New Farm	3254 0355
Community Queensland	300 Waterworks Road, Ashgrove	3366 3066
Sandgate and District Home Assist Secure	58 Rainbow Street, Sandgate	3869 1000
Stafford Wavell Height Home Assist Secure	536 Sandgate Road, Clayfield	3862 2500
Chermside and District Home Assist Secure	60 <u>Kuran</u> Street, Chermside	3624 2111

This Program is funded by the Department of Housing and Public Works and the Department of Health through the Home and Community Care (HACC) Program.



# information boards

## Resolve

Are you a community housing tenant? Resolve is a free and voluntary support service for you. housing with short term assistance to maintain housing tenancy. We work with people who are, 18 years and over who live in Brisbane metropolitan area.

We support you to:

- Address any issues that affect your ability to maintain your tenancy
- Link with mental health and other community support services

We can help you to:

- Improve your living situation;
- improve your well-being;
- access other support services

## Contact us

Metro North 0458 007 784

Metro South 0458 807 498

Referral [resolve@rfq.com.au](mailto:resolve@rfq.com.au)



## Emergency Evacuation Drills

Emergency Evacuation Drills will be taking place at most BHC properties between **Tuesday 7 April and Thursday 16 April 2015**. It is strongly recommended that all tenants participate in the evacuation. Emergency Evacuation Drills are the best way to learn about 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.

### Important Tips for Emergency Evacuation:

- Always know what your closest evacuation route is and where your Assembly Area is located. This information will be found on signs at various points throughout the building.
- Never use lifts in the event of a fire.
- Do not panic! Move quickly and calmly to the Assembly Area. 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.



News from

# Your local Community Centre



*Zillmere Community Centre is a vibrant community service hub offering a range of information and referral sources, community activities and programmes, as well as a meeting place for local community groups and organisations. Over almost 25 years, Zillmere Community Centre has become a community pillar for the residents of the local area and provides support to those who are in need.*

## What's happening at Zillmere Community Centre?



### Zillmere Youth and Community Combined Action (YACCA)

YACCA is a primary crime intervention program aimed at preventing juvenile crime before it happens. YACCA provides safe drop-in sessions for youth on Tuesdays, Wednesdays and Thursdays between 1-5pm. School Holiday programs and Children's Court Outreach programs are also provided.

### Computer Classes

Zillmere Community Centre provides a computer competency course run over a 6-week period for only \$8. The course involves a 2-hour session every week and will cover basics like email, how to use Microsoft Office programs and how to surf the internet. Times are 9.30-11.30am or 12.30-2.30pm on Wednesdays.



### Zillmere Family Accommodation Program (ZFAP)

ZFAP provides short to medium term supported accommodation to families experiencing homelessness or are at risk of becoming homeless. While being provided with a house to live in, families will also have access to a support worker on a regular basis. Access to this housing and support is subject to an application process.

### Jam Sessions

Bring along your favourite instrument, best singing voice and join in the fun with others. Come along on Fridays between 12.30pm and 2.30pm.



### English Classes

Zillmere Community Centre provides free English-language classes on Fridays. Class starts at 10.00am and goes until Noon.

### Line Dancing and Bootscootin'

Make new friends, keep fit and have a great time on Fridays between 9 and 11am at the Bootscootin and Line Dancing sessions at ZCC's Community Hall. Cost is \$5 and morning tea is provided. Contact Sharon for more information.



### Food Parcels

The Community Centre has free Food Parcels available on Wednesdays and Fridays between 9.00am and 2.00pm. Drop-in to grab a parcel or contact Leann or Celeste for more information!





# SPOTLIGHT ON

## Taking Care of your Unit



### Attaching fixtures and making structural changes

It's not uncommon to find that as we progress through life, we need some additional support and equipment to help us to get by with the day to day tasks of living. Examples of these include installation of grab rails in the bathroom, installation of security screens or specialised equipment in the bedroom and lounge room to assist with mobility and liveability.

#### What if I need to attach a fixture or make a change in my unit?

The Residential Tenancies and Rooming Accommodation Act (the Act) has specific provisions around the attachment of fixtures and making structural changes to the rented premises.

The Act requires a tenant to seek an agreement in writing from the lessor prior to attaching fixtures or making structural changes to the rented premises. The written agreement about the attachment of a fixture or structural change must describe the nature of the fixture or change, and the terms under which the agreement is made.

The Agreement may include terms that describe whether the tenant may remove the fixture, and if removal is allowed, when and how this should occur, and the obligation of the tenant to repair any damage caused to the premises or compensate the lessor for their reasonable costs of repairing the damage.

If you attach a fixture, or make a structural change to the premises without seeking the lessors agreement, you are in breach of your obligations under the Act. In this circumstance, the lessor has an option to waive the breach and treat the fixture or change as an improvement to the premises for the lessors benefit. Alternatively, the lessor may require that the fixture or structural change is removed and re-instated to its original state.

#### What's the next step?

If you need or would like to attach a fixture or make a structural change to your unit, talk to your Housing Manager in the first instance. They will give you feedback about your proposal. BHC will require a written request and will respond in writing. Where the request is approved, we will be clear about conditions that apply.

#### What if we don't agree?

If you are unsatisfied with BHC's response to your request the Residential Tenancies Authority (RTA) provides a dispute resolution service that can assist tenants and lessors to resolve disagreements - this is a free service.

For more information contact the following:

[www.tuq.org.au](http://www.tuq.org.au)

Tenant's Qld provides free advice and information.

[www.rta.gov.au](http://www.rta.gov.au)

The Residential Tenancies Authority provides information about tenancy law in Queensland, and offers a free dispute resolution service for tenants and lessors.

[www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

The Queensland Civil and Administrative Tribunal has the authority to determine tenancy disputes in Queensland.



## Staying Water Efficient

Whilst there are no current restrictions on water use, sprinklers or watering times in Brisbane, it is still a great idea to conserve our precious resource. You can make a big difference to Brisbane's environment and your home by finding innovative ways to use water more efficiently. From changing the way you use water around the home, to buying appliances that are water efficient, you can do a little and save a lot.

Some current water efficiency tips from the Brisbane City Council include:

### Purchase Water Efficient Products

If you intend to purchase water efficient products or services, check if they comply with the water efficiency labelling standards (WELS). The WELS label features a star rating of zero to six which will give you a good indication of the product's water efficiency. For example, front-loading washing machines with a WELS rating typically use 50 to 80 litres of water per cycle – about half that of top loaders.

### Manage Leaks and Drips

A continuously running toilet can waste more than 16,000 litres of water a year. A constantly dripping tap can also waste thousands of litres of water each year. Check for leaks and drips, and if you notice a leakage, have them attended to. Please let your Housing Manager know.

### Shorten your shower

Showers are one of the biggest uses of water in many households. Every minute in the shower will use the equivalent of approximately 12 litres of water. Reducing your average shower time by just one minute a day will save more than 4000 litres of water each year.

### Sweep don't spray

We all like tidy balconies and pathways, and in many cases using a broom, brush or rake to sweep and clean outdoor paths and paving will be just as effective as hosing down an area. Sweeping before you hose will significantly reduce water usage when cleaning outside areas.

### Wash when you have a full load

Wherever possible, wait until you have a full load of clothes before you wash. Some washing machines allow adjustment of the water level if you have a smaller load, where practical makesure you use the appropriate water level for each load. Find out more

### Find out more...

These are just some ideas to help conserve water around your home. For more information and ideas visit the Department of Energy and Water Supply (<https://www.dews.qld.gov.au>) or Brisbane City Council ([www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)) websites.



"IT'S A NEW DESIGN TO SAVE WATER."





# 3 Healthy Snacks on a Budget

Healthy snacking improves overall health, regulates mood, boosts brain power and gives you the energy you need to keep going! We've included some healthy, easy and cost saving snacks to keep you nourished all day long.



## 1. Nut Butter Boat

You'll need: Celery, Nut Butter, Almonds and Raisins

Load a few celery sticks with 1 tablespoon of any nut butter topped with a few whole almonds or raisins. If you're not a fan of celery, try scooping out the middle of an apple.

**Total Cost: \$10.24    Makes: Between 10-15 serves!**

## 2. Sugar and Spice Banana

You'll need: Banana, Mixed Spice, Sugar, Natural Yoghurt.

Combine mixed spice and sugar in a bowl. Add yoghurt to remaining mixture. Stir to combine. Add sliced banana to the bowl, top with yoghurt mixture.

**Total Cost: \$7.27    Makes: 2 Serves**



## 3. Mini Zucchini Frittata


You'll need: 5 eggs, Zucchini, Carrot, Onion, Flour, Salt/Pepper (optional)


Dice Onion and grate Zucchini and Carrot, combine in a bowl. Add Eggs and 1/4 cup of Flour, mix. Pour mix into a Muffin tray. Cook for 20-25 minutes. Season with Salt and Pepper if needed.

**Total Cost: \$6.14    Makes: Approx. 12 Frittatas.**



Shop Seasonally!  
This Autumn look out for..

 Apples, Kiwifruit, Lemons, Paw Paw

 Beetroot, Broccoli, Carrot, Pumpkin, Sweet Potato

*Prices calculated based on individual ingredients from the Coles website on 25 February 2015.*

## April



**Easter Long Weekend**  
Good Friday: 3 April  
Easter Monday: 6 April

*Please note: BHC Offices will be closed for the long weekend, re-opening Tuesday 7 April. For emergencies please phone the after hours service via 3307 3000.*

### Craft Lovers Group

Monday, 6 April, 10am- 12pm, Garden City Library

**FREE**

Bring your own projects to work alongside like-minded crafters or just come to look for ideas.

### Aunties and Uncles

7 - 9pm (3rd Tuesday of each month), The Exchange, Blamey St, Kelvin Grove.

Aunties and Uncles support families by mentoring and supporting children. Come along to find out how we can support your family or how you can become an Auntie or Uncle.

### Anzac Day- 100 Year Anniversary

Saturday, 25 April

On Anzac Day each year we remember all Australians who served and died in all wars, conflicts and peacekeeping operations. This year marks the 100th anniversary of the Gallipoli landing in 1915.

## May

### Grow your own Organic Food

Sunday 3 May, 10.30am-1.30pm, Garden City Library

**FREE**

Learn how to grow enough organic food in your backyard to provide for 50-75% of your family's fruit and vegetable needs in a small back yard. You will also learn how to make self-watering planter boxes. Presented by Roman Spur. Bookings required.

### West End Film Festival 2015

1-17 May, Various times, Rumpus Cinema, Crn Russell and Boundary St, West End

WEFF will showcase some of the country's finest short films at West End's Rumpus Cinema. The festival, now in its sixth year, is the only Brisbane grown festival dedicated solely to showcasing Australian short films. The full program will be released in April.

## June

### 'The View from Here'

13 Feb- 30 August, 10am- 5pm Daily, Museum of Brisbane

Discover Brisbane at the turn of the 20th Century through 50 years of photography captured by Alfred Elliott.

**FREE**

# BHC NOTICE BOARD

## CONTACT US



2/35 ASTOR TERRACE  
SPRING HILL  
8.30am- 5.00pm



p. 3307 3000  
f. 3839 2000  
e. [reception@bhcl.com.au](mailto:reception@bhcl.com.au)



## BHC is now on Social Media!

Follow BHC on Facebook, Twitter, Instagram and LinkedIn for up to date information on BHC.

You can find us by searching "BHC Creating Liveable Communities" or BHC\_Communities (Instagram)



## FOOTPATH LIBRARY

'The Footpath Library' aims to enrich the quality of life for homeless people, encourage literacy and promote a society that is well informed about homelessness.

It collects donated books from the public and publishers and gives them to those who don't have access to good quality reading material.

We are proud to welcome a Footpath Library to our property at Warry St! All are welcome to come along and browse.

## NEWS IN MIND

[newsinmind.com](http://newsinmind.com)

News in Mind is a unique, niche news website dedicated to all things mental health. News in Mind delivers quality, professional content dedicated to mental health – with a strategic focus on stigma reduction, early intervention and prevention. This includes reporting on matters such as public policy, original research, innovative therapies, clinical and community approaches, and thought leaders in the field. As a niche provider of mental health news and information, News in Mind is well positioned to work collaboratively with service providers, government and consumers.

## Winter is Coming!



While it's tempting to stay cuddled up inside when the weather gets cool- remember to keep your unit properly ventilated this winter!

Try to keep windows or doors open for small periods during the day to get some fresh air circulating and to air out the unit.



Ventilating units also helps to ward off any winter sicknesses that might be sharing a warm blanket with you!

## Concerns or Ideas

Please remember that you are welcome to discuss concerns about your tenancy with your Housing Manager. You could also put concerns in writing via post or email to [reception@bhcl.com.au](mailto:reception@bhcl.com.au). We would also love to hear ideas and positive news!



Thank you to all the tenants who contributed to this edition of 'The BHC Bugle'. If you have anything you would like to add to future editions please contact us on (07) 3307 3000 or email [reception@bhcl.com.au](mailto:reception@bhcl.com.au).



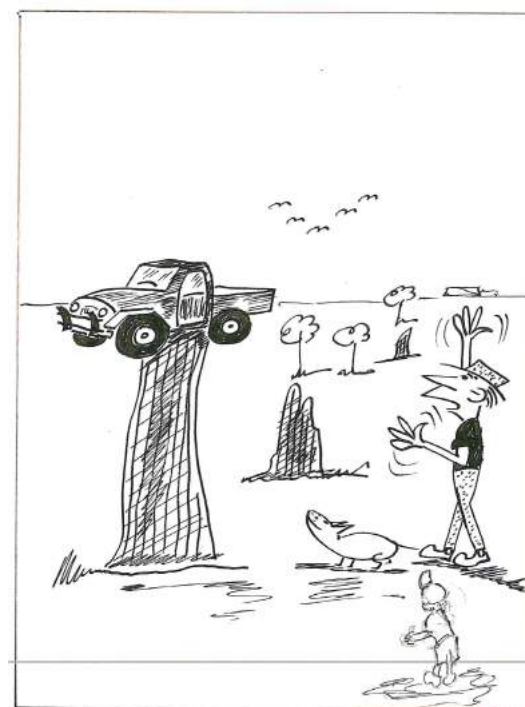
# RALPH

In this Edition, we introduce readers to “**Ralph**” a loveable dog from the bush whose comical adventures are the creation of Neil McCurran, currently a BHC resident at Fortitude Valley.

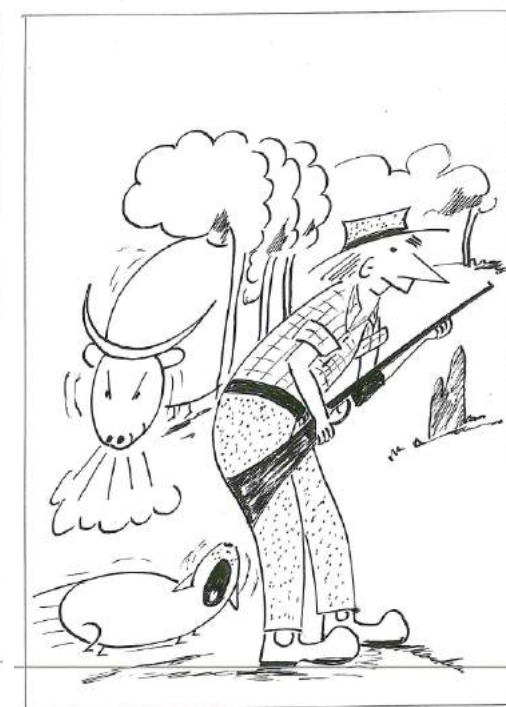
Neil is a talented artist and cartoonist who grew up in North Queensland and was inspired to document the humorous characters and situations he came across in everyday life as he, and his fellow Queenslanders dealt with their sometimes surprising and unexpected circumstances. Within his cartoons depicting these comical moments, Ralph is an ever present and involved character, often seeing and sensing circumstances that those mere humans around him fail to grasp or notice.

Our sincere thanks to Neil who has generously provided a number of his cartoons for use in the BHC Bugle, and which we will continue to feature in future Editions. We hope you enjoy (and have a chuckle at) the adventures of Ralph!

*Stay tuned for more adventures with Ralph!*



"CAVES RALPH, THESE ANTS ARE FAST BUILDERS"



"OK RALPH I SEE HIM"

## ARTS AND LEISURE



## SPOTTED in Brisbane

The Drovers, 2005 sculpture in cast aluminium outside the 80 Ann Street, Brisbane QLD. Sculptures were originally created in fibreglass for the Expo 88.

The Drovers are five of almost eighty figures in the series 'The Human Factor'- that portrayed people in everyday situations - all frozen in time, capturing the essence of life in Australia.