



the bhc bugle

EDITION 7, OCTOBER 2014

SPRING INTO SPRING

Getting Around
Your guide to public
transport



BHC Tenant, Barry Axelsen

Congratulations

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For more information about
anything in this newsletter, or
to contribute, please contact
BHC on 3307 3000.



Above: Winner Peter Bible with BHC CEO David Cant



Above: The new BHC Bugle logo!

Congratulations to Peter Bible, the lucky winner of the Name Our Newsletter competition!

Peter has been a tenant for a number of years and after some research into possible newsletter names he settled on his entry- "The BHC Bugle" because of its uniqueness "I couldn't find another publication which uses the name of 'bugle'" he said. We certainly think that it is a great fit for our newsletter and hope that you feel the same!

We would also like to extend a very big **thank you** to all the tenants that entered the competition, it was great to receive so many thoughtful entries. We appreciate the time and effort that all of the entrants put into helping us make this newsletter better for you!

Dear Readers of the BHC Bugle,

I am delighted to have this opportunity to share some comments with you. Whilst I do not want to strike too sombre a note in an "upbeat" publication I thought I would reflect on the housing scene in Australia as it affects people on low and fixed incomes.

Australia is said to have a housing shortage of approximately 300,000 dwellings and this means that prices of homes to buy and rent continue to rise. Rents for 2 bedroom apartments in Brisbane are around \$400 a week which is unaffordable to those on social security or pensions. That is why we at BHC remain focussed on finding ways to build new homes. We have built on average about 100 homes each year since we commenced in 2002. We anticipate that we will continue at this level but we are looking for ways to do even more.

David Cant
CEO



The BHC Tenant Satisfaction Survey 2013



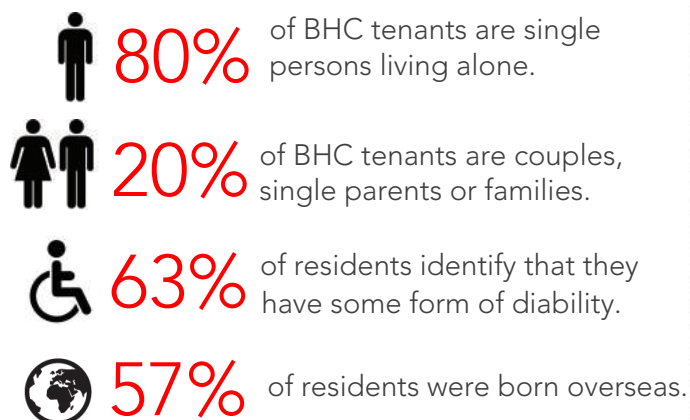
THANK YOU to all residents who took time to complete the Annual Tenant Satisfaction Survey.

BHC values the opportunity to better understand the experiences of tenants living in their homes and communities, and the information that you provide us through the Survey is an important base for planning our services in the future.

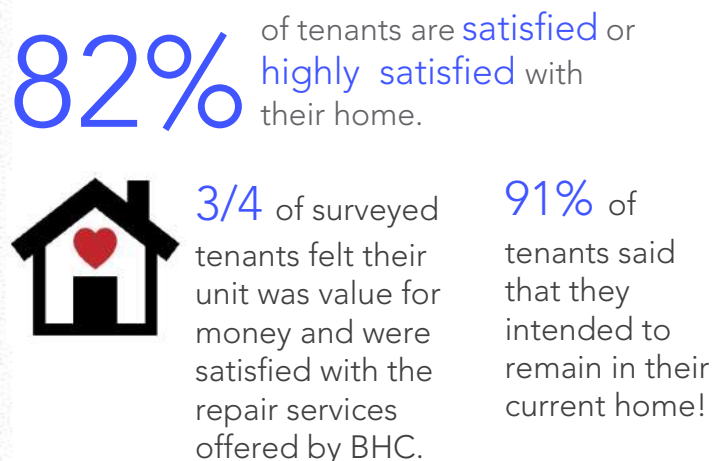
This is what YOU told us...

The 2013 survey was sent to **1180 households** and **79% of households provided a response** (or a total of 932 households) - this was an increase from 71% of households who provided feedback in 2012.

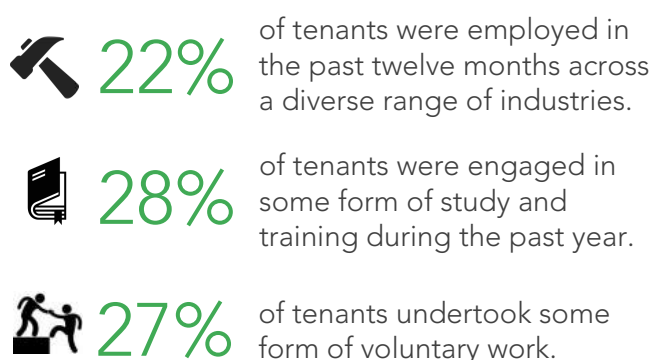
OUR COMMUNITY



HOUSING SATISFACTION



EMPLOYMENT, TRAINING & VOLUNTEERISM



COMMUNITY LIFE



The Annual Tenant Satisfaction Survey provides important insights across a range of issues for BHC. During the past months, we have received constructive feedback about the Survey from residents, and we will review the current format and data collection for 2014 taking these views into account.

Frequently Asked Questions...



KEYS AND LOCKS

At the start of your tenancy

At the beginning of your tenancy BHC will provide each tenant named on the Agreement with the keys that are required to access the premises. Where applicable this will include keys to common areas, garages, mailboxes, remotes and any other lockable areas that you need access to within the premises. You will be asked to sign a photocopy of all keys (and remotes) by your Housing Manager.

What if I lose my key?

In many cases, BHC can provide you with a new key, however you will be charged for the cost of the replacement.

If a locksmith is required to gain entry to your premises and to provide a new key or lock, you will be charged for the costs of engaging the locksmith. All replacement keys will have to be picked up from BHC's Spring Hill office.

Can I change my lock?

The Residential Tenancies and Rooming Accommodation Act 2008 (the Act) specifies that the lessor or tenant may only change a lock if there is written agreement from the other party to make the change.

The Act also provides for a lessor or a tenant to change a lock if there is a reasonable excuse for making the change - for example when an order has been issued by QCAT, or in an emergency situation.



What if there is a disagreement about locks and keys?

BHC encourages tenants to discuss any issues with access to your premises or locks and keys with the Housing Manager for your building in the first instance.

The Queensland Civil and Administrative Tribunal (QCAT) has the power to make a range of orders in relation to locks and keys for rented premises. When there is a disagreement about the supply or maintenance of locks and keys, either party may apply to QCAT for orders. In most cases you would be expected to have attempted to have resolved the dispute through the Residential Tenancies Authority (RTA) prior to applying to QCAT for an order. There are costs related to seeking a hearing of QCAT.

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

If you would like further information or support please visit...

www.tuq.org.au

Tenant's Qld provides a free advice and information service for tenants

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

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

Spring into Spring!



Spring is nature's way of saying, 'Let's party!'

Fish with Avocado Salsa

Ingredients

1 medium avocado, diced
1 Lebanese cucumber, diced
1 tablespoon lime juice
1 green chilli, seeded, finely chopped
1 tablespoon olive oil
4 firm white fish fillets
1/4 cup fresh coriander sprigs
Steamed White Long Grain Rice and lime, to serve



Helpful Hint

Shop Seasonally! Different Fruit and Vegetables grow in different seasons. By selecting what's currently in season, your food will taste better and you'll save some money! Stock up on **Oranges, Lemons, Limes, Peas** and **Spinach** this Spring!



Method

Step 1: Place avocado, cucumber, lime juice and chilli in a bowl. Season with salt and pepper. Stir gently to combine. Cover and refrigerate.

Step 2: Heat oil in a large non-stick frying pan over high heat. Cook fish for 2 minutes each side or until cooked through. Serve fish with salsa, coriander sprigs and steamed rice and lime.



Want to make this at home?
Remember to cut out your Shopping List!

Shopping List

- ☐ 1 medium avocado 1
- ☐ Lebanese cucumber 1
- ☐ Lime
- ☐ 1 green Chilli
- ☐ Olive Oil
- ☐ 4 firm white fish fillets
- ☐ Fresh coriander sprigs
- ☐ White Long Grain Rice

How To... Grow a Tin Can Garden!

Growing your own herbs can save you money and make your home look great. It's easy to get started with a simple tin can herb garden, which brings together recycling, fresh herbs and makes a great addition to your kitchen windowsill or balcony ledge.

STEP ONE: Find some old empty tin cans. Clean them so they're ready to be filled.

STEP TWO: Decorate your tin however you choose. You can paint them, leave them plain, or even decorate them with chalkboard paint!

STEP THREE: Choose your favourite herb seedlings and select which tin you want to put them in.

STEP FOUR: Place seedlings in each tin and place them in spot that will get plenty of sun. Let them grow, grow grow! Remember to water your herbs every 1-2 days (especially in Summer)

Have you made a tin can herb garden at home? Send us some photos of your garden!



SPOTLIGHT ON

Getting Around

Your guide to affordable public transport in Brisbane

SUBSIDISED GO CARD SCHEME

ST JOHN AMBULANCE (QLD) COMMUNITY SERVICES

Need to catch public transport? St John Ambulance can assist.

St John Ambulance (Qld) Community services has subsidised concession go cards available for purchase. Our go card initiative assists people in the community who may require transport via Translink bus, train and river ferry services.

- go cards with \$50 preloaded credit – cost \$20 each
- go cards with \$10 preloaded credit – cost \$2.50 each



Get moving
with a subsidised go card



Save up to 60% on public transport costs

(07) 3632 9932
transportbookings@stjohnqld.com.au
www.stjohnqld.com.au

ELIGIBILITY

This service is available to people in the community who receive:

- An Aged Pension, Disability Support Pension or Carers Pension; and are
- aged over 18

FOR MORE INFORMATION AND TO ORDER GO CARDS

St John Community Services help when you need it most.

Ph: (07) 3632 9932

Email: communityservices@stjohnqld.com.au

COUNCIL CABS

The Council cab service organises shared taxis at scheduled times for residents who find it difficult to get to their local shops. You can use the Council cab if you are:

- over 60 years old, or
- mobility impaired, or
- a Pensioner Concession Card or Centrelink Seniors Card holder

If you are eligible to use this service, you may be accompanied by a carer or a child under your care.

To make sure there is room for everyone, shopping is limited to five regular plastic bags or three recycled bags, or the equivalent, per passenger.

OPERATION TIMES AND COSTS

The Council cab service operates weekly in most Brisbane suburbs. In some areas, services are offered twice a week. The service picks you up from your home and takes you to your local shopping centre. Each one-way trip costs between \$1 and \$3. This fare is paid to the driver as you board.

SUBURBS

Coopers Plains	Fitzgibbon
Fortitude Valley	Inala
Kangaroo Point	Kelvin Grove
Lutwyche New Farm	Mitchelton
Nundah	Newstead
Richlands	Paddington
West End	Spring Hill
Yeronga	Windsor

For a complete listing of suburbs where Council Cabs operate:
<http://www.brisbane.qld.gov.au>

BOOK A COUNCIL CAB

To book the Council cab service, phone 07 3403 2227

Reserve your seat on a Council Cab up until 12 noon the day prior to using the service. Wheelchair accessible vehicles are available on request.

www.bhcl.com.au



Stories from the Cab
More than a transport service.



You can also visit
www.brisbane-stories.webcentral.com.au
to hear what other have to say about the service.

News from Your Local Community Centre



UPDATES FROM THE EXCHANGE

An Initiative of Communify

The Exchange is a vibrant and busy Neighbourhood Centre located within the Kelvin Grove Urban Village.

The Exchange offers a range of activities including art classes, computer classes, English conversation, craft and more. The Exchange has free computers to use and a free community phone for people to use to contact Centrelink, make appointments and to apply for work. The Exchange is also the place to come to for information and referral to services and supports that can help with life's challenges. The Exchange auspices the Kelvin Grove Community Garden, located across the road in Kundu Park, which is open for anyone to join.

Communify's Top 10 Money Saving Tips and Tricks

Community members were asked how they get the best out of \$35 a day and the votes are in! Look out for Communify's booklet of all our tips and tricks that they received for Anti Poverty Week (12-18 October).



1. Switch your phone to incoming calls only to save money on your phone bill or prepaid costs
2. Avoid regular 'top-up' shops at the supermarket and buy your groceries in bulk once a week
3. Gas hot water bills can be expensive. To avoid falling behind, limit your showers to three minutes and turn the heat selector halfway between hot and medium to avoid hot water wastage.
4. Steer clear of credit cards and interest fees by opting for a debit card instead.
5. For people that smoke, a great idea is to have half a cigarette at a time, and save the other half for later. Also, you could look at purchasing a \$9 nicotine inhaler from the supermarket to cut down or quit.
6. Have a laundry day once a week and wash your clothes in cold water as much as possible to cut down the costs of utilities bills.
7. Buy meat and vegetables in bulk. Cook them up and divide in to portions, put in a freezer bag or Tupperware and store in the fridge or freezer. They will last longer with a couple of drops of water.
8. If you have pets and want to spend less money on pet food, buy cheap mince in bulk and cook it up once a week with some rice. Break it up in to servings and freeze or refrigerate.
9. Turn everything off (TV, computer, lamps) at the power point when you are not using them.
10. Do the 52 week money challenge. Set up the 52 weeks table, stick it to a jar and each week put a dollar more in the jar. Open it at the end of the year and you will be surprised at how much you have saved!

Reducing Energy Bills

Communify is currently seeking input into a new program which helps people to reduce their energy bills. Tell us what you think for the change to win one of three \$50 Westfield vouchers! Take the 5 minute survey now...

<http://bit.ly/communify8>

The Exchange

Shop 1
Blamey St, Kelvin Grove
admin@communify.org.au
phone: 07 3175 9975

Opening Hours Tuesday to
Friday 9am- 12 pm and 1pm-4.30

News from Your Local Community Centre

the
power of
humanity



What's happening at Jeays Street Community Centre?

- Computer Kiosks - Two computer kiosks are available for free access every day – please book your time in advance at reception.
- Jeays Street Community Garden - Get your hands dirty or help out with administration. The Gardeners meet on the second and fourth Tuesday of every month from 7am to 9am
- Visiting Services - Wednesdays 10.00am to 11.00am Brisbane Housing Company is available to help you with enquiries – book your appointment on arrival. Wednesday 12noon – 3pm Drug Arm Counselling services – bookings are required.
- Pool Competition - Come and play in the pool competition on the second Tuesday of the month, prizes available book now.
- Computer Tutoring Thursdays from 9.30 to 11.30am. Book in with our volunteer tutor to help you learn basic computer skills or build on your current knowledge. Appointment required.
- Toastie Thursdays: Come in and enjoy a hot toasted sandwich, your choice of fillings \$2.00 each every Friday 11am to midday
- Red Cross Counselling - 10am to 1pm Mondays - a free service please phone reception for an appointment.
- Monthly BBQ On the last Wednesday of every month we look forward to sharing a BBQ with local residents starting midday.
- Jeay's Street Community Centre Reference Group - Meeting bi-monthly If you would like to be involved in this reference group to give Red Cross feedback on activities and direction please talk to Isabel on 07 3852 5105.

Jeays Street Community Centre

Jeays Street Community Centre is a safe and open space where community members are able to access formal and informal community-based support. The Centre provides local residents opportunities to be involved in community-led initiatives and to develop meaningful social networks. The Centre is always open to new ideas!



Centre Bookings

To book the Jeays Street Community Centre after hours or on the weekend please contact venuesforhire@communify.org.au

Please note that programs may be subject to change – please check in with the Centre to confirm your activity.

Jeays Street Community Centre

12 Jeays Street, Bowen Hills
jeayscommunity@redcross.org.au
Phone 07 3852 5105

Opening hours: 9.30am – 3.00pm
Monday to Friday 9.30am – 1.00pm Thursday

community announcements

Raising Awareness of Domestic Violence

Domestic violence is a widespread though often hidden problem across Australia. It occurs in all parts of society, regardless of geographic location, socio-economic status, age, cultural and ethnic background, or religious belief, and it's often devastating effects — psychological, social and economic, short-term and long-term — rebound on families, children, and the community as a whole. Domestic violence includes any of the following acts, done by one person towards another person with whom they are in a relationship:

- physical or sexual abuse
- emotional or psychological abuse
- economic abuse
- threatening behaviour
- coercive behaviour or
- behaviour that in any way controls or dominates or causes a person to fear for their personal safety or wellbeing.



Support if you are being affected by domestic violence

DV CONNECT

Website:

www.dvconnect.org

WOMEN'S LINE: 1800 811 811

(Freecall 24 hours, call not recorded on your phone account)
A state-wide telephone service for women and their children experiencing domestic and/or family violence. This service is staffed by a team of dedicated professional counsellors who provide crisis intervention, support, information, advocacy, telephone counselling, referrals and importantly, the statewide coordination of emergency refuge and shelter placements across Queensland.

MEN'S LINE: 1800 600 636

(Freecall 9am – midnight 7 days)

A state-wide telephone service staffed by male counsellors and offering confidential counselling and information, and acts as a strategic point of referral for Queensland men around issues of domestic and family violence, relationship problems and other significant issues for men. Dvconnect mensline is able to direct callers to services in their local areas for ongoing support and also provides a Men's Court Support Service for men who need to attend court as the Aggrieved or Respondent for a Domestic Violence Protection Order.



RELATIONSHIPS AUSTRALIA

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. Relationships Australia aim to support all people in Australia to achieve positive and respectful relationships. Services are for all members of the community, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. Services include counselling, family dispute resolution (mediation) and a range of family and community support and education programs.

Telephone: 1300 364 277

Website: www.raq.org.au



LEGAL AID QUEENSLAND

Legal Aid Queensland provides legal information, advice and representation to disadvantaged Queenslanders. You can access free legal information about family and domestic violence by:

- searching the legal information and publications areas of our website
- calling us on 1300 65 11 88 for the cost of a local call
- talking face-to-face with one of our client information offices at one of our 14 offices in Queensland.

Offices are located throughout Queensland in Brisbane, Bundaberg, Caboolture, Cairns, Inala, Ipswich, Mackay, Maroochydore, Mount Isa, Rockhampton, Southport, Toowoomba, Townsville and Woodridge.

Phone: 1300 65 11 88

Web: www.legalaid.qld.gov.au

Address: Head office: 44 Herschel Street, Brisbane QLD 4000

**IF A CRIME'S HAPPENING
RIGHT NOW, CALL
TRIPLE ZERO (000).**

**IF NOT, THINK
POLICELINK.
CALL 131 444.**

What's happening in Brisbane

OCTOBER



The River. A History Of Brisbane

'The River' explores our ever changing relationship with the river it is a compelling journey from Brisbane's earliest settlement through to the modern city we call home.

Date: Wednesday, 22 October 2014, 10am- 5pm

Venue: Museum of Brisbane, Brisbane City Hall, Adelaide and Ann Street



NEST Cooking Classes with Community!

Come along for some Nice, Easy, Simple Tips on how to eat for a healthier life! Contact Jessie on 3510 2713 for more information or to book (bookings close 6 Oct)

Date: 5 week program begins Monday 13 October (end Monday 10 November)

Venue: Jubilee Hall, 180 Jubilee Tce, Bardon



Journeys: A Group for Women

A free, confidential eight week group program for women who have experienced violence and/or other forms of abuse in their intimate relationships. Facilitated by two counsellors it combines therapeutic and educational components.

Date: 8 week program begins Friday 10 October (end Wednesday 26 November)

Venue: Nundah Neighbourhood Centre register by calling 3260 6820

NOVEMBER



Guided walks of the Botanic Gardens

Learn about the plants and history of the City Botanic Gardens during a guided walk. Walks are taken at a gentle pace for about one hour and are guided by a volunteer.

Date: Saturday, 1 November 2014, 11am- 12pm OR 1pm-2pm

Venue: 147 Alice Street, Brisbane



Elderly Actively Involved Together - Yeronga Seniors Program

Participants to prepare nutritious meals together to take home, and also provide some meals for unwell seniors in our community.

Date: Every Monday from 10am- Midday

Venue: Yeronga Community Centre, 24 Killarney St, Yeronga

DECEMBER



Wonderland

Brisbane Powerhouse will transform into a night-time playground as carny folk, circus and street performers, singers, comedians and cabaret stars.

Date: 3 December to 14 December

Venue: Brisbane Powerhouse, 119 Lamington St, New Farm



Sublime: Contemporary Works from the Collection

The exhibition brings together artists who engage with sacred architectures and widely different cultural histories, to create effects of wonder and uncertainty and differing representations of 'the sublime'.

Date: Daily throughout December, 10am- 5pm

Venue: Queensland Art Gallery, Stanley Place, South Brisbane.



IGA Lord Mayor's Christmas Carols

It's time to ring in some festive joy with Brisbane's premier Christmas carols.

Date: 13 December 2014, 5pm- 9pm

Venue: Riverstage, 59 Gardens Point, Brisbane

BHC NOTICE BOARD

With the weather warming up it's important to wrap all rubbish in a plastic bag and tie or seal it before placing it in rubbish bins or chutes. Not only will this stop the bins from smelling, it will keep pests (such as roaches and possums) away!



Recycling is important. It protects our environment, cuts down on waste and saves you money. All BHC Tenants are provided with access to recycling bins. Please keep in mind that recycling bins will not be emptied on collection days if regular waste is in the bin.

Tenant Engagement

BHC has recently adopted a Tenant Engagement Strategy that will guide our work with tenants over the next three years. Key goals of the Strategy include building connections with tenants and valuing our opportunities to gain genuine feedback from them; Improving our service delivery by seeking and acting on tenant input about housing and tenancy management; and to facilitate enhanced tenant well-being by supporting tenants to engage in activities and programs that improve relationships between tenants, strengthen local communities and address high priority social issues identified by tenants.

A detailed summary of the strategy will be sent to all tenants in the coming months.

thank
you!

to all the tenants who contributed to this edition of The BHC Bugle. If you would like to contribute anything to future newsletters, please email reception@bhcl.com.au or phone 3307 3000

Contact Us!



BHC Head Office
Level 2, 35 Astor Terrace
SPRING HILL QLD 4000
Office Hours: 8.30am- 5pm,
Mon-Fri



p: 07 3307 3000
f: 07 3839 2000
e: reception@bhcl.com.au

The year Brisbane will be hosting the **G20 Leaders' Summit** at the Convention Centre.

Over the period of the G20 (10-14 November) you will be able to go about your regular business, however, you can expect some changes in Public Safety. Security will be heightened during the Summit and it is important to ensure that you carry Photo ID if you will be travelling via bus or train or if you plan on spending some time at Southbank.

If you do not have a form of photo ID you can apply for an **Adult Proof of Age Card** (18+ Card). You can get your card by visiting your local **Department of Transport**. To apply you will need to complete the **Application Form**, provide **Proof of Identity** (see www.tmr.gov.au for a full list of eligible documentation) and **pay a fee** (\$60.10 as of June 2014).

Raising Concerns

We understand that from time to time you may have questions or concerns but are unsure of the best person to speak to.

If you do have a question or concern about your tenancy or building we recommend that you contact your Housing Manager. You can do this via phone, by making an appointment to come and meet with them face to face or by emailing via reception@bhcl.com.au. You can also visit one of the Drop In Sessions we hold throughout the year.

If you are not satisfied with the outcome you can raise a Formal Complaint. Formal Complaints need to be delivered to BHC in writing - this can be via email or post. Please write as much detail as possible. Your complaint will be investigated and a response sent to you.

Kerbside Collection

Brisbane City Council's kerbside collection is a once a year service across all suburbs to assist you to dispose of bulky items.

The collections are held on a specific week for each suburb.

See the list below for collection dates near you:

Alderley	13-Oct-14
Mitchelton	15-Oct-14
Kelvin Grove	20-Oct-14
Bowen Hills	20-Oct-14
Windsor	20-Oct-14
Camp Hill	08-Dec-14

For more information visit <http://www.brisbane.qld.gov.au/>

Arts & Leisure



How many Triangles are in the following shape? Hint: there are more than 9...

The Chicken and Egg Problem

A chicken farmer has figured out that a hen and a half can lay an egg and a half in a day and a half. How many hens does the farmer need to produce one dozen eggs in six days?

Answer: _____



The Chicken and Leg Problem

A chicken farmer also has some cows for a total of 30 animals, and the animals have 74 legs in all. How many chickens does the farmer have?

Answer: _____

Solutions on page 10



At the Movies

'Mississippi Burning'

'Mississippi Burning' is a film for the ages and it featured comprehensively in the 1988 Oscars. The story is loosely based on the murder of three civil rights workers in Mississippi in 1964, which was at the height of Ku Klux Klan (KKK) and extreme racism in the southern states of the USA. After concerns for the missing workers are raised, the FBI sends two agents (Gene Hackman and Willem Dafoe) to rural Jessup County to investigate the murders.

Every person played their roles to perfection. Even though Hackman and McDormand were rewarded for their efforts, the character Sheriff Stuckey (Sartain) and Deputy Pell (Dourif) are sensational. Stephen Tobolowski as Clayton Townley, the head of the KKK, is menacing in the extreme. Michael Rooker, who plays the shocking Frank Baily, is brilliant in his role.

The music is by Trevor Jones and it is haunting. When the movie opens, the drums and the lighting, coupled with the use of the vehicle's headlights, create an aura of palpable fear in the minds of the three civil rights workers who are about to be executed.

When you see this movie, you will understand why Biziou received so many awards. The camera work showing street scenes, cars and people clearly demonstrate the way of life in these small rural towns. Some of the scenes depicting violence are somewhat daunting.

The movie runs for a bit over 2 hours, and the pace is nonstop. From the very beginning to the end, you will be enthralled. This movie was made in 1988, which means you will be able to pick it up at most discount stores. I think JB HiFi would have it for a few bucks and I think you should treat yourself to a feature that you will love. The DVD also boasts some special features, including an interview with the Director, which is worth a viewing.

Movie Review written by Peter Bible, BHC Tenant

Love movies?

Write a review for our next newsletter! Email your movie review to reception@bhcl.com.au



STOP SAYING
I WISH
START SAYING
I WILL

SPOTTED in Brisbane

Artforce is a community art project that enables local artists to paint their original works on traffic signal boxes around Brisbane suburbs. Artforce provides residents of all ages and artistic backgrounds an opportunity to design and paint an artwork on a traffic signal box.

Anyone can apply to paint a traffic signal box. Artists must:

- reside in the City of Brisbane
- have their design approved by Urban Smart Projects

To join the waiting list, please contact Urban Smart Projects on 1300 872 022 or email info@urbansmartprojects.co

