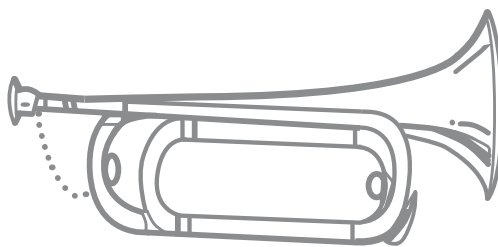


# bugle



SUMMER EDITION  
DECEMBER 2018

Wishing everyone  
a safe and  
happy holiday  
season



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Dear readers of the Bugle,

Welcome to the final edition of the Bugle for 2018.

It was marvellous to meet many of you at the recent Tenant End of Year Event. Thank you to our Resident Community Development Team (RCD Team): a group of dedicated residents who have this year worked to steer a new phase of Tenant Engagement. I am very supportive of this initiative as an opportunity for our residents to build community and potentially present a united voice around ideas and concerns our residents may have. Please consider becoming a member of this team, as representation and contribution from tenants across all buildings in the BHC portfolio is important. Contact Kaitlyn Crothers (email [Kaitlyn.Crothers@bhcl.com.au](mailto:Kaitlyn.Crothers@bhcl.com.au)) if you think you may like to be involved. I am looking forward to hearing of the plans and actions of the RCD Team for 2019.

The Queensland Government recently launched its landmark *Partnering for Growth* strategy which includes key measures around social housing, enabling the community housing sector to deliver more affordable housing. BHC is very proud to partner with the State Government to deliver an additional 682 affordable homes over the next

five years for Queenslanders in housing need. This is an exciting time for BHC, with a partnership grant from the State Government to the tune of \$28 million, together with investment directly from BHC.

We have now completed the new development in Enoggera, built under the Elderly Parent Carer Innovation Initiative (EPCII) in partnership with the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works. Ten individuals with disabilities, many of whom have been living at home with their parents, will be able to celebrate independent living in their new home this Christmas.

On behalf of the Board of Directors of BHC, our staff and contractors, I wish you, your friends and family a safe and peaceful time this holiday season.

With best regards,

Stuart Lummis  
CEO



## Christmas - Not so Happy for Some

At BHC, we acknowledge that not everyone wants to celebrate Christmas. For some, Christmas brings difficult memories, highlights loneliness or perhaps is a symbol of commercialism. If you struggle with difficult feelings during the holiday season, we encourage you to link with your existing supports, speak with a GP, contact LifeLine on 13 11 14 or maybe speak with a trusted friend or family member.

## Office Closure over the Christmas Period

The BHC office will be closed from 12pm Friday 21<sup>st</sup> December 2018 and will reopen at 8.30am on Wednesday 2<sup>nd</sup> January 2019.

If you have a query or concern which is not an emergency, please contact BHC when the office reopens on Wednesday 2<sup>nd</sup> January 2019. If there is a crime, noise complaint, anti-social behaviour, or you feel that your personal safety is at risk, please contact the police immediately.

We hope all of our tenants have a safe and happy holiday season. For information about community events and meals on over the Christmas period, see page 5.



## Emergencies and Maintenance during the Christmas and New Year

If tenants have any maintenance emergencies over the Christmas period, please call the main office line on 3307 3000 to be redirected to the after-hours emergency line.

### What counts as a Maintenance emergency?

- Burst pipes or significant water leaks / flooding
- Significant damage to the property (including storm damage, fire damage or vandalism)
- Blocked or broken toilets
- Loss of essential amenities (e.g. water, cooking / heating, extended loss of electricity)
- Dangerous electrical faults
- Damage which poses a threat to peoples safety and wellbeing
- Lift not working, or any damage / incident which blocks access to or from the property

## YOUR RENT

Even though the office is closed between Christmas and New Year, your rent is still received and processed. Please ensure your rent is paid when due to avoid putting your tenancy at risk.

## UPDATE ON SURVEYS AND INCOME REVIEW

By now all tenants will have received the latest Income Review forms, and half of our tenants will have received the Tenant Survey. As many of you would already know, we now only survey half our tenants each year, giving everyone a year off between surveys.

Please remember that it is compulsory for **ALL** tenants to supply their income information annually as a requirement set by the Department of Housing (a separate process occurs for NRAS and Opal tenants). Please provide all required information to your Housing Manager ASAP.

Please note, BHC will not be downloading any income statements from Centrelink on tenants' behalf this year. You will need to contact Centrelink for an Income Statement and return it with your Income Review forms. Thank you for your assistance in this process.



In 2019 the BHC Bugle will be changing! Based on feedback from residents, in 2019 we will have new ways of distributing the Bugle, with more digital and online options available.

## Email

Visit the BHC website [www.bhcl.com.au](http://www.bhcl.com.au) and a pop-up will appear asking you to 'Go Digital!' to join the mailing list for The Bugle. Enter your name and email address to get your Bugle straight to your email!



If the pop-up does not appear, head to the Bugle page: **About Us > Media & Publications > The BHC Bugle**. On the bottom left hand side of the page you will see an option to sign up to the mailing list.

**SIGN UP TO RECEIVE THE BHC BUGLE**

Name:

Email:

[Sign me up!](#)

## Website

All editions are uploaded to our website – all the way back to our first edition! Head straight to **[bhcl.com.au/about-bhc/media-publications/the-bhc-bugle/](http://bhcl.com.au/about-bhc/media-publications/the-bhc-bugle/)** to find the latest edition.

## Hard Copies

There will be a small number of Bugles printed and available at each complex. They will not be put in your mailbox, they'll be located in a common area where residents who would like a hard copy can collect one. A letter will be sent to each building before the next Bugle to let you know where you can find your hard copy of the Bugle.

Thank you for continuing to help shape and create the BHC Bugle. If you have any questions about this update, have any ideas or suggestions for future editions, please email [bugle@bhcl.com.au](mailto:bugle@bhcl.com.au) or contact our Community Development Manager Kaitlyn on 3307 3000.

# Tenant Engagement Update

This year we loved hearing from residents what they wanted Tenant Engagement to look like in the future. In the last edition of the Bugle we talked about the ideas developed in collaboration with residents and the desire for a community approach, one co-led with our residents.

As part of this co-led journey, we are excited to launch the Resident Community Development Team – or RCD Team for short. The RCD Team are a group of residents who work together on ideas and initiatives to support other residents and strengthen their communities; supported by our Community Development Manager, Kaitlyn (previously called Tenant Engagement Coordinator). Kaitlyn will work with residents on community initiatives, as well as with local organisations and services in the community to create opportunities to connect with and support BHC residents.

The RCD Team invites any interested residents to get involved to share their ideas, enthusiasm and time. Each Bugle we will provide updates about the RCD Team, but if you would like to join the team, please contact [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au) or call Kaitlyn on 3307 3000.

# So what else is changing?

## Meetings

Based on feedback from residents, we will no longer be hosting regular meetings at buildings. Instead we will encourage and support residents to start their own community activities, e.g. coffee clubs, walking groups, art groups, etc. If you are interested in doing this at your building, contact Kaitlyn to see how she can help you to get started.

## Feedback

- For tenancy or maintenance issues please contact your Housing Manager
- For general feedback, or to formally lodge a complaint, please email [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au)
- For feedback or information about Tenant Engagement, RCD Team, or how to get a community activity started at your building, please contact Community Development Manager, Kaitlyn Email: [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au) Phone: 3307 3000.



# PLANS FOR YOUR *festive season*



**City Hall Lights:** 7 -24 December, 7:30 - 11:59pm, every 15 minutes  
King George Square, Brisbane City

With its enchanting narrative and creative flair, City Hall Lights has fast become a highlight of the festive season. Watch a playful Aussie Christmas tale brought to life by The Electric Canvas with an animated projection show onto City Hall every 15 minutes from 7.30pm.



**Christmas Parade:** Every night 14 - 23 December, 7:00 - 7:30pm  
Queen Street Mall, Brisbane City

Brimming with music and merriment, this year's Christmas Parade will feature new exciting characters, hundreds of singing and dancing performers and of course the star - Santa Claus to entertain and delight all ages!



**Christmas Fireworks:** 20 - 23 December, 8:00 - 8:15pm  
South Bank Parklands

In the lead up to Christmas, South Bank Parklands will become an energetic, celebratory hub with shimmering fireworks. Head to the Clem Jones Promenade for the best views of the fireworks.

## COMMUNITY CHRISTMAS MEALS

Visit [www.bhcl.com.au](http://www.bhcl.com.au) for more events

**3rd Space:** 505 Brunswick Street, Fortitude Valley - Ph: 3254 1144  
Christmas Lunch and Hampers - 24 December, 11:00am - 1:00pm

**Street Level:** Southbank Parklands, South Brisbane  
Christmas Party Lunch - 24 December, 10:00am - 1:00pm

**Wesley Mission Queensland** - ER Hub, 316 St Pauls Terrace, Fortitude Valley  
Christmas Lunch - 25 December, 12:00pm. RSVP essential please phone 3216 1579 to register.

## REASON FOR THE *Season*

### COMPETITION WINNERS



Grame, Cargo



Susan, Bonney Lane



Greg,  
Jeays St





# Celebrate with care

## 5 Ways to Reduce Waste this Christmas

Christmas is just around the corner and the season of celebration, food, presents and decorations is upon us! With these festivities comes a lot of waste, so we've made a list of top tips to help you have a greener Christmas this year.

- 1 Be creative with your wrapping paper**  
Instead of buying new wrapping paper, look at what you may have lying around your house. Newspapers, magazines, butcher's paper or even old gift bags or boxes make perfect alternatives to wrapping paper – and will make your presents stand out from the crowd!
  - 2 Don't waste food**  
Opening the fridge on Boxing Day is almost as exciting as the Christmas meal itself, but leftovers can only go so far. Plan out exactly how much food you need for your Christmas celebrations to avoid going overboard and having to throw away the leftovers you don't eat!
  - 3 Christmas light energy consumption**  
Leaving your Christmas lights on overnight will leave you with a big energy bill – make sure you choose LED lights and turn them off before you go to bed!
  - 4 Instead of gifts, give experiences**  
While we all love receiving presents, doing fun activities and spending time with our loved ones makes memories we never forget. Going to the movies or out to dinner is just as special and meaningful as a physical gift!
  - 5 Recycle**  
Make sure all that wrapping paper, plastic, glass bottles and cardboard boxes are recycled once Christmas is over to reduce your footprint on our Earth.
- 



SUMMER EDITION

## HOW TO: GET WINE AND COFFEE STAINS OUT OF CARPETS



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

I hope you all enjoyed my last lot of cleaning tips, and with this edition I wanted to pass on some more of my home secrets. One that comes up quite often is the dreaded "How to Get Wine & Coffee Stains out of Carpet" especially with the Festive season not too far away.

### RED WINE

There are two different ways to handle them.

**Option 1:** Pour soda water onto stain and mop.

**Option 2:** Sprinkle salt on stain, leave overnight then vacuum

### WHITE WINE OR COFFEE

Removing white wine or coffee stains is a two step process.

#### Step 1

First depending on the age of the stain, treat with mineral turpentine\*. Apply mineral turpentine to cloth and blot the stain. For coffee: rinse thoroughly with cold water. For white wine: rinse thoroughly with warm water. Allow to dry for a few hours, ventilate the area until the fumes disappear.

**\*CAUTION:** ensure that no flame or lighted cigarette is near and use in a well ventilated area.

#### Step 2

For this we need a steam iron, bucket of warm water (filled half way) and a few old tea towels.

Fill your iron with water and place the heat on the lowest steam setting to start with.

Soak tea towels in the bucket of warm water and wring one tea towel, fold it in half and place it over the stain. For no more than 30 seconds at a time, iron over tea towel. The steam from the iron will begin lifting the stain out of the carpet. Re-soak tea towel and repeat the above.

And it's that simple, but if you have any questions or problems with carpet stains, or have anything in particular you would like me to share my knowledge on, you can get in touch through The Bugle email address [bugle@bhcl.com.au](mailto:bugle@bhcl.com.au).

## Resident Recipe RECOMMENDATIONS



### Christmas Shortbread

Recommended by Susan from Bonney Lane from [kidspot.com.au](http://kidspot.com.au)

#### METHOD

1. Cream butter and sugar in a stand mixer (or hand-held electric mixer) until well combined.
2. Sift plain flour, corn flour and baking powder into butter mixture, add salt and beat on low speed until mixture comes together in a ball.
3. Transfer to a floured surface and knead lightly. Divide mixture in two and roll flat into discs about ½ cm thick. Wrap each disc in plastic wrap and freeze for half an hour.
4. Preheat oven to 130°C and lightly butter baking trays.
5. Cut discs into circles or shapes using a small glass or cookie cutter, transfer to baking trays and bake for one hour.
6. Chopped nuts and dried cranberries can be added to the mixture for additional flavor.

#### INGREDIENTS

200g butter, room temperature  
90g caster sugar  
260g plain flour  
60g cornflour  
1/2 tsp baking powder  
1/4 tsp salt

“WHILE STORE-BOUGHT BAKED GOODS ARE CONVENIENT, I BELIEVE THAT HOME-MADE IS ALWAYS BETTER. HOME-MADE SHORTBREAD TASTES SO DELICIOUS AND BUTTERY AND THERE ARE NO PROBLEMS WITH UNWANTED ADDITIVES IF YOU MAKE IT YOURSELF. SHORTBREAD ALSO MAKES A LOVELY GIFT FOR CHRISTMAS, AND IS SO EASY TO MAKE.”

- SUSAN



# 2018 BHC Tenant End of Year CELEBRATION

 SUMMER EDITION



Thank all of our residents who joined us this year, we hope everyone enjoyed the festivities. We would love to hear your feedback about the day; what we did well, where we could improve, or any ideas you have for next year. Email us at [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au) or call Kaitlyn on 3307 3000.

## CONTACT US

Level 2, 35 Astor Tce, Spring Hill  
Monday - Friday - 8:30am - 5:00pm  
Phone: 3307 3000  
Email: [reception@bhcl.com.au](mailto:reception@bhcl.com.au)  
Website: [www.bhcl.com.au](http://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](mailto:feedback@bhcl.com.au) or write to: BHC Feedback, GPO Box 544, Brisbane QLD 4001

