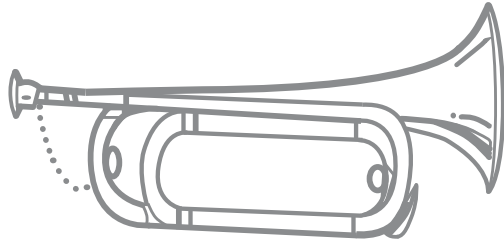




bugle



SUMMER EDITION
DECEMBER 2019



REFLECT AND
Celebrate!

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Dear readers of the Bugle,

2019 has been a big year! This year BHC has opened two new complexes; Jingeri which is our first complex specifically for people living with a disability, and Benson Place a complex for tenants who had previously been living in public housing and have chosen to downsize.

I am particularly proud of Jingeri, a beautiful, boutique 10 unit complex, which was developed under the Elderly Parent Carer Innovation Initiative, with many of the residents embarking on independent living for the very first time in their lives. We were also thrilled to win both a UDIA Queensland 2019 Award for Excellence and a Power Housing High Commendation for this complex.

Following the successes of 2019, we are thrilled to say 2020 will bring several firsts for BHC, including our Retirement Village, Arbor Sherwood. Opening in January 2020, Arbor Sherwood offers affordable retirement options that have never been seen in the Retirement industry before. We are excited to be innovating in this space!

The recent demolition of an old Motel in Cornwall Street, Woolloongabba, also marks the beginning of a new development. The site which was previously owned by the Department of Housing and granted to BHC, will be home to a new 32 unit affordable housing complex, beginning work

January 2020. What I love about this development is that we will be partnering with Brisbane Youth Service (BYS), offering 5 units for young people. Young people typically find it incredibly difficult to access affordable rentals, so this is a step in the right direction. I am very proud of this partnership.

We are thrilled to be undertaking all of these projects because we know how hard it is for people out there renting in the private rental market and trying to make ends meet. 500,000 people Australia wide live week to week trying to pay their rents in the open rental market and they end up paying 50, 60, 70% of their income on their housing – there's just nothing much left to live life with! Additionally 100,000 people are homeless in each week and at BHC we want to do all we possibly can to address this problem.

Everything we do at BHC is for our fabulous tenants. I want to wish everyone a safe and relaxing Christmas and New Year. We are looking forward to a 2020 that is very bright!

Best regards,

Rebecca Oelkers
 CEO



OFFICE CLOSURE
 Over the Christmas Period

The BHC office will be closed from **12pm Friday 20th December 2019** and will reopen at **8.30am on Thursday 2nd January 2020**. We want to wish all of our residents a very safe and happy festive season and look forward to a great 2020.

We know that Christmas and the end of the year can be a really difficult time for people. We have included information about what to do in an emergency maintenance situation, information about community services and support, as well as tips on how to get through the holiday period (pp. 6-8). We hope that this might help to relieve a little stress this holiday season.

CLOSED		OPEN
FRIDAY	WEDNESDAY	THURSDAY
20	- 1	2
DEC	JAN	JAN

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

What is 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 people's safety and wellbeing
- Lift not working, or any damage / incident which blocks access to or from the property

For all other matters please contact BHC when the office reopens on **Thursday 2nd January 2020**. If there is a crime, noise complaint or you feel that your personal safety is at risk, please contact the police immediately.

NOTICEBOARD



Your Rent

Don't forget to pay your rent over the Christmas period. Even though the BHC office will be closed from the 20th December 2019 – 2nd January 2020, rent payments will still be processed as normal. Not paying your rent during this period could put your tenancy at risk.

Income Reviews and Tenant Satisfaction Survey

Have you returned your Income Review yet? Did you know it is compulsory for all residents to return their Income Review documents each year? If you have lost your forms, or need assistance to complete them, please contact your Housing Manager. Thank you to everyone who has already returned their income review forms.

If you received a Tenant Satisfaction Survey this year, don't forget to return this to BHC! Your feedback helps BHC to improve our services and learn more about our residents. Thank you for taking the time to complete this and return it to BHC.

Get Storm Ready

Severe storms can strike at any time, it is important to think about what you will do this storm season. The QLD government recommends following a 4 step process.

- Step 1: Have a plan
- Step 2: Pack supplies
- Step 3: Make sure you're covered

Visit the website www.getready.qld.gov.au to find out more information about each step and how you can be best prepared this storm season.

Happy 90th Birthday Gloria!

A very special Happy Birthday goes out to New Farm resident Gloria, who celebrated her 90th Birthday in December. From all of us at BHC, congratulations and a very Happy Birthday!

2019 TENANT END OF YEAR Celebration

Thank you to all of the BHC residents who joined the celebration on Tuesday 3rd December. Our 2019 event was an absolute hit! Celebrations took place at the West End Croquet Club, with some fun outdoor games, lucky door prizes, live music and incredible food! Catering this year was provided by The Good Food Project, you can read more about this great organisation on page 5.

We hope everyone who came had a great day, despite the heat, and we can't wait to put together another fabulous event for residents next year. BHC would also like to give a special thank you to the Lord Mayor's Charitable Trust, BHC was very grateful to receive a grant from the Trust to help make this event possible.

FEEDBACK

We have already received some lovely feedback from residents about this event, but if you have any feedback you'd like to share you can email: tenantevents@bhcl.com.au or call reception on 3307 3000.

THE GOOD FOOD PROJECT

The Good Food Project's parent company, Nundah Community Enterprises Cooperative (NCEC) is a long-standing and highly regarded social enterprise. NCEC has traditionally supported people with intellectual disabilities and/or mental health issues to maintain meaningful employment through our Espresso Train Cafe and Catering as well as the Parks and Maintenance Crew.

The Good Food Project is staffed entirely by people with disadvantages - some have disabilities, mental health issues, and many have arrived in Australia as refugees. Their common ground is that, aside from being amazing cooks, they want to belong, to contribute, to work and be a part of our community.

To find out more about The Good Food Project, head to www.thegoodfoodproject.net



WHAT'S ON IN THE COMMUNITY?



FREE COMMUNITY CHRISTMAS MEALS

Jeays Street Community Centre End of season Feast, Gift and Hamper
12 Jeays St, Bowen Hills
18 December - 11:00am to 1:00pm

West End Community House Christmas Lunch
4 Norfolk Rd, South Brisbane
18 December - 11:30pm

3rd Space Christmas Lunch and hampers, gifts
3rd Space, 505 Brunswick St, Fortitude Valley
T: 3254 1144
24 December - 11am to 1pm

Wesley Mission Christmas Lunch
ER Hub, 316 St Pauls Terrace, Fortitude Valley
T: 3216 1579
25 December - 12:00pm

Wesley Mission Christmas Lunch
Wesley House, 140 Ann St, Brisbane City
25 December - 12:00pm



FREE CHRISTMAS ACTIVITIES

South Bank Christmas Carols
20 to 23 December from 5:45 - 8:45pm
Southbank

Christmas Parade
13 to 22 December from 7:00pm
Queen St Mall

City Hall Light Spectacular
6 to 24 December from 7:30pm until midnight
King George Square



CHRISTMAS HAMPERS GIFTS

Wesley Mission QLD (Toys, Red Bags, Hampers)
316 St Pauls Terrace, Fortitude Valley T: 3216 1579

Jeays St Community Centre / Valley Hearts
Jeays St Community Centre, 12 Jeays St, Bowen Hills
18th Dec - 11:00am - 2:00pm

Micah Projects - MICAH clients only
162 Boundary St West End T: 3036 4444

Wendybird LGBTIQ Found Family Festivities
West End Croquet Club, 91 Cordelia st,
South Brisbane
21 December - 12:00 to 4:30pm

Bayside Uniting Church Christmas Lunch
RSVP by 19th Dec on T: 3890 2392
420 Wondall Rd, Manly West
25 December - 11.30am to 2.30pm

Community Christmas Lunch
RSVP 16 Dec T: 35102700
Suncorp Stadium - Gate D
25 December - 11:30am

Sandbag Christmas Lunch and presents
RSVP on 3869 3244 or ghunt@sandbag.org.au
Brighton Health Campus (free transport from Sandgate Comm Centre)
25 December - 10:00am to 2:30pm

River Quay Carols by Twilight
14 to 23 December from 6:00 - 8:00pm
River Quay Green, South Bank

Christmas Fireworks
20 to 23 December from 8:00 - 8:15pm
Clem Jones Promenade, South Bank Parklands

Christmas Cinema
14 to 23 December from 8:15pm
River Quay, South Bank

Sandbag Christmas Party
449 Hornibrook Hwy, Brighton T: 3869 3244

Trinity Welfare Pantry
Tues to Fri throughout Dec - 9:00am-3:00pm,
closed 25 - 26 Dec and 1 Jan 2020
Church St, Fortitude Valley T: 3852 1635

7 TIPS TO RELIEVE THE STRESS OF

CHRISTMAS

The holiday and Christmas periods may not be a time of happiness and joy for all. The financial burden is often dreaded in the lead up to the festive season. Some may experience stress and anxiety from the pressure to socialise and be merry. Others may face difficult memories associated with this time of year and experience loneliness even amid the festivities.

If this is you, here are some tips which may help you relieve the stress of Christmas.

1 Understand that it is common for people to feel stressed at this time of year

2 Look after yourself physically. If you look after your body, your mind will feel better too.

3 Try not to expect too much; avoid aiming for the "perfect Christmas"



4 Know your limits and listen to your emotions. If you need to calm down, perhaps take a walk or find a quiet place.



5 If you are feeling down, tell someone (eg a trusted friend or family member) or talk to your GP, a counsellor, or call a crisis line like Lifeline on 13 11 14.



6 Limit alcohol - there can be a temptation to drink too much at Christmas, but alcohol can fuel arguments and cause unwanted behaviours.

7 If times are tough financially or for other reasons, make a plan that is reasonable for you and your family.

Mindfulness (Noun)

a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique.

Mindfulness

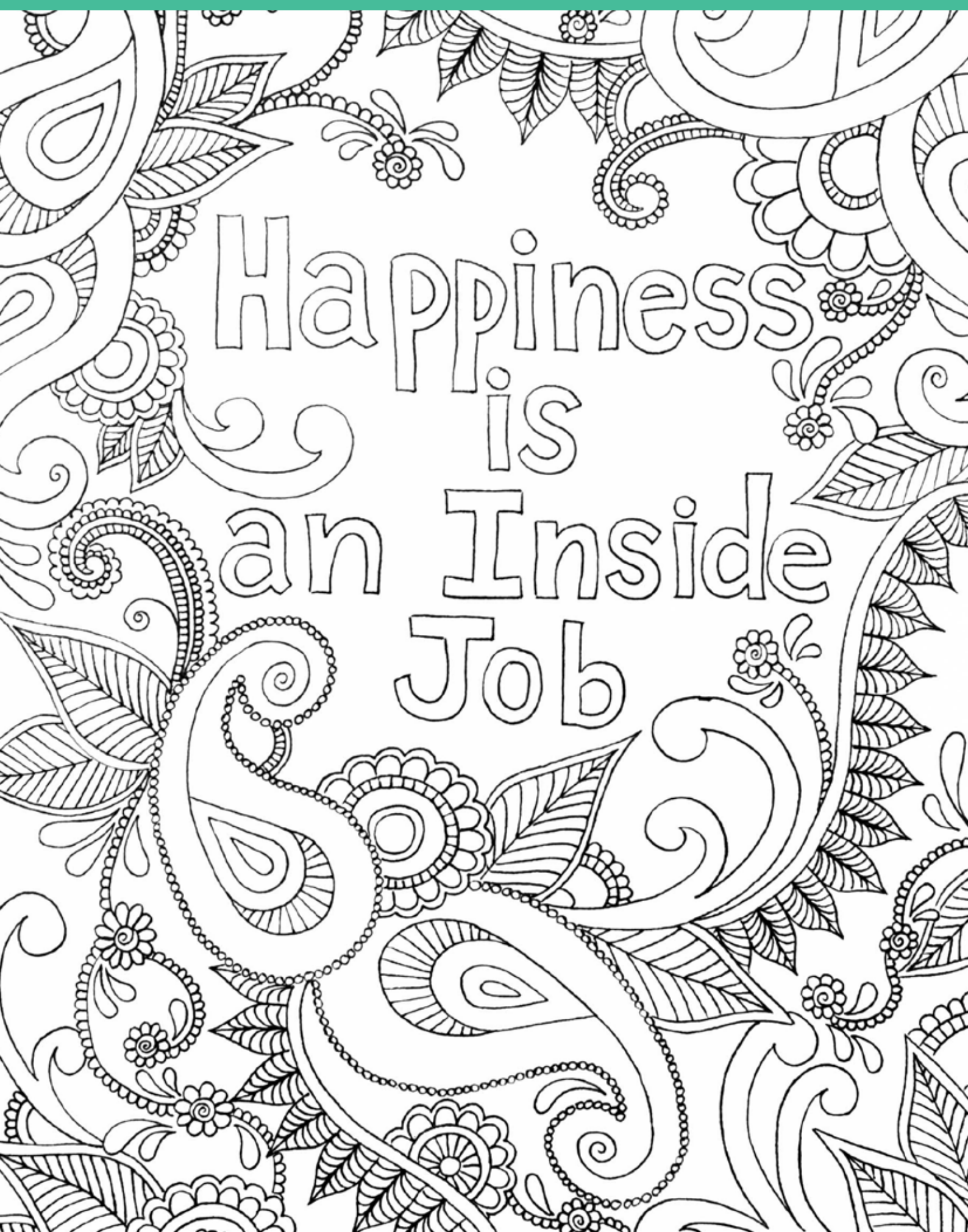
Mindfulness is a practical skill that is easy to incorporate into your daily routine. It improves your ability to be present, relax and enhance self-awareness. There are lots of ways you can practice mindfulness. This can include:

- Protecting your time: Continue the things you do to keep your mind and body fit – meditation, walking, yoga, running. Be protective of time to ensure you "recharge your battery"
- Mindful Christmas card writing: If you are intending to send cards, write cards slowly, take care to capture what the person may be feeling at this time of year, and set out to make others smile.
- Taking one moment at a time: Be present and aware of the now and enjoy it.
- Being kind to yourself: Leading into Christmas we can feel disorganised, not in control or overwhelmed. Being kinder to ourselves is powerful; it can help us to cope with stress. This means accepting that we will make mistakes, and forgiving ourselves without judging others. It can help us to feel soothed and calmed.

Mindfulness Colouring

Take a moment for yourself...

 SUMMER EDITION



Happiness
is
an Inside
Job