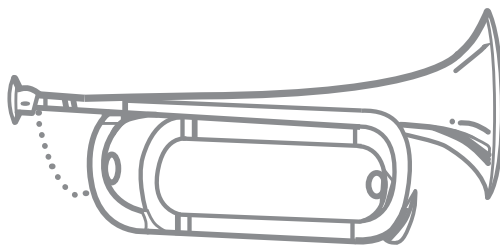


# bugle



SUMMER EDITION  
DECEMBER 2020



## Enjoy The 2020 Festive Edition

Inside this edition you'll find:  
Office Closure Details, Crafts  
and Festive Fun, The O'Brien  
Place Murals & More!



## IN THIS EDITION

Office Closure   Your Rent   The Not So Happy Season	3
Christmas Crafts and Festive Fun	4
What's on in the Community this Festive Season?	6
Noticeboard	7
Spreading the Cheer   O'Brien Place Murals	8

Dear readers of the Bugle,

Welcome to the final edition of the Bugle for this year.

We are stepping towards the end of 2020 and I am confident I'm not alone in thinking "what a year!". I would like to thank all our residents who adjusted to changes in our service delivery because of COVID-19. Whilst we had less direct contact with residents over this time we have really aimed to provide a seamless service and we thank you for working with us and for showing patience during these changes to the business. Thanks also to our residents who looked out for others and gave positive encouragement to our caretakers, cleaners, contractors, housing managers and staff.

Whilst we are unable to have a tenant end of year party this year due to the health crisis, we are hoping to make up for that a little with a random draw of prize packs; similar to the lucky draw prizes we would have had at the tenant party. Trust me, it will be random – we will use spreadsheet wizardry to ensure all our tenancies have a chance to win! I would like to acknowledge the contribution from the Lord Mayor's Charitable Trust which has funded some of the hamper prize packs.

One of our recent highlights has been receiving the award in the affordable housing category at the recent UDIA Queensland Awards for our property at Springwood, Benson Place. It is very rewarding for BHC to be acknowledged as a leader in the development of new affordable housing. We are looking forward to the completion, early next year, of BHC's new development at Woolloongabba. This development is particularly exciting with the opportunity to partner with Brisbane Youth Service to provide long term housing solutions for young people.

The Christmas and end of year season is upon us. Whilst I recognise that this time holds different emotions for all of us, I hope that it brings you peace and the opportunity to relax and recharge after such a challenging year.

On behalf of BHC Directors and staff, I would like to wish you all the best for the remainder of 2020 and a great start to 2021.

Best regards,

Rebecca Oelkers  
CEO



Our new Reception area

## OFFICE CLOSURE Over the Christmas Period

The BHC office will be closed from **5pm Wednesday 23<sup>rd</sup> December 2020** and will reopen at **8.30am on Monday 4<sup>th</sup> January 2021**. We wish all residents a safe and happy holidays, and we look forward to welcoming 2021.

If you have a maintenance emergency during the office closure, please call the main office on **3307 3000** to be redirected to the after-hours emergency line. Please be aware that should trades need to attend to an emergency maintenance issue over the shutdown period, tenants may need to be home to provide access as keys won't be as readily available from BHC.

### Examples of Emergency Maintenance

- 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

If you need to contact BHC about something which is not an emergency, please contact us when the office reopens on **Monday 4<sup>th</sup> January 2021**.

### PoliceLink

If there is a crime, noise complaint, anti-social behaviour, or you feel that your personal safety is at risk, please contact the police.



### Your Rent

Even though the BHC office will be closed from the 23<sup>rd</sup> December 2020 until 4<sup>th</sup> January 2021, rent payments will still be processed as normal. Not paying your rent during this period could put your tenancy at risk. If you have a concern about your rent, please speak with your Housing Manager ASAP.

### The Not So Happy Season

For some, Christmas and the end of the year can be a very difficult and stressful time. If you are feeling overwhelmed or like you need some extra support, we encourage you to reach out and ask for help. There is support available and importantly organisations like Lifeline (13 11 14) and Beyond Blue (1300 22 4636) are available 24/7. During this time it's important to take time for self-care. It can also be helpful to check in with others if you are feeling strong enough.



### UDIA QLD 2020 Awards for Excellence

We are delighted to announce that BHC's Benson Place has won the Affordable Development Award in the UDIA Queensland 2020 Mitchell Brandtman Awards for Excellence!

Funded in partnership with the Queensland Government, Benson Place in Brisbane's south comprises 35 apartments for seniors looking to downsize from their older public housing residences. Designed by leading Brisbane firm Ultralinea Architecture, this striking apartment building is well located to key transport hubs, community facilities and pedestrian linkages for the convenience of those that call it home.





# Christmas crafts AND Festive fun

Brought to you by the BHC Operations Team

## DIY Christmas Ornaments (or for any occasion)

By Kaitlyn, Community Development Manager



You will need:

- Empty Christmas ornament – we found ours at Kmart for \$1 each
- Hot glue gun or strong craft glue
- Mounting tape or double-sided tape
- Whatever you would like to fill your ornament with!

Get as creative as you like. We made three in total, head to the BHC website to see the full set of instructions and inclusions.

## Paper Bows

By Chantel, Housing Manager



I like to make these throughout the year and use them for all sorts of things! They are great decorations to go on all sorts of gifts. I use them for birthdays, baby showers, Christmas, or even 'just because'.

Whether it's to finish off a gift, put on a card or even to decorate the tree - these bows are fun, bright and easy!

You can find the full instructions and templates on the BHC website.

For the safety of our residents, this year BHC has made the hard decision not to host our annual End of Year Tenant Event. This was a difficult decision, but we wanted to put the health and safety of our residents first and find a different way to spread some end of year cheer.

One of our Housing Managers came up with the idea of BHC staff sharing the recipes, craft and activities they would usually do at this time of year. We hope you enjoy seeing what we get up to and maybe even try some of these yourself!

You can find the full instructions and inclusions for each creation on the BHC website, just visit [bhcl.com.au/bugle-festive-fun/](http://bhcl.com.au/bugle-festive-fun/).

## Mexican Chicken Bake

By David, Housing Manager



My partner makes this dish all the time and it has become a little fav of ours. It's easy to make and delicious! You can serve it with whatever you like and it's so easily adaptable. If you feel like changing things up you can use steak instead of chicken, or even make it vegetarian! This is definitely one you should try.

You can find the full instructions on the BHC website.

## Gingerbread House

By Alison, General Manager - Operations



I haven't made a ginger bread house for a few years, but I have many happy memories of decorating them with my children. Now that my children are perhaps a little too grown up to decorate a house, I'm thinking I'll bake the pieces for another family to put together and decorate.

My tip: use dressmakers pins to hold the pieces together while the icing firms up.

You can find the full recipe on the BHC website.

## Homemade Cards

By Kaitlyn, Community Development Manager



It's always nice to take the opportunity to get in touch with family and friends to let them know you are thinking of them. Whilst you can always go and buy a card or write a letter on a piece of paper, I recently started making my own cards and I love it! Here are a few I have made recently.

To see what I use to make my cards, check out the BHC website.

## 3D Paper Snowflakes

By Corrine, Marketing and Communications Officer



Residents who joined us out our Annual End of Year Tenant Event last year, may recognise these 3D Paper Snowflakes.

In an effort to recycle and re-purpose old copies of the Bugle, we created these beautiful, up-cycled decorations for the event.

This is a fun way to recycle old magazines and add a bit of colour to your home. Visit our website to learn how to make this papercraft.



# WHAT'S ON IN THE COMMUNITY THIS FESTIVE SEASON?

Here are just a few of the community meals, activities and services being offered over the Christmas period.

To find more events and community meals / support you can visit the BHC website ([bhcl.com.au/tenants/current-tenants/events-calendar/](http://bhcl.com.au/tenants/current-tenants/events-calendar/)) and you can also find lots of free events on the Brisbane City Council website ([www.brisbane.qld.gov.au/](http://www.brisbane.qld.gov.au/)).

## FREE COMMUNITY MEALS

### Christmas Lunch and Treats @ 3rd Space

505 Brunswick St, Fortitude Valley  
24<sup>th</sup> December 2020 11:30am - 12:30pm  
For more information call 3254 1144

### Community Friends Breakfast and Lunch

Corner of Russell Street and Boundary Street, West End  
25<sup>th</sup> December 2020 7:30am to 5:30pm  
For more information call Candi 0405 366 520 or Mark 0418 754 900

### Christmas Lunch and Lucky Door Prizes

Wesley Mission, ER Hub, 316 St Pauls Terrace, Fortitude Valley  
25<sup>th</sup> December 2020 12:00 to 1:30pm

### Compassion 4 Community - Christmas Lunch and Gifts

15 Jenner St, Nundah 4102  
25<sup>th</sup> December  
For more information call 0404262703

## FREE CHRISTMAS ACTIVITIES

### Christmas Cinema

River Quay Green in South Bank Parklands  
18<sup>th</sup> – 23<sup>rd</sup> December, nightly from 6:00 - 8:00pm

### Santa's Stopover

Flowstate in South Bank Parklands  
18<sup>th</sup> – 23<sup>rd</sup> December, nightly from 4:00pm and 9:00pm

### Christmas Tree Spectacular

South Bank Piazza  
18<sup>th</sup> – 23<sup>rd</sup> December, nightly from 5:30pm and 7:30pm

### Gold Lotto City Hall Lights

King George Square  
4<sup>th</sup> – 24<sup>th</sup> December, nightly at 7:30pm

### Christmas on Queen

Queen Street Mall  
4<sup>th</sup> – 24<sup>th</sup> December from 4:00pm

### Carols in the Reservoir

The Spring Hill Reservoir, Spring Hill  
1<sup>st</sup> – 22<sup>nd</sup> December from 7:30pm Wed, Fri, Sat and from 1:30pm Sundays

## CHRISTMAS HAMPERS AND FOOD

### 3rd Space - Food Parcels

505 Brunswick Street, Fortitude Valley  
For more information call 3254 1144

### Wesley Mission QLD (Red Bags & Hampers)

Eligibility conditions apply  
316 St Pauls Terrace, Fortitude Valley  
To check eligibility, call 32713592

December 2020

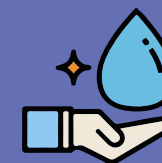


### ARE YOU STORM READY?

With storm season upon us in Queensland we want to ensure all tenants are storm ready to reduce the risk of any damages or injury.

Please ensure that any loose items are secure on your balconies or courtyards.

BHC Assets Team works hard to keep our properties storm ready year round by ensuring the gutters and drains in and around the complexes are free of any debris, we also undergo regular garden maintenance to ensure trees are trimmed and loose branches are discarded appropriately. However, as we are not at all of our complexes every day, if you notice any loose branches or other potential safety risks, before, during or after a storm, please report this your Housing Manager or BHC Reception as soon as possible.



### SAVE WATER THIS SUMMER

Currently the combined dam levels in Queensland have fallen below 60% and we encourage everyone to do their bit to save water this summer.

Ways you can save water at home:

- Turn off the tap while you brush your teeth or shave
- Don't continuously run the tap while you wash your dishes
- Cut down on shower times by using a timer
- Keep an eye out for any leaking taps in your unit or any common spaces. If you notice any water leaks big or small, please report this to your Housing Manager or BHC Reception as soon as possible.



### ANNUAL INCOME REVIEW AND TENANT SURVEY

Don't forget to return your annual income review documents. If you received a Tenant Survey this year, please complete this and return it with your income review. You can also complete your survey online this year – visit: [bhcl.com.au/tenants/current-tenants/tenant-survey/](http://bhcl.com.au/tenants/current-tenants/tenant-survey/)



### CONGRATULATIONS TO THE WINNERS OF OUR NAIDOC WEEK GIVEAWAY

For NAIDOC week 2020, BHC was proud to giveaway some beautiful ceramic mugs with stunning artwork designed and created by Indigenous artists. Congratulations to our lucky recipients.

Narelle from Fitzgibbon  
Lisa Anne from Fitzgibbon  
Greg from Bowen Hills  
Eddie from Bowen Hills

There are still a few mugs left, if you would like to receive one, just email [tenantevents@bhcl.com.au](mailto:tenantevents@bhcl.com.au) or call our Community Development Manager Kaitlyn on 3307 3000.

### CONTACT US

Level 17, 333 Ann Street, Brisbane City  
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

### HAVE YOU HAD A POSITIVE EXPERIENCE WITH BHC?

Would you like to tell someone? If you would like to leave us some positive feedback, you can write to us at [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au) or write us a review on our Google page.

### 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 Queensland 4001

## SPREADING THE CHEER

This year, knowing that it had been a tough year for many families, the Lord Mayor's Charitable Trust donated a number of toys and games to BHC. We have wrapped the gifts and will be delivering them to some of the young children in the BHC community. We are grateful for the opportunity to give these small gifts to help bring a smile to some of our residents.

With no tenant event to bring some cheer to the end of year, BHC wanted to find another way to spread some joy. With co-funding from Lord Mayor's Charitable Trust, we were able to put together a number of special Festive Hampers – similar to the lucky draw prizes at the End of Year Tenant Event. Using some computer magic, every BHC household was put in the running to receive a hamper and 50 lucky households were chosen at random! These will be delivered to the lucky tenants closer to Christmas. Check out our social media to see more updates!

Whilst unfortunately we can't deliver a gift or hamper to every family or household, we hope that we are able to deliver a little joy across the BHC community. We wish all of our residents a safe and happy end to 2020.



## O'BRIEN PLACE MURALS

This year BHC had the unique opportunity to engage an artist to create two murals at one of our complexes, O'Brien Place in Fortitude Valley. Artist Mike Shankster created two murals for common areas at the complex and residents had the opportunity to give feedback to help shape the designs before watching them come to life. BHC would like to thank Mike for the incredible murals he has created, bringing new creativity and vibrancy to O'Brien Place.

Here are some photos of the murals while Mike worked on them. To see more of check out our social media!

To see more of Mike's work, you can visit his website: [mikeshankster.com](http://mikeshankster.com)

