



TENANT HANDBOOK

Welcome to your new home!

Dear Resident,

I would like to take this opportunity to welcome you to your new home. I hope you have a long and enjoyable tenancy with BHC.

With this handbook, you will find lots of information that you'll want to know about your new home. This is a reference guide for everyday questions you may have about your tenancy.

Our website is also a valuable source of information including updates for your tenancy and information on community events. We encourage you to visit it at www.bhcl.com.au.

If you have any questions after reading through your pack, please don't hesitate to contact your Housing Manager on (07) 3307 3000 or email reception at reception@bhcl.com.au.

We are happy to be of assistance.

Yours Sincerely,

Rebecca Oelkers
Chief Executive Officer



Tenant details

Tenancy Agreement ID

Your Address

Your Housing Manager

Housing Manager Email

 @bhcl.com.au

Contact us

Phone: (07) 3307 3000

Email: reception@bhcl.com.au



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ABOUT US

A man and a woman are sitting on a wooden bench in a modern building courtyard. The woman, on the left, has curly hair and is wearing a black blazer over a red and black patterned skirt and tan heels. She is smiling and looking towards the man. The man, on the right, is wearing a light blue short-sleeved button-down shirt and black trousers. He is also smiling and looking towards the woman. They are sitting on a wooden bench made of horizontal slats. The background shows a modern building with a balcony featuring a metal railing and a glass railing. There are large potted plants in the background. The ground is paved with light-colored tiles. The overall atmosphere is professional and friendly.



About us

BHC is a leading provider of affordable housing with a demonstrated ability to deliver innovative social and affordable housing.

Since incorporation in 2002, and as a registered Tier 1 Community Housing Provider (CHP), BHC has a well-earned reputation as a solid and reliable organisation, built through effective working relationships and a personalised approach to customer service.

Our core business is housing and asset management of our wholly owned 1,300 affordable housing properties. In addition, our experienced team have undertaken property development and project management to create a number of award-winning homes for Queenslanders from all walks of life.

BHC is governed by an experienced skill based Board of Directors, chaired by Eloise Atkinson. CEO, Rebecca Oelkers, leads a dedicated team of employees.

We pride ourselves on working in close partnership with local communities, service providers, charities and government to provide homes that are secure and affordable.

As a not-for-profit company limited by shares, BHC gains great strength from the diversity of its shareholding organisations. The BHC shareholders hail from for-profit, not for profit and governmental sectors and all share a commitment to the provision of leading edge affordable housing and mixed tenure developments.

BHC shareholders comprise of:

- Queensland Government
- Brisbane City Council
- Property Council of Australia
- Australian Property Institute
- Planning Institute of Australia
- Q-Shelter
- Foresters Group
- Communitify Queensland
- Churches of Christ Queensland
- Centacare

Our vision

Creating Homes, Empowering Lives, Enabling Transformation

Our mission

BHC's vision is delivered by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies.

Our promise to you

BHC will do our best to provide you with good service by:

Showing you respect

- Informing you of decisions affecting your tenancy
- Providing prompt service

Being honest and acting with integrity

- Providing accurate, complete, timely and clear information
- Following through and doing what we say we will do
- Acknowledging and fixing mistakes

Valuing differences

- Providing services that are sensitive to your needs
- Discussing your housing options and choices
- Working with you to find the best housing solution

Good service is our promise to you.

A man with brown hair, wearing a dark grey V-neck sweater and a gold chain necklace, is laughing heartily. He is standing outdoors in front of a light-colored wall and green bushes. An orange graphic element is in the top right corner.

YOUR TENANCY

Moving into your new home

Your Housing Manager has provided you with a copy of the Entry Condition Report (Form 1a). This is an important document which helps if there is a dispute over your bond for the premises. It is proof of the condition of the premises before you started living there and will be compared with the Exit Condition Report (Form 14a). It's best if you complete your part of the report as soon as possible so you can record the condition of the premises at the start of the tenancy.

You must return the completed and signed copy of the Entry Condition Report (Form 1a) to your Housing Manager within 3 days. When you finish your tenancy with BHC the Housing Manager must give you a copy of the final Exit Condition Report (Form 14a) within 14 days of the end of your tenancy. You must return the property in the same condition as when you moved in (fair wear and tear excepted). Avoid marking walls with tape, blu-tack, stickers, nails or hooks. You will be responsible for any damage caused and will have to pay for the repairs.

Insurance is important

BHC encourages all tenants to obtain contents insurance cover for possessions and valuables. BHC insures the property against damage, but this only covers the building, not contents. You are responsible for insuring your belongings against any loss or damage. Low cost insurance options are available for low income households. Please ask your Housing Manager for more information.

Holidays

Please notify us if you plan to go on a holiday for more than two weeks. If you are not paying rent by Centrepay deductions, please have a system set up to ensure rent is paid on time.

Don't forget!

Once you have moved in, it is important to let people know you have moved. This might seem obvious, but it is surprising how many companies and people you know!

- Post Office
- Electricity/Gas
- Centrelink
- Phone Company
- Banks
- Doctors
- The Australian Taxation Office
- Department of Transport
- Electoral Commission
- Employer/Superannuation Fund
- Medicare
- Schools
- Dentist

How to pay your rent

At the start of your tenancy you will have paid two weeks rent. Please arrange continued payments through Centrepay or a direct deposit from your bank account.

For bank transfers or bank deposits, quote your Tenancy Agreement ID (see front of this booklet). It is important that you record and keep your payment receipt number. The payment receipt number is needed to verify proof of your rent payment in case of any errors.

Centrepay

Contact your Housing Manager to arrange a recurring deduction to be paid from Centrelink directly to BHC.

Direct deposit

Account name: Brisbane Housing Company

BSB: 034 000

Account number: 27 13 91

Reference: Your Agreement Number or your full name

If you are more than 7 days in arrears, a Notice to Remedy Breach may be sent, along with a letter outlining the details of the arrears. If you are not able to pay your rent, you need to contact your Housing Manager immediately to discuss the problem.

Your rental ledger shows the balance of your account (in much the same way as a bank statement) and lists all charges by BHC and payments made by you from the start of your tenancy. You can request a rental ledger from your Housing Manager at any time during your tenancy.





Your rent

BHC's rental policy

BHC sets rent for self-contained accommodation at up to 74.9% of market rate, ensuring affordable accommodation for your household. Rent for BHC boarding room accommodation is kept in line with the rent for similar accommodation.

Whilst rent is dependent on the type of unit and location, it is kept within an affordable level for most household types.

This rental policy has been designed to provide affordable homes to low income households and ensure BHC's ongoing financial viability.

Rent will likely increase on an annual basis, but will stay no more than 74.9% of the current market rate. You will always be notified in writing (in advance) of any rent increases.

Capping of rents

Rental caps are determined based on average affordability ranges on an annual basis. Capping rents allows BHC to balance financial needs and the standards of living for tenants.

The BHC Rent Policy may change over time. Whilst BHC will try to inform tenants of any changes, it is the tenant's responsibility to ensure they are well informed.

Sustaining your tenancy

BHC hopes tenants will have a long and successful tenancy. We believe sustaining a tenancy allows for people to reach their potential. Meeting your tenancy obligations such as keeping rent in advance, looking after the property, being a good neighbour and working respectfully with BHC will contribute to a positive tenancy outcome. Where you think you may not be able to meet your tenancy obligations, please talk to your Housing Manager as we may be able to assist.

Breaches of tenancy

If for any reason you breach your Tenancy Agreement, BHC or your Housing Manager will notify you formally via a Notice to Remedy Breach (Form 11).

Disagreement with Notice to Remedy Breach

Any tenant has the right to challenge a breach to their Tenancy Agreement. However, it is recommended that the tenant/s first discuss the matter with their Housing Manager to resolve the issue before approaching the Residential Tenancies Authority's (RTA's) free dispute resolution service.

Should a tenant wish to apply for a dispute resolution, they can do so by filling out a Dispute Resolution Request and sending it to the RTA. The tenant will then be contacted by the RTA to discuss the dispute (available on the RTA website or phone RTA 1300 366 311).

If the matter is unable to be resolved, a Notice of Unresolved Dispute will be issued to the tenant. It is at this time that the tenant may decide to apply for the dispute to be heard at the Queensland Civil and Administrative Tribunal (QCAT).

Support

BHC encourages tenants to discuss issues that may be impacting upon their tenancy with BHC or their Housing Manager. In most cases, we will be able to provide contact details for support or advocacy agencies, who can provide the household with assistance.





Annual income & assets review

BHC will conduct annual Continuing Eligibility reviews to ensure that household income and assets do not exceed the eligibility limits prescribed by the BHC Continuing Eligibility Policy.

When requested, you must provide BHC sufficient evidence of, and adequately answer questions about, the household's income and assets for the purpose of eligibility reviews. Your household may be required to provide evidence in respect to income, employment or other documents such as tax returns and bank statements.

Refusing to provide such documentation on request is a breach of the Tenancy Agreement.

Please be aware that, if two successive income reviews determine the household income exceeds the eligibility limits; BHC may issue the tenant with a Notice to Leave, requiring that the tenant vacate the premises within two months. When it is determined a household assets situation exceeds eligibility; BHC may issue the tenant with a Notice to Leave.

Routine inspections

BHC will carry out routine inspections in accordance with the provisions of the RTRA Act. The RTRA Act specifies notice periods and other entry requirements. A routine inspection will not occur more often than every three months.

Tenants are required to allow BHC reasonable access to the premises to conduct routine inspections with or without the tenant being present.

BHC may take photographs during routine inspections as a record of property condition.

YOUR HOME



Keys

Your Housing Manager has provided you with the appropriate number of keys required for the premises. Should you lose your keys you must replace them at your cost. You may want to have a spare set of keys for your home and keep them in a safe place, with a trusted friend. This would assist to avoid costly after hours call outs for a locksmith if you happen to misplace or lose your keys and need access to your home. Contact your Housing Manager and they will be happy to help you with the purchase of keys. All issued keys are to be returned at the end of the tenancy. Where this does not occur the tenant will be charged for lock and key replacement.

Maintenance and repairs

How to report maintenance or repairs

Non urgent repairs

- Dripping taps
- Faulty stove
- Faulty light fitting or power outlet
- Leaking shower sill
- Damage caused by an emergency repair
- Non working range hood
- Leaking gutters or downpipes
- Loose internal door handles
- Kitchen cupboard doors not closing properly
- Internal doors not closing properly
- And other non urgent repairs

In the event that you have a non urgent repair

- Email your Housing Manager; or
- Fill in a Non Urgent Repair Advice Form (available online: bhcl.com.au/tenants/current-tenants/repairs-maintenance/) and send to your Housing Manager via email or place in the Administration letterbox for collection by your Housing Manager; or
- Phone your Housing Manager.

Urgent repairs

- Risk of fatality or serious injury
- Building insecure after forced entry
- Gas leak or exposed electrical component
- Flood from water, sewerage or storm
- Blocked or broken toilet
- Serious roof leak
- Failure or breakdown of gas, electricity or water
- Fault or damage to essential service or appliance
- Fire alarm
- And other urgent repairs

During business hours

Please call or email your Housing Manager. If you're unable to reach your Housing Manager, please call our reception team on (07) 3307 3000 who will ensure you are linked with a staff member who can assist.

After hours

For after hours emergencies call the BHC office on (07) 3307 3000, for after hours emergency contact phone number.

Please note that lockouts are the responsibility of tenants

Locking yourself out is not considered an emergency repair and in the event that you do so, you will need to contact a local locksmith to gain entry at your own expense. It is important you ensure the locksmith does not change the locks, you are only to gain access at this time if after hours. Lock changes and new keys will need to be done through your Housing Manager.

Maintenance self help

The following may assist you to solve some maintenance problems before reporting them to your Housing Manager:

No electricity

- Check if street light or neighbour's lights are working as there may be a general black out.
- Check the switchboard – units have an internal switchboard – check the main switch is in the 'on' position
- Check the Safety switch is in the 'on' position
- Check that all the circuit breakers are in the 'on' position

If the Safety switch is 'off' unplug all electrical items in the property.

- Turn Safety switch on
- Then plug electrical items back in one by one
- If the power goes out after plugging one particular item in then you have a faulty electrical appliance, unplug this appliance and then turn the Safety switch back on

If you have carried out the above and you still are unable to get power call your Housing Manager.

Toilets

If the cistern is continually running, turn off the tap under the cistern. The toilet can still be flushed by allowing the cistern to fill, then turning the tap off again. You can also flush the toilet by using a bucket of water. Report the problem to your Housing Manager during office hours.

Water leaks

It is recommended that you know where the main isolation valve is located in your unit in order to turn off water in the case of a leak. Generally they are under a sink or in the laundry area. You can always check with your housing manager to assist you to locate where it is.

Planned maintenance

From time to time, BHC conducts planned or cyclical maintenance. These include refurbishments such as bathrooms, kitchens, roofs and floor coverings, stemming from end of life or wear.



Modifications to the property

If you wish to make any change and/or modification to the property, you must gain BHC's written consent before going ahead with the alteration/change. Requests are to be submitted in writing to your Housing Manager. Depending on the type of modification, BHC may place particular conditions on the approval, including the use of a licensed contractor.

Modifications include but are not limited to, installation of hand rails and fixing items to walls.

If changes are made to the premises without BHC's written consent, BHC reserves the right to request the premises be taken back to the original condition within 14 days at the tenant's cost.

Requests for modification due to disability or mobility issues

Some tenants, due to aging or progression of a physical disability, may require modifications to their home to support them to continue to live independently. If you require modification to your home, which is being carried out by a home modification service, you must provide a written request to BHC seeking approval to allow the modification to take place. Your Housing Manager may be able to assist you in finding relevant access to home modification services which provide support for your needs, if provision and assistance has not already been made.

Employee and contractor safety

The safety and well-being of staff and contractors is important to BHC. We are sensitive to the fact that some tenants may have a preference for shoes to be removed for religious or other purposes. However, for workplace health and safety reasons, our staff and contractors are required to wear footwear within the tenancy. We ask that tenants also contribute to safety and well-being, for instance through respectful interactions, restraining dogs during inspections, minimising trip hazards.

Keeping a pet

BHC recognises the importance of pets to residents and is supportive of tenants wishing to have a pet, where housing is suitable. BHC maintains strict rules around pets in BHC properties and has high expectations of tenants managing their pet's behaviour. Pet approval may be withdrawn if your Tenancy Agreement or local government laws are breached with regard to having a pet. Any pet complaints received will be investigated by BHC.

BHC will consider approval of a pet if:

- The pet contributes to the improvement of your health
- Your property is suitable for having a pet, in accordance with BHC pet policy guidelines
- The pet does not interfere with the peace and comfort of neighbours
- You comply with local government laws and BHC communal rules
- You are presently meeting your tenancy obligations

Exceptions to the above rules include keeping a small bird cage or fish in a small tank. There is no need to apply to BHC or local council in these instances.

Applying to have a pet

It is important you speak with your Housing Manager and gain written approval from BHC before moving a pet into a BHC property. Check your local government laws regarding pets. Pets that weigh 10kg or more are not able to live in a BHC property. BHC will not approve more than one pet per tenancy. When considering whether to approve a pet, BHC will also consider the capacity for the building to manage a further pet.

Providing you meet council laws, you may complete a BHC Pet Application Form, attach supporting documents and return these forms to BHC, along with a veterinarian's certificate confirming the pet is de-sexed. All dogs must be de-sexed by the age of 7 months and cats by 3 months if they are to live in a BHC property.

If the animal is too young at the time of application, an agreement must be made for the de-sexing of the animal at a later date.

Body corporates

Some BHC properties must comply with body corporate rules. Body corporates often have rules associated with pet ownership and pet behaviour. Check with your Housing Manager if body corporate rules apply.

Before moving in a pet consider

- How much time you can spend looking after the pet
- How much money you are willing to spend on their care e.g. food, vaccinations, vet fees, council fees
- Grooming required for the pet
- Space for the pet

Car parking

BHC's resources are focused on providing affordable housing, and as such, the majority of our properties have limited car parking.

We understand you may need to own a car in order to live the life you wish and that consequently you may require appropriate access to parking.

We will ensure information about car parking arrangements are made clear during your initial interview with your Housing Manager.

Site specific parking

Some buildings provide allocated car parking. Allocated car parking is pre-arranged in the Tenancy Agreement. Tenants with allocated parking must provide their vehicle registration details and the make and model of their vehicle upon tenancy. This allows BHC to ensure your vehicle is parked in the allocated space and no breaches have been made.

Secure parking

Some buildings have secure parking available. A secure parking fee is charged to tenants at the discretion of BHC and reviewed periodically for this service. Please note that there is a wait list for secure parking. Please notify your Housing Manager if you wish to be considered for future car parks. Allocations for parking will be based on a combination of need and length of time on the waiting list.

Use of service bays

Service bays may only be utilised by BHC staff, Housing Managers, tradespeople working on site, emergency service vehicles and registered businesses with professional carers.





Towing vehicles

BHC has contracts in place with a registered towing company which allows any vehicle breaching car park management rules to be towed from the premises. Towing notices with the towing company's phone number are visible in all BHC car park facilities. Impounded cars will be released to owners at their own expense.

Only nominated BHC representatives are authorised to ring the towing company and have a car impounded.

Enquiries regarding car parking arrangements in your building should be discussed with your Housing Manager.



TENANT ENGAGEMENT
& COMMUNITY
DEVELOPMENT



Tenant engagement & community development

At BHC we understand that developing community and engaging with residents is about more than just providing people a home. Through tenant engagement programs and initiatives we encourage residents to have positive connections with people in their communities, create open and respectful communication pathways, and strive to ensure residents have access to services and supports available in the wider community. At BHC we believe sustained and purposeful engagement with our residents can not only lead to a more positive housing experience, but it also provides an opportunity to improve our service delivery, and seek and act on resident input. We hope to enable residents to become involved in decision making that affects their homes and communities, strengthen local communities and address high priority social issues identified by residents.

What does it look like?

Whilst BHC has been engaging with our residents for many years, both informally and formally, the way we run 'Tenant Engagement' changed in 2018 when residents came together with BHC staff to shape the future. Together we identified a need and desire for residents to work collaboratively with BHC to lead a new approach, one not only focused on gaining feedback but which also supports residents to develop the types of communities they want to live in. The Resident Community Development (RCD) Team was created to provide a space where residents can come together to develop community initiatives and projects, work on these initiatives together, provide honest feedback and input on matters which affect residents and to support one another. The initiatives and projects developed are aimed to benefit residents, develop and strengthen the communities across BHC properties and support meaningful engagement between residents, BHC, and members of the wider community.

BHC's Community Development Manager supports the RCD Team and champions community development projects and activities across the BHC community.

The RCD team

Some of the projects focused on so far include:

- Community Welcome Packs for new residents, to help people settle into their new homes, feel welcome, and become involved in their communities if they wish
- Social activities at buildings, run by residents for residents, which promote positive communities (e.g. coffee clubs, walking groups, book clubs)
- Supporting existing resident activities/projects (e.g. The End of Year Tenant Event, The BHC Bugle, activities or events at individual buildings)

New members are welcome to join the RCD and are encouraged to forward ideas to the RCD. In the first instance, contact BHC's Community Development Manager by phone (07) 3307 3000 or email tenantevents@bhcl.com.au

How else does BHC develop community

The Bugle - tenant newsletter

Launched in 2014, BHC began its revamped official resident focused newsletter, named by residents *The BHC Bugle*. The Bugle shares; updates about BHC properties and events, important information for residents to be aware of, helpful articles around relevant topics, FREE upcoming community events and opportunities, as well as sharing the talents and successes of residents where possible. We are always looking for more resident contributions for The Bugle, so if you have something you would like to contribute (a short story, poetry, artwork or even a book or movie review), please contact us through bugle@bhcl.com.au

Tenant End of Year Event

In recent years, BHC has hosted an End of Year Event for residents in early December. The End of Year Event is an opportunity for everyone to come together, celebrate the end of the year, connect with other residents and have a fun time.

Information sharing

BHC promotes community events, courses and activities via our tenant newsletter The BHC Bugle, the BHC website and social media. Where possible noticeboards are utilised at buildings to share information about local activities or organisations. We try to focus on key areas that residents may find useful, like education and training courses, employment programs, free community activities and health focused programs.

Be sure to check out our website and follow us on social media to stay informed.

Visit www.bhcl.com.au search BHC Creating Liveable Communities on *Facebook*, *Twitter*, *Instagram* or Brisbane Housing Company on *LinkedIn*.

Your building

Our Community Development Manager also supports Housing Managers and residents with building specific community issues. This might involve creating a small newsletter for a building about current issues, or inviting local organisations / community members (e.g. QPS) to come along to a building to speak. If you would like to make a suggestion about an organisation you would like to hear from, please contact our Community Development Manager.

In the community

We also strive to build positive relationships with community groups, support service providers and other community members who may be able to offer assistance or opportunities to residents. It is important to remember that BHC is a housing provider and cannot offer specialised support, such as counselling / social workers, financial assistance, mental health support, addiction / recovery services, etc. We encourage residents to connect with existing organisations in the community who are able to offer these services. We have a list of support services at the end of this handbook, and on our website. Alternatively, you can speak to your Housing Manager about your needs and they may be able to refer you to a service.

Engaging with us

Biennial Tenant Survey

Every year BHC sends out a Tenant Survey to half the portfolio, this means that every resident is asked to complete the survey every two years. This survey is sent out with the (compulsory) Annual Income & Asset Review forms, and although the survey is not compulsory we do ask residents to complete the survey if possible as your feedback is a valuable way for us to improve our services and ensure we continue to meet the needs of our residents. This is also an opportunity for you to win a prize! Residents who complete and return their surveys by the due date are entered into a draw to win great prizes.

Other feedback

Residents and members of the public are able to engage with BHC through our feedback email address feedback@bhcl.com.au, BHC's social media and website, or by contacting the head office directly on (07) 3307 3000. For any tenancy matters or maintenance issues, we advise residents to contact their Housing Manager in the first instance.

If you would like to get in touch with our Community Development Manager about anything you have read here, please call head office on (07)3307 3000 or email tenantevents@bhcl.com.au

OTHER INFORMATION



Important contacts

Emergencies

Fire, Ambulance, Police

Ph: 000

Police Link

Ph: 131 444

Support services

Aboriginal & Torres Strait Islander Community Health Service

Ph: 3240 8900

www.atsichsbrisbane.org.au

Communify Qld

Ph: 3510 2700

communify.org.au

DV Connect for Women

Ph: 1800 811 811

www.dvconnect.org/womensline

DV Connect for Men

Ph: 1800 600 636

www.dvconnect.org/mensline

Footprints

Ph: 3252 3488

www.footprintsinc.org.au

Inala Indigenous Health Service

Ph: 3101 4222

www.health.qld.gov.au/iihs

Lifeline Crisis Support and Suicide Prevention

Ph: 13 11 14

www.lifeline.org.au

Micah Projects

Ph: 3029 7000

micahprojects.org.au

MIFQ - Mental Illness Fellowship Queensland

Ph: 3358 4424

www.mifq.org.au

Multicultural Development Association (MDA)

Support service for refugees, international students, people seeking asylum and migrants

Ph: 3337 5400

My Aged Care

Ph: 1800 200 422

myagedcare.gov.au

Narcotics Anonymous

Ph: 1300 652 820

www.na.org.au

Open Minds

Ph: 1300 673 664

www.openminds.org.au

Queenslanders with Disability Network (QDN)

Ph: 3252 8566 or 1300 363 783

qdn.org.au

Salvation Army: Brisbane Recovery Services Centre (Moonyah)

Ph: 3369 0922

South Queensland Dispute Resolution Centre

Ph: 3239 6007 or 1800 017 288

Stepping Stone Clubhouse

Ph: 3847 1058

www.steppingstoneclubhouse.org.au

St Vincent De Paul (Vinnies)

Seeking assistance (food, clothing, furniture, household items)

Ph: 3010 1000 or 1800 VINNIES (1800 846 643)

www.vinnies.org.au

Wesley Mission Queensland

Ph: 1300 541 626

www.wmq.org.au

Other useful contacts

Anti Discrimination Commission Queensland

Ph: 1300 130 670

www.adcq.qld.gov.au

Residential Tenancies Authority (RTA)

Ph: 1300 366 311

www.rta.qld.gov.au

TIS National (Translating and Interpreting Service National)

Ph: 131 450

Tenants Queensland

Ph: 1300 744 263

www.tenantsqld.org.au



Complaints

Complaints and feedback allow us to continually improve and monitor our customer service with tenants and relationships with service providers.

Neighbourhood disputes or complaints

BHC provides independent affordable accommodation for tenants who are able to manage independent living. It is therefore an expectation that a tenant is able to initially work towards resolution when conflict arises with another tenant. BHC is unable to intervene in disputes among tenants and residents unless it is within the remit of the *Residential Tenancies and Rooming Accommodation Act 2008*.

Complaints around illegal activity should be reported to Queensland Police. Complaints around excessive dog barking or dangerous dogs should be referred to the Brisbane City Council.

If the situation is one where violence is occurring or is threatening please contact police; in an emergency dial 000.

It is also important to then report the incident (illegal activity, violence or threatened violence, or dog matters) to the Housing Manager. Please state the issue clearly in writing, including a description of the incident, dates, times and order in which they happened.

Another option is to seek assistance to resolve the neighbourhood dispute through the South Queensland Dispute Resolution Centre (see Important Contacts in this booklet). This a free service from the Queensland Government and offers neighbourhood mediation.

Complaints about BHC

If you are dissatisfied with the service we have provided or a decision that has been made, we encourage you to raise this with us.

Informal Resolution: In the first instance, please speak to the Housing Manager to endeavour to resolve the matter informally. Often additional information or an explanation can clarify the situation and an understanding or agreement can be reached. A tenant may phone or email their Housing Manager to start this conversation.

Formal Complaint: If the matter is not able to be resolved informally, please submit a formal complaint to BHC. This can be submitted via email to feedback@bhcl.com.au or via our postal address. Please contact us if assistance is needed in writing the complaint. In most situations, this complaint will be addressed by the relevant Housing Manager.

- Please state the issue clearly in writing, including a description of the incident or concern, dates, times and circumstances
- BHC may need some time to address the matter and may need to speak with you and others who were witness to the incident and able to support your complaint
- You will be involved in the process of resolution and your input on how you feel it is best to resolve the matter will be considered
- Once BHC has gathered all the information, a decision will be made on the best course of action to deal with your complaint. BHC will respond in writing to formal written complaints

Review of Complaint: If you are dissatisfied with the decision, you may request a review of your complaint. To request a review, please submit your complaint marked to the attention of the Tenancy Services Manager. A review of a complaint will be undertaken by someone who was not the original decision maker and is a senior member of staff.

The Residential Tenancies Authority (RTA) can assist with information and processes around tenant rights and obligations.

Privacy

All applications for housing go through an approval process, which involves access to your personal information by BHC. Your personal information is collected in a fair, lawful and non-intrusive manner.

Personal information is any information about your identity that is apparent or can be reasonably ascertained. Your information is collected by BHC if it directly relates to the administration of providing and managing housing for eligible households.

Types of personal information that may be collected includes your name, contact details, household type and size, date of birth and income status.

What we do with your personal information

- Use it to carry out our responsibilities under funding agreements and relevant legislation
- Inform statistical analysis to monitor and evaluate our services
- Notify the State Government when your household is adequately housed

BHC takes measures to detect and prevent the fraudulent use of your personal information.

Disclosure of personal information

BHC will disclose information in accordance with our Privacy Policy, where you have consented to such disclosure.

BHC may also disclose personal information if required by law.

Correct and secure personal information

BHC will take all necessary steps to ensure your personal information is used and disclosed in an accurate manner. This includes confirmation that information is up to date and complete.

Personal information is stored safely and protected by BHC from misuse, loss, unauthorised access and modification.

Your personal information

You can access your personal information by sending us a written request.

If at any time you believe our records are inaccurate, incomplete or out of date, you may write or email us a request to change your personal information.

You may request from your Housing Manager, in writing, a copy of BHC's Privacy Policy at any time free of charge.

Privacy complaints

If an individual or organisation has a complaint about any privacy matters with BHC, the complaint will be dealt with through the BHC Complaints Policy and reviewed where necessary by the Privacy Officer.



Contact us

General enquiries

Phone: (07) 3307 3000

Fax: (07) 3839 2000

Email: reception@bhcl.com.au

Visit us

BHC Head Office is located at:

Level 17, 333 Anne St

Brisbane QLD 4000

Opening Hours:

Monday to Friday 8:30am – 5:00pm

Postal address

BHC Creating Liveable Communities

GPO Box 544

Brisbane QLD 4001

Website

www.bhcl.com.au

Feedback email

feedback@bhcl.com.au