



SUMMER EDITION
DECEMBER 2025



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Dear Residents,

With our CEO, Rebecca, on leave, I am pleased to be able to send this message for the final edition of The Bugle for 2025. As the year winds down, we hope the year has brought you moments of connection, growth, and belonging.

This year has not been without its difficulties. We started the year with a cyclone, and we continue to experience an active storm season. Yet there has also been much to celebrate. BHC proudly opened four new buildings in 2025, and we extend a warm welcome to all our new residents who have joined the BHC community. It is a highlight for our team when we see residents move into their new homes.

We also continued our Home and Health program in partnership with the nurses from One Bridge. Their visits to many of our complexes have been met with excellent feedback, and we are delighted that they will continue to support residents in the year ahead. These community-minded nurses are eager to assist with health and wellbeing, and we encourage you to look out for their visits in 2026.

The BHC Impact Fund has assisted nearly 600 households this year through participation and inclusion events, employment assistance, health and wellbeing initiatives and grants. Our special thanks to Elevate Residential - BHC's profit-for-purpose real estate - and their clients, whose contributions to the Impact Fund help our residents thrive.

To those who attended our End of Year event, thank you for making it such a festive and exciting occasion. We hope you enjoyed the

celebrations. You can find photos from the day on page 4.

I am also pleased to advise BHC has a new Independent Chair, Karen Howard, and two new Directors, Juliette Wright OAM and Margaret Forrest. Karen has extensive experience across government, private, public, and for-purpose organisations. Juliette brings social innovation, strategic leadership and community impact to the Board, and Maggie further strengthens the Board with her legal expertise and governance oversight. These appointments follow Eloise Atkinson, Geoff Woolcock and Stacey Ross stepping down from their roles with the BHC Board; we sincerely thank them for their outstanding service to BHC and the housing sector.

We recognise that the Christmas season can be a time of joy for some, but also a period of difficulty or exhaustion for others. We encourage you to rest, reflect, and celebrate in whatever way feels right for you. To support residents during this season, the BHC team has prepared information and resources to help navigate the holidays - please see page 6 for details.

On behalf of BHC's Directors, staff, and contractors, I wish you and your family and friends a safe and peaceful Christmas, and a happy and prosperous New Year in 2026.

We look forward to continuing to build strong, supportive communities together in 2026.



With warm regards,

Jamie Muchall

Acting Chief Executive Officer

BHC UPDATE

Last month, BHC was delighted to receive funding through the 2025 Christmas Grant Round, thanks to the generosity of the Lord Mayor's Charitable Trust.

This grant supported us to host a festive lunch for more than 130 BHC residents - an opportunity to connect, celebrate, and strengthen our community as we wrap up the year. Check out page 4 of The Bugle for photos from this wonderful event!

Our Community Projects Manager, Kaitlyn, proudly accepted the grant on behalf of BHC, alongside Lord Mayor Adrian Schrinner and Lady Mayoress Nina Schrinner.

We would also like to acknowledge Tango Projects who also contributed to the event. These donations helped to make this year's event extra special.



BHC office closure - Christmas and New Year



The BHC office will be closed from **12:00pm Wednesday 24th December 2025** and will reopen at **8:30am on Monday 5th January 2026**.

We wish all residents a safe and happy holiday period.

Emergency Maintenance During Closure

If you have a maintenance emergency, call **3307 3000** and you will be redirected to our **after-hours emergency line**.

Please note: During this period, tenants will generally need to be at home to provide access for trades, as keys will not be readily available from BHC.

Examples of Emergency Maintenance

- Burst pipes or major water leaks/flooding
- Significant property damage (storm, fire, vandalism)
- Blocked or broken toilets
- Loss of essential services (water, cooking/heating, extended power outage)
- Dangerous electrical faults
- Damage posing a risk to people's safety and wellbeing
- Lift not working or any incident blocking access to/from the property

For **non-emergency** matters, please call **3307 3000** and leave a message. We will respond when the office reopens.

Visitors this festive season

The festive season often means welcoming visitors - whether friends, family, colleagues, or support workers.

Please remember that you are responsible for your guests while they are in your home.

Your rent

Please note that the BHC office will be closed from **24 December 2025 to 5 January 2026**. Rent payments will continue to be processed as normal during this period.

Important: Not paying your rent during this time could put your tenancy at risk. If you have any concerns about your rent, please contact your Housing Manager as soon as possible.

Staying cool this summer

Brisbane summers can be tough, but these simple tips can help you beat the heat:



- **Plan ahead:** Visit an air-conditioned library or take advantage of council pools offering \$2 entry during summer.
- **Stay hydrated:** Drink plenty of water and choose healthy foods to keep your energy up.
- **Avoid peak heat:** Limit time in direct sun between 10 am and 3 pm. If you need to be outside, wear light-coloured clothing and a hat to stay cooler.
- **Look out for others:** Check in on neighbours.
- **Keep cool at home:** Use fans where possible. If you need help accessing a quality cooling device, reach out to your local community supports, neighbourhood centres, or contact the BHC Resident and Communities team on 07 3307 3000.

Balcony Safety - Important Reminder

In a few complexes, items have recently been dropped or thrown from balconies, creating a serious risk to people below. Even small objects can cause injury, involve police, or result in tenancy termination. Please keep pots, plants, and other items off balcony edges or hanging over railings. Stay safe and protect our community.

Our Biggest Resident Celebration Yet!

BHC'S 2025 RESIDENT END OF YEAR EVENT

Last month, BHC held the 2025 Resident End of Year Event, celebrating another huge year with our residents. This event brought together over 130 residents from across the BHC portfolio, fostering community and inclusion.

We celebrated together at the Kedron Wavell services club, enjoyed exceptional food and incredible lucky door prizes – all generously donated. We want to say a special thank you to those organisations who donated gifts, including R.T. Edwards Commercial, Lone Pine Koala Sanctuary, Good 360, Five Star Cinema and Terry White Chemmart Bellbowrie.

We would also like to acknowledge and thank the Lord Mayor's Charitable Trust and Tango Projects who both made contributions to the event and helped to make the day incredibly special.

Thank you to all the BHC residents, staff and directors who joined us - we hope you had a fantastic time!





WELCOME NEW RESIDENTS!

Over the past few months, we've welcomed 256 new households into our portfolio – and we couldn't be more excited to officially welcome them to their new homes!

In recent weeks, we've hosted welcome BBQs, meet your neighbours morning teas and an official opening at our newest developments, creating opportunities for neighbours to connect – many for the very first time – over a relaxed gathering with the BHC team.

At BHC, we're proud to create not just homes, but vibrant communities where neighbours can connect and thrive.

Join us in welcoming our new residents to the BHC community!





'Tis the Season to be kind to your mind



This time of year is often portrayed as a time of joy, celebration, and togetherness. But for many, it can also bring stress, anxiety, loneliness, or disappointment. High expectations, financial pressures, family tensions, and feelings of isolation can make this time challenging.

Here are 8 practical tips to look after your mental health and wellbeing:

1 Take your time

Focus on what truly matters and give yourself permission to slow down. Whether that's spending time with loved ones, enjoying quiet moments, or simply taking a break. Remember, it's okay if things aren't perfect.

2 Manage financial stress



Don't let holiday spending overwhelm you.

- Suggest gift exchanges like 'Secret Santa' or agree on a budget with family and friends.
- Find low-cost ways to celebrate, such as picnics in the park or potluck meals at home.

3 Ease family tension

Family gatherings can be stressful.

- Avoid topics that usually spark conflict.
- Put children's enjoyment first and try to set aside adult disagreements.
- Break up celebrations if needed, and plan activities to keep things light.

4 Prioritise sleep and rest

Late nights and screen time can add to stress. Choose calming activities (e.g. stretching, reading a book, drinking a calming herbal tea) before bed and make rest a priority.

5 Connect with others

Reach out to someone you care about, attend a local community event or arrange a virtual catch-up. Check in on neighbours or friends who may feel alone at this time of year.

6 Practice mindfulness

Try keeping a daily gratitude journal or use grounding techniques like the 5-4-3-2-1 Rule (*identify 5 things you see, 4 you touch, 3 you hear, 2 you smell, 1 you taste*) to help manage overwhelming feelings.

7 Reach out for support

If you're struggling, don't hesitate to seek help. There are many free and confidential services available:

Lifeline: 13 11 14 (24/7 crisis support)

Beyond Blue: 1300 22 4636 (24/7 support)

MensLine Australia: 1300 78 99 78

Kids Helpline: 1800 650 890

Suicide Call Back Service: 1300 659 467

DV Connect / 1800 Respect: 1800 811 811

National Debt Helpline: 1800 007 007

8 Reflect on what you've done well

Celebrate your achievements and think about what you'd like to focus on next year.



DIY Christmas Baubles

Festive Craft from BHC Resident Carol

Looking for a fun, creative way to add a personal touch to your holiday décor? BHC resident Carol has shared this wonderful idea for making your own Christmas baubles. It's simple, affordable, and perfect for getting into the festive spirit!

Materials

- Polystyrene shapes (balls, bells, stars, etc)
- Craft glue
- Ribbon
- Acrylic or poster paints (plain or glitter)
- Glitter
- Wooden skewers
- Embellishments of choice

Stockists: Discount shops, craft stores, Spotlight, Big W or Lincraft

Directions

Prepare your bauble

- Pierce the top of the polystyrene shape with a wooden skewer (where the ribbon will go later) and push it in about 2–3 cm.
- This makes it easy to hold while decorating and allows you to stand it upright in a glass, bottle, or foam block to dry.

Paint your base

- Select your paint colour and apply a thick coat. Let it dry completely, then repeat for full coverage.

Add Sparkle

- Spread craft glue over the surface, sprinkle glitter generously, and let dry. Repeat if desired for extra shine.

Decorate creatively

- Alternatively, use beads, gold thread, or other embellishments. Apply glue to small area and work quickly before it dries.
- Use toothpicks or tweezers for precise placement

Attach the ribbon

- Remove the skewer and fill the hole with glue.
- Cut ribbon to your desired length, fold in half and use the skewer to poke the folded end into the hole.
- Dab glue into the centre and pinch the ribbon ends together.
- Allow to dry for at least 24 hours before hanging.



Residents getting creative together – thanks to Carol's festive workshop!



Handy Tips

- **Save excess glitter:** Place a long sheet of paper under your work. When finished, fold the paper to funnel glitter back into its container.
- **Clean brushes easily:** Add a little dish washing liquid to your palm, wet the brush, and use circular motions to clean. Repeat 2–3 times until clear. Rinse in clean water and reshape bristles and dry.

WHAT'S ON THIS Festive Season

* SUMMER EDITION



Brisbane City Hall Lights : 5 - 24 December - every 15 minutes from 7:30pm to midnight. Brisbane City Hall, Brisbane City

Experience the magic of Christmas when Brisbane's iconic City Hall is transformed into a vibrant display of captivating visuals, festive sounds and a heart-warming story for the whole family to enjoy.

Cost: FREE



Christmas Tiny Doors: 1 - 24 December. Brisbane City.

Join the fun and discover the enchanting Christmas-themed tiny doors hidden around Brisbane City! These whimsical doors bring festive cheer to life, perfect for a magical family outing. Find all the Tiny Doors at these locations: Queen Street Mall, King George Square, MacArthur Central, Post Office Square, Queens Wharf, Uptown, Wintergarden and QueensPlaza.

Cost: FREE



Christmas on Queen: 5 - 24 December, 11:00am - 7:00pm. Queen Street Mall, Brisbane City

Delight in Christmas-themed pop-up performances and captivating roaming acts, offering fun for the whole family!

Cost: FREE



STARZ Christmas Spectacular: 15 - 24 December, 5:00 and 6:00pm, Queen Street Mall, Queen Street, Brisbane City

Experience the ultimate Christmas extravaganza with the Starz Christmas Spectacular. Join in song and dance with talented local performers as they light up your holiday evenings with unforgettable performances.

Cost: FREE



Community Support Services Health, Food and Emergency Relief

Salvation Army food and gift support: If you are facing financial difficulties or don't know if there will be enough food for Christmas, get in touch with the Salvos. Visit: www.salvationarmy.org.au/christmas/need-help-this-christmas/food-and-gift-support

Wesley Mission Brisbane Relief Hub - Red Bags (non-perishables, Christmas food/items). Collection starts Monday 8 Dec until midday Friday 19 Dec (Mon-Fri: 9:30am-12 noon & 1-3:00pm). No appointment necessary. Proof of identification (1 photo or 2 non-photo), proof of low income (Centrelink card or bank statement) required.

New Farm Neighbourhood Centre: Tuesday 16 Dec, 9:00am-2:00pm
3 course Christmas lunch, arts and crafts, and lucky door prizes.

For additional information about health, food and emergency relief during the Christmas period, please visit **Community's** website for a full list of support offerings in your community. Scan the QR code to learn more.



CONTACT US

Level 17, 333 Ann Street, Brisbane City
Monday - Friday - 8:30am - 5:00pm
Phone: 3307 3000
Email: reception@bhcl.com.au
Website: 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 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 or write to: BHC Feedback, GPO Box 544, Brisbane Queensland 4001