

CHRISTMAS EVENTS



OFFICE CLOSURE

Sandbag – Christmas Day Lunch

Brighton Health Campus (formerly EVENTIDE)

Tuesday 25th December 2018

10.00am – 2.30pm

RSVP (essential) to Gary Hunt on 3869 3244
or ghunt@sandbag.org.au

Street Level Christmas Party

Southbank Parklands, South Brisbane

Monday 24th December 2018

10.00am – 1.00pm

Street Level – Boxing Day – Picnic in the Park

Love Street Park – Spring Hill

Wednesday 26th December 2018

10.00am 1.00pm

Christmas Day Lunch

Wesley Mission Queensland @ Wesley House

140 Ann St, Brisbane City

Tuesday 25th December 2018 from 12pm

Christmas Day Lunch

Wesley Mission Queensland @ St Pauls Terrace
316 St Pauls Tce, Fortitude Valley

Tuesday 25th December 2018 from 12pm

Book with ER on 3216 1579

Easy Christmas Trifle

1 cup thickened cream
1 tablespoon sugar
1 teaspoon vanilla extract
250g raspberries
100g petite meringues



DIRECTIONS

Preparation: 10min
Ready in: 10min

1. Beat the cream with the sugar and vanilla until fluffy. Store in the fridge until ready to put the dessert together.
2. Break up the meringues and use to fill six serving glasses 1/3 full. Add a layer of raspberries and then a generous dollop of cream. Garnish with chocolate curls if desired.



The Bric Housing office will be closed from Tuesday 25th December for Christmas and will re-open on the Monday 31st December. The office is also closed on Tuesday 1st January for the New Year public holiday.

If you have any emergency repairs please call Bric Housing on 3230 5555

What are emergency repairs?

An emergency repair would be needed when a fault or damage is likely to injure a person, damage property or unduly inconvenience a tenant

Examples of emergency repairs include:

- a burst water service or a serious water service leak
- a blocked or broken toilet system
- a serious gas or roof leak
- a dangerous electrical fault
- serious storm, flood, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
- a fault or damage that makes premises unsafe or insecure
- a serious fault in any staircase, lift or other common area which inhibits or unduly inconveniences residents in gaining access to or using the premises



TENANT NEWS

 DEC 2018

Seasonal Wrap

Welcome
to our new tenant newsletter!
We wanted to create a
regular publication to keep
you informed about what
is going on at Bric, as well
as other useful information.
I hope you enjoy reading it.

This time of year is always a busy one as we work to finish our commitments for 2018 and also find time to celebrate the season. We feel there is lots to celebrate after a busy year with many successes for both staff and tenants. Inside for example, you'll find some photographs from our recent "Annual Review in the Park" which saw us mark the end of the year with a fun event complemented by music and speeches.

We do also recognise that this can be a difficult time of year for some and we've included details about Christmas events for those who are not able to celebrate with friends or family.

I'd like to take this chance to remind you about some of the resources we have on our website at www.bric.org.au. The "For Tenants" section has a tenant information section that includes helpful details on managing your tenancy, reporting repairs and much more. *Continued page 3*



Eoin, Bernard and Jane
Our Executive Management Team provide leadership to the organisation. All are committed to listening to tenants and our vision of A home, a life, A future.

Out&About

Tenants have been in the midst of helping to organise morning teas, BBQs and meetings at many of the Bric Housing unit complexes over the last three months. Staff at these gatherings have been busy collecting ideas for activities next year, hearing stories of what tenants like about where you live, and listening to any concerns you have. If you have an idea about organising an event or activity where you live, we are keen to hear from you. Contact your Tenant Services Officer, or contact our Tenant Engagement Officer, Relsie Doyle on 07 3230 5510 or email rdoyle@bric.org.au



Getting
in touch
with us...



Your Tenant Services Officer

You will find the contact details for your Tenant Services Officer on the business card included in this letter.

If you've called recently, you may have noticed our new phone system. We now have a menu of options. This change is designed to make it easier for you to speak to the right person for the service you require. We are interested to hear your feedback on this new system – let us know at feedback@bric.org.au

a home • a life • a future





There was fun, music and plenty of laughs as Bric took a very different approach to our Annual Review this year. Alongside a printed document and formal AGM, we also held a special event in Roma Street Parklands on Wednesday 21 November.

The 'Annual Review in the Park' event saw tenants, staff, board members, suppliers and partners join us for a celebration of the past year. Successes were acknowledged and stories shared. In particular, we want to thank two of our tenants, Beverley and Roberto, for telling us more about their lives and the part Bric has played. The theme for the event was our new vision - a home, a life, a future. Both of our speakers reflected the importance a secure home has in helping them plan for the future.

Entertainment was provided by the WhoopeeDo Crew and the gathering also heard from Chair of the Bric Board, Eddie Chung, Bric CEO, Bernard Wilson, and other Bric staff. Another highlight of the day was the staff awards which saw Bric staff from each part of the organisation receive some special awards.

Thanks to everyone who attended and participated. Feedback was good and we are keen to see more events that involve tenants from across our properties in the future.



Photography by Magda Labuda



Meet the team – Steven Dunbar, Tenant Services Manager

- How long have you worked for Bric?
5.5 years.
- What is your favourite part of your job?
The fact that every day is different and the role keeps me very busy – providing as much support as I can to the Bric Housing team and our tenants is very rewarding!
- Where did you grow up?
I was born in Brisbane and lived the first 20 years of my life on the Southside, but ever since have lived North of the river.
- How do you like to relax?
Listening to music, bike riding, watching soccer, and spending time with family and friends.

- Do you have any pets?
Yes. I have kept pet cats all my life. My current cat Frankie is about 1.5 years old and has a talent for destroying curtains and couches.
- Do you have any secret talents or unusual hobbies?
Sadly, no.
- If you won lotto, what's the first thing you'd buy?
Five around-the-world plane tickets for me and my family.
- What was the best holiday you ever went on?
A family trip to France, Holland, and the United Kingdom during Christmas last year.



Steven Dunbar

A Big Christmas Thank You



We'd like to thank everyone involved in supporting our tenant Christmas lunch at 593 Boundary Street this year:

- Executive Chef, Frederick Marechal
Brisbane Golf Club
- Bidfood
- Inghams
- Primo
- Poppy's Food
- Royal Desserts
- Infruit

Also a big shout out to Chefs Who Care (especially Chef Jane Grey) for providing Christmas Hampers for some of our Boarding House tenants.

continued cover story...

The Tenant Information Kit is a great place to start and I'm sure even tenants who have been with us for some time will find some great tips in the document.

Also in this newsletter, you'll find a report back on our recent tenant survey. You gave us some great feedback – please rest assured it has been read and shared to help us improve our services. Just one example, you told us you wanted us to improve communication and this newsletter is just one of the ways we are taking action on this. Don't forget, if you have a suggestion, compliment or a complaint, you don't have to wait for the next survey! We are always happy to receive feedback by phone, letter or email.

Finally, can I wish you and your family a safe and happy festive season and best wishes for 2019.



Bernard Wilson

TENANT COMMUNITY SPIRIT AWARDS

[Nominate your neighbour to win a \$50 Voucher]

We want to recognise the wonderful people who go above and beyond to make a positive contribution to their community. For example tenants who maintain communal gardens or areas, put bins out for collection who assist neighbours or who encourage social events/BBQs etc at their complex.

If you would like to nominate your neighbour by emailing feedback@bric.org.au by 28th February 2019. Winners will be featured in the next newsletter!

BRIC HOUSING TENANT SATISFACTION SURVEY 2018

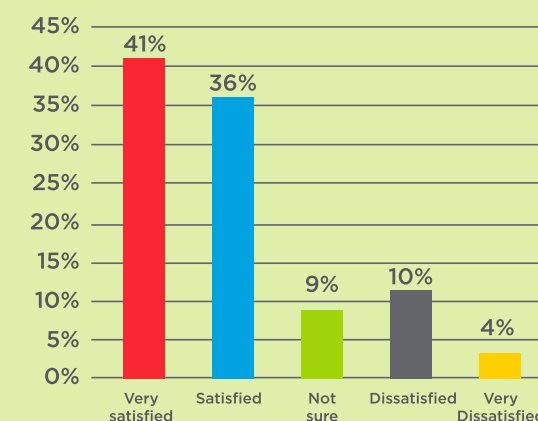
THANK YOU to all who completed our recent survey - we really appreciate your feedback. We have now reviewed all comments and responses. Here is a short summary.

What you told us

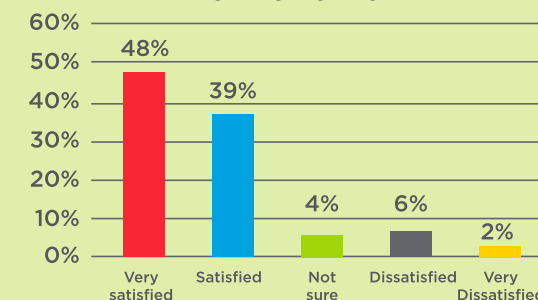
Overall, the picture is a positive one with most tenants appearing happy with their accommodation and their relationship with Bric. The majority of tenants expressed satisfaction with Bric and their tenancy with over three quarters (77%) stating they were very satisfied or satisfied with the quality of support and services offered by Bric.

Areas for attention include creating more opportunities for tenant and Bric staff interaction, promptly resolving queries and concerns, improved communications, and maintenance of common areas. We have already initiated plans to address these areas.

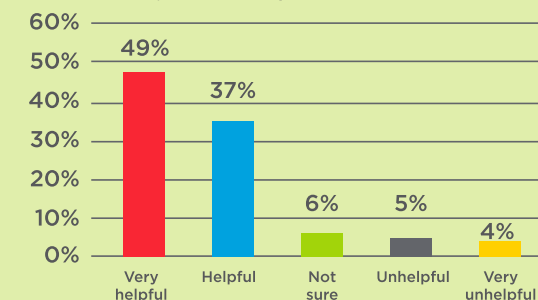
How satisfied are you with the quality of support and services provided by Bric?



How satisfied are you with the condition of your property?



When you last spoke with or contacted Bric staff, how did you find the service?



"Bric housing has helped in every way possible"