

## Autumn Wrap

### Boundary Street has a makeover!



Last year, tenants moved out of Bric's Spring Hill boarding house as a response to COVID-19. Tenants are back in the property but things are a little different!

The Boundary Street property has been refurbished by the Queensland Government and now offers crisis accommodation. Improvements have seen the 73 rooms reduced to 40 to allow most units to include a kitchenette, living area and separate bedroom.

Support is available 24/7 from Mission Australia. Tenants have access to Case Workers who can link them to supports for everything from mental health assistance to employment. A nurse is also available onsite to ensure that health needs are taken care of.

Bric manages tenancies and property services at Boundary Street and provides to tenants on their rights and responsibilities. Assistance is also available to help people move on to alternative accommodation when they are ready.

### What's it like **inside?**

The whole property has undergone a complete transformation which has resulted in bright and open spaces.

New vinyl flooring and plenty of fresh paint have worked wonders and most tenants each have two rooms. A bedroom and a living/ kitchenette with microwave, kettle and toaster. Ceiling fans have also been installed throughout.





## Welcomes and farewells

We have welcomed some new staff to BRIC over the past few months – Johanna Hirvela, Erin Coley and Ruby Halaseh – as Tenant Services Officers in the Headleasing team plus Eva Rebello supporting the team as an Administration Officer. Also Debbie Green as our Reception/Admin Officer.

We farewelled Cameron Darling from Tenant Services, but we will continue to work with Cameron as he is joining one of our support partners – Community Qld.

We also welcomed Ben Bransgrove as a new Executive heading up the Asset Services Team.



## Meet the Team

Ben has recently joined the Bric team. Let's find out a bit more about him!

### How long have you worked for Bric?

I started with Bric on 18 January 2021.

### What is your favourite part of your job?

Having a career working in the building, development and building compliance sectors. I really enjoy being able to use my commercial skills to support the community housing sector.

### Where did you grow up?

I was born in Aotearoa (New Zealand) and moved around a lot as a child. I went to many different schools across the north island of Aotearoa, the Philippines, New South Wales and Victoria.

### How do you like to relax?

I do a number of things to relax from reading, scuba diving, swimming, riding a motorbike, going on a road trip, but my favourite is spending time with friends and family.

### Do you have any pets?

We lost our cat last year which was very sad after having her for 12 years. We are currently thinking about bringing a new pet into the family.

### If you won lotto, what's the first thing you'd buy?

Travel

### What was the best holiday you ever went on?

When my son turned 18 (a few years ago) we decided to travel around south east Asia for a year.

**Ben Bransgrove**  
General Manager  
Asset Services

## Wraps off our Jordan Terrace refurbishment

Through funding provided by the Department of Housing, Bric recently completed the refurbishment of Jordan Terrace, a 24 unit complex close to the inner city.

Each unit is now furnished and features new kitchens, new flooring and lighting, as well as air conditioning.

A solar system has been installed, to ensure that energy costs remain affordable for tenants.



### COVID UPDATE:

## Reception open and property inspections return

As of 15 March 2021, most Bric staff are back in the office at Little Edward Street. Reception is open 9am-5pm and property inspections have also re-commenced. Please be assured that all hygiene and COVID safety protocols are being followed.

If there are further lockdowns, Bric will put the safety of tenants first – as well as the safety of our Staff & Contractors. Please check our website for lockdown updates [www.bric.org.au](http://www.bric.org.au).

For tenants in the inner city areas, there are frozen meals available. Please contact your Tenant Services Officer – we may be able to deliver to your unit complex, or you can pick up from our head office at 56 Little Edward St, Spring Hill.

Meals are kindly supplied by Community Qld, prepared by volunteers in their 'Community Canteen'.

Bric has been busy helping to provide new accommodation for the Brisbane and Moreton Bay regions, funded through the Queensland Government COVID response program.

This includes Bric leasing more private rental properties than ever before, in order to provide homes for people who need them – and the new programs have specifically targeted women and children escaping domestic violence, asylum seekers, and those at risk of homelessness especially during worst of the COVID pandemic last year.

We are working alongside Community Queensland, Mission Australia, The Salvation Army and St Vincent de Paul, as well as many other partner services, to provide not just a roof over people's heads, but also support when and where it's needed.





# Paul's story

Paul has recently moved into his new home. With Bric's assistance, he was able to access a private rental unit through a head-leasing program. This is where landlords let their property through organisations like Bric. The landlords have the benefit of a guaranteed rent and tenants get easier supported access to private accommodation.

Paul explains "I want to thank Bric Housing for your support and hands on expertise in finding me a property to reside in, especially after a tough time I have had over the past three years."

One of the benefits of a head-leasing scheme is that it provides extra support for tenants in securing the tenancy and then maintaining it.

"I don't know how I would have handled having to deal with real estate agents and landlords myself," says Paul.

He hopes that this experience will help ease him into the private rental sector once he is ready to move on.

Paul explains this opportunity has "softened the transition" into independent living and made it possible for him to feel like "I'm living a 'normal life again'".

Feeling at home means different things to different people. For Paul, the communal gardens have been a source of great pride and also the opportunity to feel useful and valued.

"I have made myself known to the letting agent out of courtesy and have had some wonderful conversations with the property owners. They kindly enable me to do gardening and some property repairs which have been fantastic therapy which I needed," Paul explains.

"I've come to realise that when the roof over your head is sorted you have incredible stability to attend to balance in many of the other areas of your life. It really is a freeing feeling," he concludes.

Paul was proud to have his photo taken in front of the lawn and gardens he helped grow, and the front entrance to his unit that he painted. Paul also wanted us to mention that the shirt he is wearing in the photo is from the Kids for Cancer bike ride, where he rode 451kms and raised \$1,025.



## COMPETITION

### HOW DOES YOUR GARDEN GROW?

Have you been collecting the free seeds from Woolworths to grow on your windowsill? Or maybe you have created a little garden area at your property? We want to see your gardens - big and small - and there is a great prize on offer for our favourites.

**2 X \$100  
BUNNINGS VOUCHERS  
TO BE WON**

Just send a photo to [info@bric.org.au](mailto:info@bric.org.au) - remember to tell us where the photo is taken!

Don't worry - we're judging on how well you've made the most of what you have. One basil plant on a windowsill still counts!!

Look out on our Facebook and Instagram pages as we share the best entries.

Closing Date: 17 May 2021







# Autumn walks in

## and the Bay

As the weather cools down, it's great to get out for a walk. We are so lucky to have many great paths and off-road tracks to enjoy some fresh air and exercise.

Even a gentle 20 minute stroll has big benefits for your body and mind. Plus you get to see parts of your neighbourhood that you don't see from the bus or train!

### Here's just a few of our favourites.

#### City loop

OK, it's an obvious one but it's easy and handy for many close to the CBD. Head over the old Victoria Bridge, through the Cultural Forecourt past the B-R-I-S-B-A-N-E sign and along the Clem Jones Promenade at South Bank. Cross the river at the Goodwill Bridge and enjoy a leisurely walk through the Botanic gardens and QUT campus. Use the pedestrian path that follows along the riverfront at water level, past mangroves back towards North Quay.

#### West End to QAGOMA

A city one again. You could start with the Davies Park Markets which is held every Saturday from 6am-2pm. From here follow Riverside Drive along the river that will eventually bring you to the South Bank Boardwalk. The final stop is QAGOMA – entry is free and it's there's always something to see!



#### Redcliffe Esplanade Walk

An area with a long history that is fascinating for those new to the area or those with longer connections.



To enjoy something a bit different, you can listen to an audio track from the Moreton Bay Regional Council website. The tracks recount personal nostalgic stories provided by members of the Redcliffe Historical Society who lived on the peninsula during its early years. Just google "Redcliffe Esplanade walk story map" to find it.

#### Brighton to Shornecliffe

The full walk takes an hour each way but you can start at Sandgate to half the length! You'll finish up at the historic Shornecliffe Pier where you can enjoy some sea air and usually spot plenty of marine life in the water.



**COVID-19**  
**VACCINATION**  
Safe. Effective. Free.

## COVID-19 VACCINATION UPDATE

We understand there is a lot of information and discussion around COVID-19 vaccinations and it can be difficult to take it all in. To help, we have summarised the key things we know here. For the latest information directly from Government, please visit this [www.health.gov.au](http://www.health.gov.au)

#### What's happening?

The vaccine rollout has now started in Australia and will provide free vaccinations to all Australian citizens, permanent residents and temporary visa-holders. The Government hope that most people will have been offered the vaccine by the end of 2021.

The first priority group includes:

- Aged care and disability care staff
- Aged care and disability care residents

The second priority group includes:

- Adults with an underlying medical condition, including those with a disability.
- The full list of priority groups can be viewed at [www.health.gov.au](http://www.health.gov.au)

#### Do I have to get the vaccine?

COVID-19 vaccination is voluntary, but strongly encouraged.

#### Why should I get the vaccine?

Getting a COVID-19 vaccination helps protect you, those with whom you live and work, your community and your loved ones. Evidence so far on the vaccines being used in Australia show they are very effective at protecting against severe illness and death.

You can talk to your GP or a health professional about the COVID-19 vaccines and why vaccination is an important part of keeping the community safe and healthy.

#### Where can I get vaccinated?

The Government is arranging for a wide range of locations to be vaccination stations including hospitals, pharmacies, doctors clinics, respiratory clinics.

#### What if I don't have a GP?

It is likely that there will be vaccination clinics and Bric will share details when we have those. You could also talk to anyone who is supporting you and ask them to help you register with a GP.





### WATER LEAKS

The most common problem in properties is water leaks. Leaking inside the home can come from rainwater, drains and pipes. Identifying the type of leak is important to get the correct contractor to do repairs as quickly as possible. Roof leaks only happen during wet weather and can sometimes be affected by the direction of the wind and will stop with a change in the weather. A low-pressure leak from a drain, a breach (pipe from the tap to the outlet) or a leaking shower base is a slow leak and happens when the item is used. A pressure leak is from a pipe that is always full and will continue to leak even when the property is not getting used.

Leaks from bathroom, laundry and the kitchen often appear in the cabinetry or adjoining rooms and regular checks for leaks are advised. A minor leak often appears as damp carpet, swelling to skirting, or staining to walls- if you can see water you should use a sponge or mop to dry any excess water and check to see if it becomes less or dries up. If the water continues to reappear, you should turn off the water inlet valve for the leaking item (under your sink/basin/tub, next to your toilet, above your washing machine) and turn it on only when required to see it while trying to capture the water is possible until it is repaired.

Contact Bric maintenance on 3230 5555 if there is still a problem. If the problem is a serious water leak, this is an emergency repair and you must notify us immediately.

# Maintenance: Trouble Shooting Guide

Maintenance issues can be reported throughout the year on 3230 5555. It's worth remembering these handy troubleshooting tips so you can try and resolve the issue as quickly as possible.



### FAULTY POWER SWITCHES (LIGHT/POWER) AND CEILING FANS

Do not attempt to fix it yourself. Do not use switches. Contact Bric maintenance on 3230 5555 as soon as possible.



### HOT PLATES / OVEN

Check if the power is connected or check the power box for a tripped switch.

Contact Bric maintenance on 3230 5555 if the problem persists so necessary repairs can occur.



### LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until a tradesperson arrives.

Please contact Bric maintenance on 3230 5555 so necessary repairs can occur.



### HOT WATER SYSTEMS

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up (if it is a storage tank). Locate the filter filler valve on the side of your hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check - Is the power switched on? Has the power box tripped the switch? Has your shower routine changed or increased (tank capacity will affect this)? Remember in winter, efficiency of the hot water tank is less than in summer and the water will cool more quickly.

Note: Please follow the above procedure before requesting maintenance. If it does not rectify the problem, please contact Bric maintenance on 3230 5555 so that necessary repairs can occur. Remember, a leaking hot water tap will cause poor supply of hot water and high electricity bills.



### POWER

If your neighbours have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset the Safety Switch and plug in appliances one at a time until the faulty appliance is located.

Note: If this does not fix the problem, please contact Bric maintenance on 3230 5555 so necessary repairs can occur.



### LIGHTS

Ensure the power is on and the switch has not tripped in the power box.

Please contact Bric maintenance on 3230 5555 if the problem persists so necessary repairs can occur.



### WASHING MACHINE -

if supplied by Bric.

#### Check...

- that the power is connected
- that the water taps are turned on
- the load of the clothes is not off balance or too high
- the lid is connecting with the on/ off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits

If your machine is supplied by Bric, when all else fails, please contact Bric maintenance on 3230 5555 so necessary repairs can occur.



### WATER ERUPTION

Water bubbling out of the ground could be a serious problem and could lead to further complications.

Please contact Bric maintenance on 3230 5555 immediately as this is an emergency matter.



*a home • a life • a future*