

Winter Wrap

Bric's green-fingered tenants!

In the last Bric newsletter, we put the call out for any keen gardeners to participate in our 'How Does Your Garden Grow?' competition. We asked residents to send us photos of the garden spaces they have created for a chance to win one of two \$100 Bunnings vouchers.

Entries to our competition could be big or small and it was all about making the most of the available space and sunlight. Nothing makes a space feel like a home better than a windowbox, a herb garden, or even a flowerbed. We know Bric tenants take huge pride in their housing. We were impressed and delighted to see the wonderful work so many of our tenants

have put into nurturing their gorgeous gardens. The judges had a very difficult time choosing only two winners!



Our first winner is Dean, **of Baynes Street in Margate!**



Having been at his property for just over a year, the judges were impressed with how much dedication and hard work had gone into completely transforming his courtyard in such a short amount of time! What was once a barren space with barely so much as a patch of grass is now a beautiful hidden oasis. There are hundreds of thriving plants, flowers, and even a lemon tree!

Dean has also installed a fishpond, complete with water lilies, as well as a fish and a bird feeder constructed from drift wood in order to attract flocks of local native birds. Dean's incredible work has inspired other tenants in the complex to start working on their own gardens Bric looks forward to watching Baynes Street start to bloom in the coming months.

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From the CEO's Desk

2021 continues to be a very different and challenging year for all of us. Despite the uncertainty – Bric has adapted its business functions and processes to ensure the continued delivery of services to tenants. Importantly, the health and safety of our tenants, staff and contractors remains our priority.

Through these challenges – a number of successful outcomes have been achieved during 2021 that will further enhance our ability to provide tangible outcomes for tenants.

The results of the recent Tenant Survey were pleasing – reflecting a high satisfaction rate across a number of key areas including communication, housing services and neighbourhood. Indeed, tenant feedback is a vital tool allowing us to change and/or improve our service offerings. Details of the survey results are discussed later in the Newsletter.

The recent budget announcement by the State Government of a range of new measures to enhance and grow the community housing sector is warmly welcomed – and will no doubt deliver significant outcomes for many Queenslanders. To that end – Bric is partnering with the State Government to increase housing supply – and was successful in its *Partnering for Growth* submission for the construction of a new housing development in the Redcliffe Region. The project will deliver safe, affordable and appropriate accommodation in a well-located area.

Stay healthy and safe.

Craig Brennan
Chief Executive Officer

COVID update keeping you safe

The COVID restrictions are continuing, and it looks this may go on for some time.

Here at Bric we are doing all we can to deliver services to tenants with the safety and well-being of tenants and staff as our priority.

Our staff and contractors abide by the requirements in place at any time – for example social distancing, mask wearing, and getting tested for COVID if they have any symptoms.

There are some service changes in place until the end of September 2021:

- Non-urgent maintenance or routine inspections – ie services that involve entry into a tenant's home – may be postponed.
- For non-urgent matters, we encourage contact by phone, rather than face to face. However if you need to meet with your Tenant Services Officer (or another member of staff), please arrange an appointment. This will be conducted in a COVID safe manner.
- For the time being, the front reception at head office (in Spring Hill) is **closed**.

Essential services will continue:

- For maintenance or lockouts – please call **07 3230 5542** or 07 3230 5555
- Staff are available on the phone or email – for enquiries, and to assist with any welfare concerns

For further updates or information – please visit the Queensland Health website.

If you have any concerns or would like any more information about our COVID safe measures, please contact your Tenant Services Officer, or email your query to info@bric.org.au



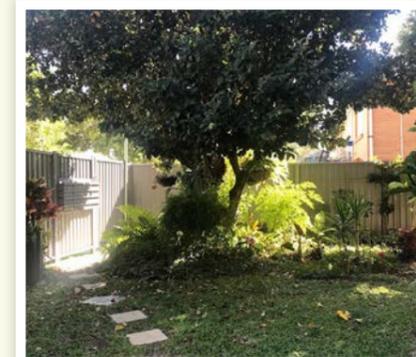
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Our second winner is Tricia, a resident of Lower Bowen Terrace in New Farm!

Since moving into Lower Bowen Terrace, Tricia has worked tirelessly to beautify the common area gardens in the complex. The bare pathways and garden beds that were once crying out for some love and attention have been transformed into lush and leafy walkways, bursting with a variety of native plants. Tricia has also thoughtfully constructed a trellis along the fence that supports climbing plants. This allows for the plants to grow happily, without causing any damage to the property.

Tricia's activity in the garden not only creates a peaceful place for everyone to enjoy, but it has encouraged other residents to come and work alongside in her creating a tropical space and positive spirit in this community. The effects of these efforts are easily felt by all who visit this complex. A big thank you goes out to all the residents who have helped to make the gardens and friendships blossom!

We'd like to say well done to all those who took part in the competition and also thank you to everyone who spends so much time making their spaces greener!



Building a future

We are so proud of the latest group of Bric tenants to start working on their Certificate 1 in Construction. They are all learning basic trade skills while carrying out small projects and repairs at our Boundary Street Property. It's a paid traineeship, It is an 18 week long paid internship, funded by the Queensland Government's Skilling Queenslanders for Work program.

The trainees are enthusiastic, motivated, and keen to learn. We have had huge support from a number of people and organisations which is greatly appreciated.

One sponsor, Big River Group, has donated thousands of dollars' worth of fencing materials. Their branch manager, Kylie, inspired the group with her own journey through some challenging experiences, and how she has turned her life around to become a manager in a large company.

The Construction Manager, Joey, has also quickly gained the respect of the group. The course organisers, Communify, are an awesome team. They are supporting the trainees day to day, getting sponsorships, and already connecting in with potential employers. All the trainees aim to get employment or further training in the construction industry at the end of the course – and there are lots of opportunities in such a booming industry.

We've had great results from our previous courses, with eight people from the first course working, or have recently worked, and living in secure social or private housing.

We're looking forward to sharing more positive outcomes from this group soon!



Listening to our tenants

Thanks to all Bric tenants who took part in our recent satisfaction survey. Your views are valuable to us for improving services and informing our priorities.

The survey was conducted independently. It was completely confidential and looked at five main areas:

- Housing Services
- Repairs and Maintenance
- Complaints
- Communication and Engagement
- Neighbourhood and Quality of Life

Nearly a third of all tenants responded. We were delighted to hear that 87% of tenants said they were satisfied with the services provided by Bric - a big increase from 2018 (77%). During that time, Bric has been working hard to improve our service to tenants and we are delighted to see such a positive impact even with the Covid-19, disruption.

"Bric Housing has been a fantastic support for me over the years"

Bric sees a home as key to improving people's lives, so we were very happy to see 83% of tenants stating that their life has improved since living in a Bric property.

"Bric has given myself and my 2 children the most incredible lifeline by helping us"

"Having stable accommodation and support from Bric Housing has been a huge part of me trying to get my life back on track"

88% of tenants are satisfied with the condition of their home. And a similar number (85%) are satisfied with the quality of the repairs carried out.

"Bric housing were there for me at the lowest point of my life and gave me and my daughter

a place to call home. Bric housing have been really good with communication and repairs. I'm very thankful I found Bric housing".

Survey such as this are also valuable to Bric as they show areas for improvement too. While we are pleased that 3 out of 4 tenants (75%) say they are satisfied with the way Bric involves tenants, we would like to see that number even higher in the future. Bric is committed to involving tenants in decisions that affect them as well as their local community and tenant groups.

Furthermore it's important to us to put things right when required. Over half of those who made a complaint told us they were satisfied with the way it was handled.

"We are very satisfied by the help we have received from Bric with a couple of issues this year that were promptly dealt with"

Tenants provided many suggestions for how to improve their housing, community, or Bric Services. These are being carefully considered as we make our plans for 2022. Not every suggestion is within the control of Bric but we are happy to consider them all.

"Would like protected car spaces"

"Solar panels and water tanks should be implemented in all public and community housing projects"

The survey results were compared to other community housing providers. We were above the benchmark on nine of twelve measured indicators. The one indicator that was below the benchmark related to the level of response to the survey itself so we hope to encourage greater participation next time.



Tenants who completed our survey went into a draw to win one of ten Woolworths vouchers. Joyce and Sandra were delighted with theirs!

Two indicators where we were higher than the benchmark were

Satisfaction with repair quality
10% points above benchmark

Quality of life improvement
9% points above benchmark

We will continue to use the views of our tenants to guide further improvements and we remind tenants that we welcome feedback at any time.



87%
Overall satisfaction



83%
of tenants think their life has improved since living in a Bric property



84%
of tenants are happy with the information and communication they receive from Bric



75%
of tenants are satisfied with how Bric involves tenants



88%
of tenants are satisfied with the condition of their home



85%
of tenants are satisfied with the quality of the repairs carried out



84%
of tenants like their neighbourhood as a place to live



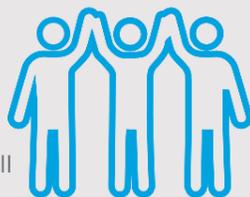
86%
of tenants are satisfied that their rent is value for money

Helping us to help you!

Here at Bric, we are committed to providing tenants with a quality and responsive service. We aim to meet tenant expectations wherever we can, and we are pleased that 87% of tenants are satisfied with the services Bric provides (from our recent tenant survey). Our 'Customer Expectations Charter' sets out our commitment to you. It also sets out what we need and expect from our tenants in return.

There are some key things that help us to provide you with a good service:

Treat our staff with courtesy and respect, just as we treat our tenants with courtesy and respect.



By far the majority of tenants are very courteous. For the small number of times where this is not the case, our staff may not be able to assist you. Our staff are not expected to tolerate disrespectful behaviour.

There are limits to what we can do - we ask for your understanding on this. There are some things we can help with, and other things that are outside our control. For example, with neighbour disputes, our actions will be guided and limited by residential tenancy law requirements.

Give us your feedback - If you feel we have gone above and beyond or if you are not happy with an aspect of our service to you, we want to know.

We really appreciate all feedback!

If you want to make a formal complaint, we will take this through a formal process with our senior management involved, and provide you with a written response.

TO PROVIDE FEEDBACK, OR MAKE A COMPLAINT, YOU CAN:

Email your Tenant Services Officer, or email info@bric.org.au

Go to the **website**:
<https://bric.org.au/existing-tenants/give-feedback/>

Phone Bric on 3230 5555 (- select option 1)

Visit our office - head office is First Floor, 56 Little Edward St, Spring Hill (- please make an appointment before you come).

Write to us at Bric Housing, PO Box 688, Spring Hill, Qld 4004.

Repairs - we know repairs are important to you; you can help us in these ways.

If you need a repair at your home, tell us as soon as possible

- Please tell us when you first notice a problem (if possible)
 - don't wait until the item is broken or the repair has become very urgent;

Be patient if we need to ask some questions

- We may need to ask you some questions. Sometimes we can help you to troubleshoot and fix the problem over the phone. It also helps for us to work out what's gone wrong and provide good information to the contractor.

Give us as much information as you can

- Tell us as much as you can - it's useful to have photos. This means the maintenance contractor can come prepared to repair/fix the problem. This includes things like:
 - The make and model of an appliance eg hot water system
 - The exact location of the problem
- Please describe what is happening - eg
 - when did the problem start?
 - is there a complete breakdown, or intermittent faults?
 - how severe is the problem (eg for a tap, is it a slow drip, or is it a constant stream of water?)

Keep in contact and provide access

- Make sure we have your up to date phone number
- Keep your phone with you if we need to contact you
- **Be at home at the agreed time if you've agreed to provide access to our maintenance contractor.**
- Give us feedback as soon as possible if you are not satisfied with the quality of the repair.



TO REPORT A REPAIR

BY PHONE

During business hours:

Phone **3230 5542** or 3230 5555 (option 1)

Outside business hours:

Phone 3230 5555 (option 2) for the on call service (emergencies only eg lock outs, hot water etc)

BY EMAIL

maintenance@bric.org.au

BY WEB

<https://bric.org.au/existing-tenants/report-a-repair/>

CUSTOMER SERVICE & EXPECTATIONS CHARTER

This charter outlines Bric's customer service commitment to tenants and customers, and our expectations of tenants and customers.

OUR COMMITMENT TO YOU

The Bric team will:

- Provide you with prompt, courteous, respectful and efficient customer service
- Respect your privacy and properly manage your personal information
- Provide information that is accurate and easy to understand, including access to interpreters if required or requested
- Keep you informed of changes to our services
- Provide notice of any inspections and entries including correct notice time frames
- Take time to listen and understand your requests
- Act with honesty and integrity and apply our policies consistently
- Correct any mistakes openly, honestly and quickly
- Act and make decisions in a way that is compatible with human rights
- Promote a safe environment and mutual respect between tenants and neighbours.

OUR EXPECTATIONS OF YOU

Bric expects tenants and customers to:

- Treat our staff, contractors and other tenants with respect and courtesy - if you don't do this, we will take firm action to address it
- Provide us with accurate information and contact us if your situation changes
- Respond to our requests on time
- Abide by the terms of your tenancy agreement
- Not harass, threaten or defame our team - in person, in writing or on social media
- Not physically harm our team, contractors, other tenants or property.

OUR STANDARDS

We will respond to you within the following time frames:

Phone calls and emails:

- Same day, or next business day

In person:

- With appointment - we will be on time or advise you if there is any delay
- Without appointment - within an hour, or arrange a suitable alternative appointment

Repairs:

- Immediate danger to health or safety repairs - within 1 hour
- Emergency repairs - within 4 hours
- Urgent repairs - within 24 hours
- Non-urgent repairs - within 14 days

Complaints and Appeals:

- We will acknowledge within 2 days
- We will respond within 21 days.

A historic building given new life

A Bric managed boarding house in New Farm has been transformed, providing much needed better homes for tenants.

The building has a long and interesting history – it was built as ‘serviced rooms’ in 1940 – one of the first of its kind in Brisbane.

Brisbane Historian Helen Bennett says “The building was designed by prominent Brisbane architect E.M. Ford of Chambers and Ford and built in 1940. It is one of eight remaining rooming houses of a total of thirteen built between 1937 and 1940 which were originally designed as serviced rooms for single working people or travellers.”

Thanks to funding from the Queensland Department of Housing, it has been given a new lease of life and brought to contemporary standards.

Jane West, General Manager Housing Services said: “Before the refurbishment this was a dark and pokey building, and it was hard to maintain a positive sense of community there”

“Now, the building is light and airy, with new timber-look flooring, a fresh coat of paint inside and out, and brighter, homier lighting. The bathrooms look like something out of a house and gardens magazine.”

The refurbished building opened in March 2021. Tenants each have their own bedroom and adjoining kitchenette/living room, with built in cabinets. It’s a spacious and high-quality living area.

One tenant said, “It feels just like a real house.”

We are grateful to the New Farm Patrons Group, who through Community provided a welcome pack for the new tenants – including sheets, pots and pans, dishes, and cleaning equipment.



Meet the Team
Nickie Stewart
Tenant Services Officer

How long have you worked for Bric?

I started with Bric on the 31st May 2021.

What is your favourite part of your job?

It would have to be engaging with my tenants, listening to their life stories, and being able to support them where I can. Their stories are quite inspiring.

I’m looking forward to meeting more tenants and plan to organise tenant meetings before the end of the year.

Where did you grow up?

I was born in Sydney, then soon after, my parents moved to a tobacco farm in Qld. After a few years there, my parents saved enough for a deposit to buy a house on Brisbane’s northside where I attended primary and high school.

How do you like to relax?

I read a lot, mainly crime and mystery and love catching up with family and friends. I love the beach so in summer I usually head down there every other weekend.

Cheering on the Brisbane Lions at their home games!

Do you have any pets?

Unfortunately, no, but I have been thinking about getting a rescue dog in the near future.

Do you have any secret talents of unusual hobbies?

Because I’m at the beach a lot, I like to collect unusual seashells.

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

Definitely a house on the beach.

What was the best holiday you ever went on?

I’ve been lucky enough to have travelled to several different countries over the years, but there are two holidays that really stand out – cruising the inside passage of Alaska then going on the Rocky Mountaineer and the tour around Ireland and Scotland.

We welcome your feedback to improve our performance:
Phone: (07) 3230 5555 Website: bric.org.au Email: info@bric.org.au

a home • a life • a future

