

Autumn Wrap

In many respects - the start of 2022 has continued to reflect the uncertainty of the past two years. The impact of the pandemic still dominates many aspects of our lives and will likely do so for the foreseeable future.



The recent weather events have once again tested Queenslanders - the images of widespread damage and loss are hard to comprehend. I had the pleasure to meet a number of Bric tenants who had been impacted by the floods - and **what stood out to me was the resilience, community and mateship amongst many of those who had lost their possessions.** We will work with these tenants to ensure that they are supported - and when ready - transitioned back to their homes.

As we look to the remainder of the year - our focus will continue to be on our tenants. We have developed a new Tenant Outcome Strategy that aims to deliver an even better experience for our tenants. Some of the new measures you will see introduced over the next few months will include improved communication. We will be making more use of our social media platforms and website; we will be holding tenant engagement events; and we are aiming to strengthen our partnerships with support agencies.

Stay safe.

Craig Brennan
Chief Executive Officer

Keeping you safe

- Bric's COVID-19 Vaccine Policy requires all staff and maintenance contractors to be fully vaccinated.
- We continue to observe social distancing and hygiene measures - in our office and when we visit your home.



Are you receiving the correct amount of Rent Assistance?

Rent Assistance (Commonwealth Rent Assistance or CRA) makes up an important part of the rent that most tenants pay to Bric. We have noticed that some of our tenants aren't receiving the correct amount of rent assistance, and in rare instances, not receiving it at all, despite being eligible for the payment.

It would be worthwhile checking your Centrelink payments or contacting Centrelink to update your details and make sure you are receiving your correct benefit. You can also contact your Tenant Services Officer for assistance if you have any questions.



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Domestic violence in a rental property

Last year, Queensland law was amended to provide options for people experiencing domestic and family violence who need to leave a tenancy. This includes tenants in Bric properties.

These changes, coupled with existing protections, support tenants experiencing domestic and family violence to end a tenancy quickly, or if they choose, to remain in the rental property safely.

A person who experiences domestic and family violence in a rental property has rights under the Act, even if they are not named on the tenancy agreement.

What is domestic and family violence?

Domestic and family violence occurs when one person in an intimate personal, family or informal carer relationship behaves towards the other person in the relationship in a way that is:

- physically or sexually abusive
- verbally abusive
- emotionally or psychologically abusive
- economically abusive
- threatening
- coercive
- in any other way controlling or dominating the second person and causes them to fear for their safety or wellbeing or that of someone else.

Domestic and family violence covers a wide range of behaviours including:

- causing personal injury to a person or threatening to do so
- coercing a person to engage in sexual activity or attempting to do so
- damaging a person's property or threatening to do so
- depriving a person of the person's liberty or threatening to do so
- threatening a person with the death or injury of the person, a child of the person, or someone else
- threatening to commit suicide or self-harm so as to torment, intimidate or frighten the person to whom the behaviour is directed
- causing or threatening to cause the death of, or injury to, an animal, whether or not the animal belongs to the person to whom the behaviour is directed, so as to control, dominate or coerce the person
- unauthorised surveillance of a person
- unlawfully stalking a person.

If you are experiencing domestic and family violence you can contact your Tenant Services Officer for support.

Where to get help

In an emergency call the police on Triple Zero (000).

DVConnect Womensline
1800 811 811

DVConnect Mensline
1800 600 636

1800RESPECT
1800 737 732



Radio 4EB



Radio 4EB is Queensland's only dedicated culturally diverse broadcaster. It airs in over 50 different languages across two separate radio stations (4EB FM and sister station 'Global Digital'). Radio 4EB has been broadcasting for nearly half a century.

For established migrant communities, Radio 4EB provides a connection with culture, a familial link between their two worlds. For new Queenslanders - Radio 4EB is often the only available source for local 'in-language' information as well as 'country of origin' news.

Operating out of Kangaroo Point, Radio 4EB is available at www.4eb.org.au

Annual Rent Reviews for tenants receiving Jobseeker Allowance

Bric reviews each tenant's rent every 12 months. If you receive a Jobseeker Allowance, you may find your rent increase is higher this year. This is because the Jobseeker Allowance was increased in April 2021 (when the COVID Supplements stopped). Please note that with any rent increase, you should inform Centrelink immediately so that your Commonwealth Rent Assistance (CRA) can also be adjusted accordingly.

Meet the **Team**

Sharon, Tenant Services Administration Officer



We would like to introduce our newest team member Sharon, Tenant Services Administration Officer. You might have met her recently, when she answered your call.

How long have you worked for Bric?

Only a few weeks ago. I started on 7th February.

What is your favourite part of your job?

The people and Bric's values. They care about what they do and are a great bunch.

Where did you grow up?

Born and bred Brisbane girl.

How do you like to relax?

Spending time with my family and friends and I love music! I like so many styles. It depends on what the mood requires but anything from 80s music, 70s - 90s rock and alternative bands, from the Beatles to The Cure and then there's 90s R and B! Basically everything except Classical, country and heavy metal!

Do you have any pets?

Yes - a dog - Bomber the Blue Heeler, a ginger cat - Milo; and 3 cockatiels - Aussie, Titan and Storm.

Do you have any secret talents or unusual hobbies?

Nothing unusual, but I am quite creative and am not a bad cook. I like any creative media whether it be painting and drawing (not that this happens very often) or more technical styles like designing electronic documents. Even cooking can be creative. I also love plants and gardening.

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

A house with some land (and an old school VW beetle!).

What was the best holiday you ever went on?

My wedding in Tasmania (my husband is originally from Tasmania). So many beautiful spots - love it there!



Telstra Pay Phones now free of charge

Did you know that since August last year, all local and national calls to standard fixed line numbers and calls to standard Australian mobiles on Telstra's public payphones are now free? If your mobile phone is playing up or you have run out of credit, please feel free to contact us using your nearest Telstra public phone.



Serving up some **mealtime support**

In these busy and uncertain times, we could all use a hand in the kitchen!

Thankfully, tenants living in a Bric community have access to a variety of delicious frozen meals.

Ranging from homestyle, hearty options, to light and refreshing soups or stir-fry, there is something to suit everyone's tastes!

Each meal is lovingly prepared and packaged by local support organisations like Communify, Second Bite and Community Canteen.

Thanks to their hard work, Bric is able to take some stress off your plate!

If this service sounds appetising to you, reach out to your Tenant Services Officer for more info!



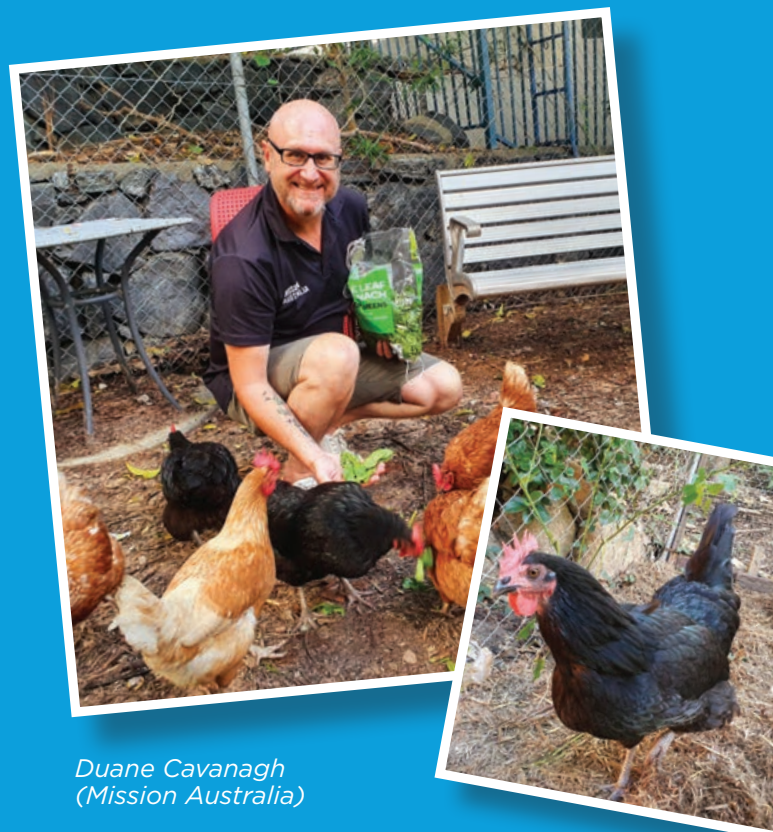
Just moved in at **Boundary Street!**

We would like to introduce our new residents at Boundary Street.

They were at risk of homelessness and come from a very loving home.

Our new residents are super friendly, will eat out of your hand and love being picked up and stroked.

Self-watering and feeding stations have been set up and they are settled in already!



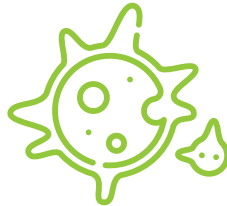
*Duane Cavanagh
(Mission Australia)*



Property Fact Sheets

Bric is introducing property fact sheets for tenants which can be found on our website. They cover common household matters, providing tips for prevention and simple treatments to support healthy homes. Below you will find key information from the Mould Fact Sheet.

Mould



What is mould and how is it caused?

Mould is a fungus that grows due to moisture. It thrives in the Queensland weather due to high humidity. Mould can start by looking like very faint tiny spots and once it builds up it will usually turn a grey or black colour. It does not always have a smell but due to the moisture can sometimes have a musty odour. Mould usually grows in damp, dark, steamy or poorly ventilated areas of a property.

Mould can have an impact on your health so it is important that situations that allow it to thrive are prevented or dealt with appropriately including:

- Water leaking into your house. Report these instances to Bric Maintenance on 07 3230 5542.
- Poor ventilation – not opening blinds/curtains and windows to allow the breeze to flow through the property and sunlight to enter.
- Showering, cooking, or using a clothes dryer or a heater without proper ventilation.
- Indoor plumbing leaks or liquid spills.
- Storing excessive amounts of items inside the property including water-absorbent materials, such as soft furnishings, books or cardboard boxes.
- A build-up of dust or dirt and irregular cleaning.

Please notify Bric if mould appears so we can access if there are any building issues, or we can provide advice to you.

How can Tenants prevent mould in their home?

The most effective way to prevent mould and damp is to keep your home dry, well-aired/ventilated and clean.

- Allow sunlight into the property as much as possible. Open your blinds and curtains to let the sun shine in daily – bacteria hates sunlight.
- Open doors and windows to allow air to circulate as often as possible, particularly in the bathroom after showering or in the kitchen when you are cooking, or in the laundry when using a clothes dryer.
- Put the exhaust fan on in the bathroom when you are showering or the rangehood and ceiling fan (if you have one) on in the kitchen/lounge room when you are cooking, and allow these to run for a few minutes after you have finished.
- Try to keep dust at bay as mould loves to settle on it and grow so regular cleaning is important.
- Wipe away condensation/moisture from windows, walls and near taps. Keep bathroom walls, showers, shower curtains, baths and basins as dry as possible when not in use.
- Dry and air damp clothes and shoes outside as soon as possible. Ensure they're dry before putting in a wardrobe or clothes-storing area. Leave wardrobe doors open where possible.
- Clean carpets and rugs regularly with a vacuum cleaner.
- Clean up water leaks and spills indoors as soon as possible. Report any rain or water leaks to Bric Maintenance on 07 3230 5542.
- Allow space between furniture and don't stack boxes/belongings against walls so air can flow, particularly in wardrobes or walls that don't get a lot of sun.
- Place absorbent beads in affected rooms/cupboards to soak up extra moisture. You can buy these at the supermarket.

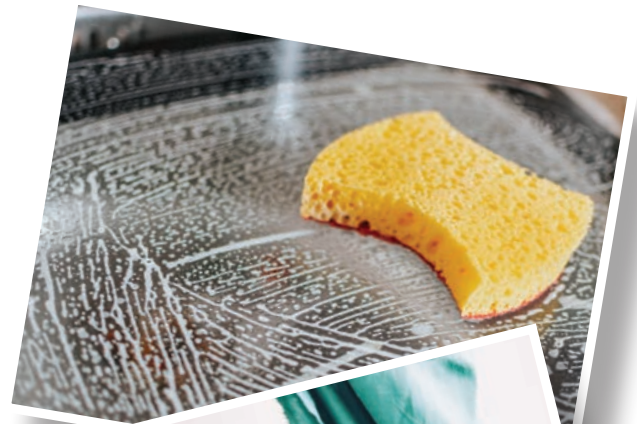


What can be done to remove/clean mould?

A simple, more gentle way to remove mould is by using white distilled vinegar. Vinegar is strong enough that it will kill the mould at the roots. Vinegar is non-toxic, cheap to purchase from your supermarket, and highly recommended.

To make your solution, pour it into a spray bottle without watering it down. Spray your vinegar onto the mouldy surface in your home and leave it for an hour before wiping it clean with water.

Remember to rinse cleaning cloths regularly to avoid spreading the mould spores. Ideally use a different cloth to remove the mould versus cleaning the wall. Ensure cloths are thoroughly cleaned after use. Do not brush the area with a broom or dust brush as this can spread mould.



Australia's Biggest Morning Tea is a community event that raises vital funds to make a big difference for those impacted by cancer.

You can host your tea anytime that works for you throughout May and June.

It's your morning tea, and you can **host it any way you like!** You can host at home with friends and family, at the local park with your community. Every dollar you raise is going to make an incredible difference for people impacted by cancer.

Register on the Biggest Morning Tea website to receive your **free host kit** which gives you access to great tips, tools and ideas to help make raising funds and organising your morning tea a piece of cake!

People impacted by cancer need your support now, more than ever. **So register now, and host your tea your way!**

Take some photos and send in to your Tenant Services Officer, and let us know how much you raised.





Live Entertainment

Free BBQ



Stalls



YOU'RE MOST DEFINITELY INVITED TO SAVE
THE DATE TO THE FIRST SPRING HILL

Neighbourhood Day

A collaboration of Churches of Christ Housing
Services, Mission Australia, BRIC Housing, The
Salvation Army & St Vincent de Paul

3 May 22 | 10.30AM - 2:00PM
535 Wickham Tce, Spring Hill

Our aim is to offer free services, information and
support to all our residents living in Spring Hill
and surrounds in a safe and inclusive space.

Open to all residents of Churches of Christ Housing Services,
Mission Australia, The Salvation Army, St Vincent de Paul
and BRIC Housing.



**RSVP Sue Hughes to register attendance or for
further information - sue.hughes@cofcqld.com.au**

Deadline for Stallholder Registrations - 1st April COB