

Summer Wrap



Dear tenants

It has been a busy first few months for me as CEO. But I have enjoyed every minute of it, and a highlight has been coming along to meet some of our tenants at our fire evacuation training/morning tea events.



It is always great to see the strong community spirit at these meetings, and I look forward to coming out to more tenant gatherings early in the New Year.

Congratulations to our garden competition winners - you can read all about this on page 3.

I was honoured to attend the graduation from our latest Certificate 1 in Construction course at our Spring Hill building. There is a new course starting in January, see page 3 for further details.

We hope you enjoy the stories and articles in this newsletter - everything from pest control tips, to being a good neighbour. It also includes some ideas for enjoyment and support if needed at Christmas.

We look forward to 2023 with excitement and hope for the future, as we continue to improve our services and grow the number of homes we provide.

On behalf of everyone at Bric, I warmly wish you and your family a safe and happy festive season.

Jane West
Chief Executive Officer

Christmas opening hours

The Bric offices will close from 5pm on Friday 23/12/2022 and will re-open on Thursday 29/12/2022 at 9am.

Let's keep in touch!

Are your contact details held by Bric Housing up to date? If you change your phone number, emergency contact details, or any other important contact information, please be sure to let us know.

Did you know Bric Housing can send important information to you, including notices and this newsletter, via e-mail? If you would like us to communicate with you via e-mail, please let us know your e-mail address.

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Being a good neighbour



All neighbourhoods have their own personalities. Some tend to be more open to socialising, while others are made up of people who prefer to stay to themselves. Regardless of the type of neighbourhood you live in, there are still some basic etiquette rules you should follow to be a good neighbour.

The goal is to live in peace and harmony and, even though that's not always possible, there are some simple steps you can take to prevent hostilities and long-lasting hard feelings.

Follow these tips to be a good neighbour.

Noise



No one expects you to be as quiet as a mouse, but you should also respect certain rules when it comes to making noise. A lot depends on where you live, what type of dwelling you occupy, and the habits of your neighbours. Noise tolerance on a suburban street is different from an apartment building.

Follow these basic noise rules and show good manners:

- If you live in an apartment building, don't shout to someone at the other end of the complex. Others may be sleeping or resting.
- Avoid playing loud music or video games after 8pm. Or try wearing headphones so your preferred volume doesn't bother your neighbours.

- Be careful to close doors and gates on common areas quietly.
- Sitting outside on a warm summer night with your friend is wonderful, but if your unit is close to your neighbour's bedroom window, try to keep voices down and take it inside after 8pm so your neighbour can sleep.
- Your visitors are your responsibility; try to keep the noise to a minimum or meet friends somewhere away from your unit if you want to have a party.

Being a Good Neighbour



Your neighbours are people you are likely to see regularly. Here are some suggestions to be a good neighbour:

- Observe and respect your neighbour's personal space.
- Be mindful if you borrow anything. Return the item immediately after using it. If you break the item, pay to fix or replace it.
- Avoid being a neighbourhood gossip.
- Not everyone is a dog or cat lover, so show responsibility for your pets if you have them. Keep them quiet and pick up after them.
- If you and a neighbour have a misunderstanding, go directly to that person and discuss it in an adult manner. Make an extra effort to make things right by shaking hands and at least being on friendly terms.

Meet the Team

Julie



How long have you worked for Bric?

I have worked at Bric for almost 7 years, starting out in the maintenance team and progressing to Headleasing team over the years.

What is your favourite part of your job?

My favourite part of my job is knowing that I have made a difference in someone's life, providing them with a safe home to live in and being there to provide them with knowledge to help sustain their tenancy, seeing them move on to permanent housing.

Where did you grow up?

I grew up in a small NSW country town called Scone. I moved to Newcastle in NSW in 1983 than moved to Brisbane in 1991 and have been here ever since.

How do you like to relax?

I like to spend time with my family and friends and walking the dogs.

Do you have any pets?

I have 2 dogs - a Great Dane and a rescue Great Dane/Cross called Dolly and Macy and 2 cats, Hudson and Harlow. So it can get a bit crazy at times with four animals!

Do you have any secret talents or unusual hobbies?

I love to scuba dive on weekends and try and do it once a month, it's great for my work life balance.

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

I would buy a house for my children and, depending on how much I won, I would love to go to Alaska to all the national parks and see the ice glaciers.

What was the best holiday you ever went on?

That would be my diving trip to Fiji this year. It was amazing to see all the beautiful corals and dive with the tiger sharks, an experience that I will always remember.

New Year Training Opportunity

Did you know that Bric Housing, in conjunction with Community, runs a Certificate One in Construction Training Course a few times a year at our flagship building at 593 Boundary Street, Spring Hill?

This paid 18-week entry-level construction course equips the participants with the basic skills that can increase prospects for a career in a huge range of construction occupations. In even better news, any wages that you earn during the construction course are not considered for rent calculation purposes.

Our next course starts on Monday 30 January 2023. If you are interested in participating, please contact your Tenant Services Officer who can register your interest with the course co-ordinator.



Winner Lynette at New Farm

Winner Ben at Kedron



Honourable mention- Junior gardener Millaa (age 6) at Rothwell

Our amazing Bric gardeners

Congratulations to the winners of the 2022 Tenant Garden Competition! There were many beautiful entries sent in by our green thumbbed tenants, which made selecting the winners very difficult. Each winner received a \$100 gift card.

This year, we also had an entry from one of our youngest ever gardeners, Millaa, who won honourable mention for her fruitful efforts! We hope to make next year's competition even bigger and better.



Pests (Insects)

When the weather gets warm and humid, insects become more active and numerous. Stay vigilant to ensure that this does not result in any infestations within your home.

There are a wide variety of pests to look out for. Always use caution as some varieties of insects are harmful to humans and pets.

Some of the insects that we see intenant's homes are:



Cockroaches



Ants



Fruit Flies



Bed Bugs



Wasps



Phorid (Drain Flies)

How can you prevent insect pests in your home?

Insects will only nest in your home if there is a food source for them, so prevention is about eliminating those food sources.

During wet weather, insects may invade to stay out of the rain and protect themselves (especially ants that prefer dry conditions). By following these steps they will be less likely to nest and take up permanent residence:

- Regular cleaning and disposal of food debris and scraps
- Keeping rubbish covered and taking rubbish out on a regular basis
- Storing perishable food items inside the fridge or in sealed containers
- Regular cleaning of your property e.g. dusting, mopping, sweeping, vacuuming
- Keep sink drains clear of food scraps. Clean the sink drain when needed
- Reduce clutter or areas where pests can hide, like cluttered storage areas & floors

- Keeping doors & windows that do not have screens closed
- Washing bed linens and clothing regularly and looking for insect activity and staining on edges of the mattress
- Gently dust or wipe with a dry cloth your smoke alarms/detectors if you are able to. Insects can get inside the alarms and cause nuisance activations

What can you do to remove insect pests from your home?

- A common method is a chemical surface or crack and crevice spray. Different formulas can be used for different species. They are available from supermarkets, department, or hardware stores
- Products such as Ant Rid are in liquid or bait form. They destroy the ant nest to eradicate the colony. The bait station is generally more effective than the liquid form
- Regardless of the method you choose, follow the directions and safety precautions provided on the packaging, and ALWAYS be considerate to any health concerns
- Do not use pest control bombs as they are highly flammable and require you to turn off the electricity and smoke alarms/detector. They also contaminate the entire air-space
- Do not spray chemicals in or around smoke alarms/detectors/electrical outlets or people/animals
- If the insects are outside and are not causing a nuisance to yourself or your neighbours, we recommend leaving them alone. But you should report pest species of concern

What are the responsibilities of the tenant and Bric Housing?

Bric Housing will ensure that each property has an annual pest control conducted. This spray/gel treatment will control insects such as cockroaches and silverfish. For any pests that are in common areas, Bric will arrange an appropriate treatment based on recommendations by our contractors.

Tenants should follow the prevention methods. If insect pests appear during your tenancy, attempt reasonable, safe pest control remedies, including non-chemical options. For insects such as Bed Bugs and Termites a more invasive treatment is required, so call the Asset Services Team. If you can, take a photo and send it to maintenance@bric.org.au as this will help us identify what action is required.

If a pest control technician attends, and we determine that the infestation could have been prevented by the tenant by improving housekeeping standards, the cost may be passed on depending on the type of bug and cause of infestation.

Remember, pest control is most effective when food sources are eliminated, and hygiene standards are maintained. So yearly pest control along with following the recommendations above should keep you free of most insect pests.

Important Information about Termites!



Termites are pale in colour and can resemble an ant or maggot in their shape. They are attracted to sources of wood and can cause extensive damage to properties.

Termites are more likely to be attracted to areas where there are high levels of moisture. This is why it is important to report any leaking taps, pipes, showers, baths, toilets to Bric Housing.

The first signs that a termite attack has occurred are door frames, window sills and skirting boards start to feel soft, break and appear hollow. Mud tracks may appear on external walls.

If you see any insect resembling a termite or damage resembling a termite attack, you **MUST** leave them undisturbed and call Bric Housing as soon as possible. Advise us where they are located and if possible, provide a photo.

Save the Bees!



Bees are essential to life and our food supply as they pollinate plants and agricultural crops. Australian native bees are stingless and are protected.

Please do not use any insect sprays on or around them. There are other species in Australia that do sting. Always use caution around bees especially if you know you are allergic.

If you see bees buzzing around your property observe them from a safe distance. They may be only scout bees looking for a place to live. Check again the next day, and if the activity has increased or if they are still there call your local bee keepers association who can attend to remove the bees.

If you are stung by a bee, scrape the sting out. Don't attempt to pull it out. Wash the area and apply ice or a cold pack to reduce any swelling. If allergic seek medical assistance immediately.

Looking back on 2022



Have you seen our new Annual Review? It looks back over a busy year and explains a lot of the things we do including working to increase the supply of affordable housing.

You can download a copy on our website at bric.org.au or read using the QR code.



The review also explains how Bric is governed. A critical part of that process is our Annual General Meeting which was held in November and elected our Board for the coming year. Tenant and member representatives are invited to the AGM.



Need emergency Help during a flood or storm?

As a Bric tenant, if you need the assistance of the State Emergency Service (SES) in non-life-threatening emergency situations, during floods and storms or other similar events 132 500 is the number to call. If the situation is life threatening, always call Triple Zero (000).

When to call 132 500



SES volunteers undertake temporary emergency measures to make your home and the situation safe. It is important that you contact Bric Housing to make permanent repairs to damage resulting from extreme weather conditions, or to remove any remaining debris.

To request assistance from the SES, you can:

- Call 132 500; or
- Lodge a request at 132500.qld.gov.au; or
- Lodge a request on our SES Assistance QLD App, available for both Apple and Android devices.

Information to have ready when calling 132 500

- Do you, or someone else, need assistance?
- Exact address of the incident.
- Contact number for yourself or the resident.
- Property information, including number of storeys, roof type — tiles, metal, fibro.
- Any hazards present that you are aware of — power lines, dogs, solar panels, fibro/asbestos roofing.

What to do after logging a call with 132 500

- Record, and keep handy, the reference number provided.
- Keep your phone close by so the SES can easily contact you about your request.
- Stay away from any fallen trees and/or power lines.
- Follow any safety recommendations you are

The SES experience many calls during flooding, storms and cyclones. Assisting people in our communities who are overwhelmed by damage and impacts of extreme weather conditions as quickly as possible is important to us. The SES attends requests for assistance in priority base order, based on the information provided. If you no longer require emergency assistance, call 132 500 quoting your reference number to cancel the request. This helps free up emergency crews to help others in need.



Building more affordable homes

Work on a new affordable housing development in Redcliffe is well underway.

Bric secured the Portwood Street land and, in partnership with the Queensland Government, is constructing 18 modern fully self-contained 1 bedroom apartments. Construction is being undertaken by Paynters Pty Ltd.

On completion in late 2023, the development will provide 18 much-needed long term homes that will support tenants to age in place with amenities such as secure lobby and lift access, private balconies and car parking for each dwelling.

The complex will benefit from a rooftop solar system, with state of the art technology to distribute the solar energy between the units.



Pictured - Frank Tamburro - Bric Executive Manager Asset Services with representatives from the builder and project manager.

Washing machines

Bric Housing provides coin operated washing machines and dryers at several unit complexes for your convenience. Here are some tips for using the washing machines and dryers:

- Please take care of the machines provided; they are cheaper to use than the local laundromat - \$1 per load versus \$2 per load
- Take your clothes out as soon as the cycle has finished
- If you find someone else's clothes in the machine, take them out and leave them on top of the machine - not on the ground
- Empty the lint filter of the dryer after you use it
- Don't leave clothes or water in the sink
- Don't damage or vandalise the machines
- Report any issues to Bric Housing Assets team on 3230 5542



The Bric Team participated in the RSPCA Cupcake Day fundraiser and raised over \$800 towards fighting animal cruelty. One of our team adopted Forrest, a gorgeous 1 year old male cat from the RSPCA in Darra.



Enjoy some Christmas cheer!

EVENT	DATE	TIME	LOCATION	GOODIES	CONTACT
Christmas Day Lunch	25/12/22	11.30am	Suncorp Stadium - 40 Castlemaine St Milton	Free 3 course lunch, transport, entertainment, goodie bags & gifts for kids	Book your spot by 16/12/22 with Kate Ph: 3510 2700 or E: kater@communify.org.au Limited spots available.
Food Hamper and gift assistance	-	-	Various over Brisbane - contact you local Salvation Army	Can assist with food hampers & presents for children	QLD - Ph: 3001 6288 www.salvationarmy.org.au/christms/need-help-this-christmas/food-hamper-and-gift-assistance/
3rd Space Christmas Lunch / food parcels	25/12/22		505 Brunswick St Fortitude Valley	Enjoy a free roast lunch, food hampers and gifts for participants	Ph: 3254 1144 E: info@3rdspace.org.au
Pine Rivers Christmas Carols	18/12/22	3pm - 8pm	Pine Rivers Park, Gympie Rd Strathpine	Carols, free kids activities and workshops & fireworks	Moreton Bay Region Tourism Ph: 3897 4999
Redcliffe Peninsula Christmas Carols	11/12/22	4pm - 8pm	Nathan Road Sports Complex - 30 Nathan Rd Rothwell	Carols, free face painting, Christmas llamas, Santa and fireworks	Moreton Bay Region Tourism PH: 3897 4999
City Hall Lights	From 9/12/22 - 24/12/22	7.30pm - midnight (show every 15 mins)	King George Square, 110 Ann Street, Brisbane City	Dazzling visual and sound display for all ages, narrated by Olympic Swimmer Cate Campbell.	Brisbane City Council Ph: 3403 8888 www.brisbane.qld.gov.au/whats-on-and-events
Christmas Cinema	From 17/12/22 - 22/12/22	6pm - 10pm Daily	South Bank Parklands - River Quay Green open air cinema	Free festive movie screenings. Movies change daily	eatSouthBank Ph: 3156 6366 www.brisbane.qld.gov.au/whats-on-and-events

All events are free unless otherwise noted.