

Summer Wrap

Dear Tenants,

Welcome to our first newsletter of 2024! We've hit the ground running here at Bric so we have plenty of news to share.

For those who have recently started to live in a Bric tenancy, we welcome you to your new home, and hope you find this newsletter helpful and informative.



In this issue, you can read about our latest development in Redcliffe that has provided 18 one-bedroom apartments at an affordable rent.

And of course, we are committed to delivering a great service to all our tenants – on the back page, you can find out about how we are responding to some of your feedback.

When I visit our properties, I so often see the effort that tenants are putting in to improve their homes and shared spaces – and that makes such a difference not just to them, but to all the community. In this issue, we've shared some tips for gardening in small spaces – I hope you find them useful.

We also have a few maintenance reminders. As we come into autumn, it's a good time to check your property and let us know if there are any issues to be fixed.

You will have seen a lot of discussion about the housing crisis in the news – and the need for more safe, secure and affordable homes. Bric has exciting plans for new homes across the Brisbane and Moreton Bay regions, which will help make sure there is a quality home for every Queenslanders who needs one. But we know that takes time, and that's why in the meantime we are also renting more houses from private owners. We are working very hard to provide more homes!

Best wishes

Jane West
Chief Executive Officer

Do you need Free Financial Assistance?



Financial problems can affect anyone, anywhere, at any time but when debt builds up, paying your rent or even buying food for your family can feel overwhelming.

Money troubles may leave people feeling lonely, embarrassed, and isolated. The Salvation Army offers financial assistance.

If you find yourself in a crisis, call Salvos. They will listen and support you with immediate basic needs.

Call the Salvos Phone Assistance Line on 07 3001 6288 or check out their website: www.salvationarmy.org.au/need-help/financial-assistance/

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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 the 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 given by the SES.
- Call Bric Housing on 3230 5555 letting them know the SES have been requested and continue to provide updates as things change when it is safe to do so.

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 affordability

Bric has completed construction of 18 modern fully self-contained 1-bedroom apartments in Redcliffe. The development was built in partnership with the Queensland Government and with support from Moreton Bay Council with the waiving of infrastructure charges.

This development will provide 18 much needed long term homes that supports tenants to age in place with amenities such as secure lobby and lift access, private balconies, car parking and community spaces. Residents are settling well and enjoying their new home.

Minister Meaghan Scanlon MP and Minister Yvette D'Ath, in her capacity as Member for Redcliffe, officially opening the units.



Do you keep a pet at your property?

Did you know that in October 2022, changes were made to the Residential Tenancies and Rooming Agreement Act (2008) that made it easier for tenants to keep pets at their properties?

With more and more tenants enjoying the company of pets, we thought it might be good to provide some tips and tricks that will help keep your pet healthy and happy:

- ☒ Regular Vet checks (as least annually) are vital. Just like you, your pet can get heart problems, develop arthritis, or have a toothache;
- ☒ Spay and neuter your pets and register them with your local council (if this is a requirement);
- ☒ Prevent parasites and get your pet vaccinated regularly;
- ☒ Make sure your pet maintains a healthy weight and ensure they get some exercise;
- ☒ Microchip and tattoo your pet so the owner can be located should your pet go missing;
- ☒ Never give pets people medication; and
- ☒ Make sure your pets are properly restrained if they travel in a vehicle.

Bric require all tenants to request permission to keep a pet – please contact us before buying or agreeing to take a pet.

It is also a requirement of keeping a pet that you abide by the local laws that apply in your area. If you wanted further information on these local laws, please go to the Brisbane City Council Website at www.brisbane.qld.gov.au/community-and-safety/pets-and-livestock/keeping-a-pet-in-brisbane or the Moreton Bay Council website at www.moretonbay.qld.gov.au/Services/Animals



Autumn is coming!

Summer will soon be coming to an end, and we will be welcoming some cooler months as we move into autumn.

When the autumn months roll around your house will be recovering from the hot Australian summer. To maintain your home year-round, it's important to give your home the TLC it needs. If you'd like to prepare for the change of season but don't know where to begin, we've put together a list of essential tips and tasks.

Tips for around your home in autumn:

Check if gutters need cleaned

Falling leaves are the first thing we think of when someone says 'autumn'. They may be beautiful to look at – but leaves and debris will clog gutters, potentially causing overflow and water damage to your home when it rains. To prevent any nasty flooding, make sure you report if your gutters are choked well before the first leaves start to fall.

Check for draughts

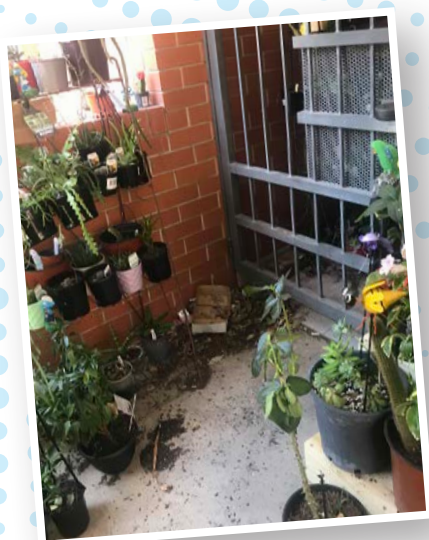
Autumn is a great time to get prepared for the cooler months by assessing your home for leaks and draughts. One way to do this is to put a little cold water on your hand and hold it against the suspected leak. This will make it easier to feel if any air is coming through.

Check smoke detectors

It's a good idea to check your smoke detectors are working. Add this to your list of tasks to protect your home and yourself. Let us know if you think there is a fault and Bric will arrange for this to be checked.

Plant flowering bulbs for spring

You may think of autumn as a time for harvesting and slowing down, but there are a few things you can do in the garden to get ahead for spring. Autumn is the time to plant bulbs like daffodils, tulips and irises. By the time spring comes round, you'll have a garden full of flowers.



Tips for successful gardening

The best time to start your garden is today! Here's some tips to get going with a special focus on smaller spaces:

Top tip – Talk to your neighbours about sharing some of the work and costs!

- > **Use pots or containers:** Bushy plants including berries, herbs, greens, tomatoes and chilli will do well in pots.
- > **Go vertical:** Vine plants such as cucumbers and melons can be planted in pots but will need something to cling to as their vines grow and produce. A trellis, lattice, or an existing fence will do nicely.
- > **Grow in Raised beds:** You can find DIY instructions online and build your own raised beds tailored to fit your space or buy them ready-made. Raised beds can be installed on top of paving in courtyards to increase your growing space.
- > **Hanging baskets:** Hanging baskets with leafy plants like lettuce and strawberries can add beauty while also producing a harvest for the table.
- > **Mix edibles with ornamental plants:** If you already have some garden space that's being used for decorative plants, you can mix in some edibles to fill 'gaps' between the plants.

Soil, Food and Water

When planting in containers, follow these essential tips for success:

1. **Drainage matters:** Ensure your container has proper drainage. Without adequate drainage, excess water can lead to root rot and plant death. Look for pots with holes.
2. **Think about light:** Understand how much sunlight your container receives. Observe the duration of direct sunlight. Choose plants that match the light conditions.
3. **Feed your plants:** Most potting soil lacks nutrients. Mix slow-release fertilizer into the potting mix or add it separately.
4. **Water wisely:**
 - > Summer: In hot weather, water as often as twice daily—morning and late afternoon. Avoid watering during peak heat.
 - > Cooler Months: Water when the soil is moist 5cm below the surface.

Happy gardening!



Being a **good neighbour**



It is important to show respect and consideration for your neighbours by:

- > Keeping noise levels at a reasonable level and to avoid playing loud music or causing disturbances that may inconvenience others
- > Encouraging your guests to park in designated visitor parking, rather than in spaces allocated to other tenants
- > Being mindful of the number of guests you invite over, to avoid overcrowding and potential disruptions.

As part of your tenancy agreement, you have the right to enjoy privacy and the peace and quiet of your own home as do your neighbours. It is important that everyone is mindful of their neighbours.

When Bric receives a complaint of antisocial behaviour such as loud noise, fighting or illegal activity we will always investigate as this could be a breach of your tenancy agreement, even if it is visitors who have been at your home.

What does investigation involve?

Investigating complaints means gathering the facts to see if there is evidence of a breach of tenancy. This may include: speaking to others in the complex, reviewing CCTV if available and liaising with the police. If there is evidence that there has been a breach of tenancy Bric will serve the responsible tenant with a Notice to Remedy the breach, which means not breach the tenancy in the future.

If breaches continue of the breach is of serious nature it could result in a Notice to Leave being Served and an application to Queensland Civil and Administration Tribunal (QCAT).

Bric understands that tenants may be worried about complaining about their neighbours behaviour and that it may appear that nothing is being done, however please be assured that we need to know about your concerns to be able to investigate.

If there is no evidence to support the complaint then Bric may be limited to what can happen, in addition sometimes it can take time to build a case for QCAT. It is also important that If you see any criminal behaviour you must report to the police as they are responsible for all criminal matters. You can report anonymously to CRIMESTOPPERS on 1800 333 000.

Property Maintenance

Bric will charge you for repairs to your home, when the repairs are required because you or someone in your home has deliberately damaged or neglected the property.

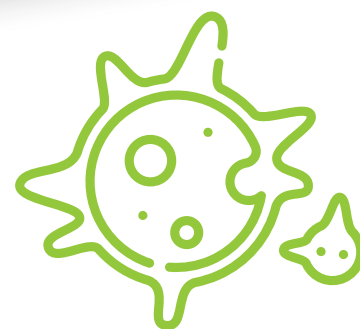
It is important to:

- > Not cause or allow damage to the property either intentionally or through lack of care by occupants or visitors
- > Not add or remove any fixtures, or do any renovations or alterations to the premises unless you speak to us first
- > Not change, remove or add any lock or other security unless you have permission
- > Look after any appliances provided with the property.





Preventing mould in your home



With the recent humid and wet weather, here's some reminders about preventing mould in your 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 sunshine 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. 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.

Call Bric Maintenance on 07 3230 5542 if there are any building issues that are causing the mould, or if you need further advice.

Listening to your feedback



Following feedback from the Tenant Satisfaction Survey, feedback and complaints, Bric are reviewing our services and looking at how we can make improvements.

Our service review includes

- > looking at the customer experience,
- > how we manage enquiries across housing and assets,
- > how we engage with tenants in their home and in the community,
- > looking at ways to make our services more efficient and easier for tenants to access our services.

We look forward to sharing our new service delivery plans with you in the coming months.

Please stay tuned.

Property Condition Assessments



Over the coming months we will be undertaking condition assessments on a portion of our properties and tenancies. These assessments are done on a rotating annual basis to help guide our budgeting and maintenance, as well as reporting condition information to the Department of Housing to assist in their planning for future refurbishments and upgrades.

Condition assessments include the building fabric internally and externally, common areas and garden and external paths for condition, tidiness and safety compliance. The assessment will include assessing the kitchen, bathroom, floor covering and walls.

Assessors will take several condition photos and assessment should take no longer than 45 minutes in most cases.

If your residence is scheduled for an assessment, you will receive two weeks notice. A Tenant Services Officer will attend on the day with our contractor to undertake the assessment.

RECIPE

Easter marshmallow bubble slice

Hop into the kitchen this Easter to make this cute and colourful treat.

5 Ingredients

- 110g jar unicorn confetti sprinkles
- 5 cups puffed rice cereal
- 125g packet speckled milk chocolate Easter eggs, chopped
- 100g butter, chopped
- 200g vanilla marshmallows – pink and white

4 steps

Step 1

Grease a 20cm x 30cm slice pan. Line base and sides with baking paper, extending paper 2cm above edges of pan on all sides.

Step 2

Reserve 2 tablespoons of the confetti. Place puffed rice, chopped chocolate eggs and remaining confetti in a large bowl. Stir to combine. Place butter in a medium saucepan over low heat.



Heat until butter is melted. Remove from heat. Stir in marshmallows, returning to low heat until smooth and combined. Stir marshmallow mixture into puffed rice mixture. Stir to coat well.

Step 3

Press mixture firmly and evenly into prepared pan. Scatter with reserved confetti. Refrigerate for 2 hours or until set

Step 4

Cut into 16 bars. Serve.