

Autumn Wrap

Dear Tenants,

We have lots of news to share with you in this issue!

I'm really excited to see the launch of our new Customer Service Centre. The changes are fully explained on pages 2 and 3 of this newsletter.



We have made these changes to offer the best service to tenants, while also staying closely connected to your community.

Having a new, one stop shop for enquiries means we can respond quickly and consistently. Just as importantly, it ensures our Housing and Communities Officers can be actively involved in your community.

Tenants have asked for more information about condition assessments and why we visit you in your home regularly. We explain a bit more in this issue but also a really important reminder: Bric contractors and staff will always be able to show ID when they visit. It's a good idea to ask for ID before letting anyone into your home - you can always call us to check if you are worried.

There's a new tenant's 'customer voice' group - to share ideas, and give us feedback on our services to you. Details are on page 4 - please let us know if you would like to be involved.

Lastly, as the weather gets colder, we've included a winter warming recipe on the back page.

Best wishes

Jane West
Chief Executive Officer

Electricity rebates



You may have seen that the Queensland and Federal Governments have both announced rebates on electricity bills.

The good news is - if you have your own account - you won't have to do anything and you should receive both rebates!

The Queensland Government's \$1,000 rebate will be automatically credited from 1 July 2024—there is no need to apply.

To be eligible, you must have an electricity account with a provider and be separately metered and charged for your own electricity use.

Households will also receive a \$300 rebate, paid in quarterly instalments from the Federal Government. Again, if you're a residential customer, you don't need to do anything to receive the rebate.

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Improving how we deliver services



From June 3, Bric will be launching our Customer Service Centre, a new, one stop shop for customers.

This change is designed to ensure you receive the best possible support while also strengthening our connections to your community.

The Bric Customer Service Centre is managed by dedicated Customer Service Officers who are committed to addressing your needs promptly and efficiently.

By contacting us you can:

- > Make a payment for your rent, water or repairs,
- > Report repairs,
- > Report tenancy concerns,
- > Apply for permission for a transfer, a pet application or modification to your home.



Key benefits of the new Customer Service Centre include:



- > **Centralised Support:** One point of contact for your questions and service requests.
- > **Efficient Service:** Faster response times and resolutions.
- > **Enhanced Community Presence:** Our Housing and Communities Officers will have more time to engage with you directly, helping to build stronger, more connected communities.

Housing & Communities Manager with some of our Housing & Communities Officers



- > Phone: **07 3230 5555**
- > Email: **info@bric.org**
- > Website: **www.bric.org.au**

Coming soon: the Bric website will offer online applications for alterations & modifications, pet applications and transfers.



Housing and Communities Officers

Our improved structure allows Bric Housing and Communities Officers (formerly known as Tenant Services Officers) to be more actively involved in your community.

This includes supporting people in their homes to successfully manage their tenancy. You will see them regularly through tenancy inspections and community engagement.

You will have received a letter introducing you to your new Housing & Communities Officer or confirming that your existing Officer remains in place.

By focusing on tenancy and community engagement, they will be better positioned to support and assist you and your neighbours locally.

Community Cohesion Officer

Welcome to Ellen Maddick, our new Community Cohesion Officer. In her role, Ellen will be leading a range of programs which will be designed using feedback from our customers.

To help gather feedback, Bric is launching Customer Voice Groups - please see page 4 for more information.

Allocation Officers

Bric now has a dedicated Allocations Team who will focus on ensuring our vacant properties are allocated in a timely manner. Their role includes assessing applications for transferring and allocating applicants to our vacant properties in accordance with Bric Allocation Policies.



Ellen

Bric participated in this year's Homeless Connect in Brisbane, organised by Brisbane City Council. This event provides free services to people experiencing homelessness, or those at risk of homelessness.

Homeless Connect 2024 in numbers

- > **838** Guests
- > **272** volunteers
- > **57** service providers
- > **4200** engagements between guests and service providers
- > **1840** meals served
- > **460** health consultations were conducted by medical and allied health care professionals
- > **190** haircuts and personal care (& pampering) appointments
- > **38** pallets of donations distributed



Jess and Ellen at Brisbane's Homeless Connect Day

JOIN THE CONVERSATION

Be a part of a tenant group who share ideas to improve their community and give valuable feedback to Bric Housing



Represent tenant priorities
Help to communicate issues
Guide us in improving what we do

If you'd like to hear more about becoming a Bric Housing Customer Voice member, please contact our Community Cohesion Officer Ellen on

 **07 3230 5514**



 info@bric.org.au





Visiting you at home

Since March 2024, we have visited over **250** of our tenants.

Bric Team members regularly visit properties to carry out property condition assessments and tenancy inspections.

Why are property condition assessments and tenancy inspections done?

Condition Assessments allow us to check that your property is meeting property standards.

We can check if there are any immediate maintenance issues that may have not been raised or spotted by the tenant. This could include cracked power points or light switches or damaged hoses under sinks.

Visits allow us to check the condition of kitchen and bathroom components, walls, flooring, paint finishes etc. This informs our 10-year life cycle / maintenance program.

Why are photographs taken?

When completing an assessment, we take photos to record the condition of walls, kitchen units etc. This allows us to report any repairs required and also monitor for changes over time (so we can schedule future works).

Keeping in touch

Your Housing & Communities Officer will visit for at least two tenancy inspection per year.

Inspections are an important way for us to engage with our tenants at home. This includes checking in on your wellbeing and that you are managing well with your tenancy.

We want you to be happy in your tenancy and your home. We are happy to chat about any tenancy or property matters such as engaging in your local community, rent or non-rent account issues, property care or support services.

Thank you to all our tenants for accommodating these visits.

Safety tips

Before attending your home we will always seek permission for entry and send the relevant notices as per the Residential Tenancies and Rooming Accommodation Act 2008.

If anyone comes to your home and asks to enter, please always ask for ID. Bric employees and our contractors should always be able to present ID.

If you are ever unsure, contact our Customer Service Centre on 07 3230 5555 to check.

Bringing the community together



Over 200 people attended the third annual Spring Hill Community Day. The event included plenty of entertainment as well as important support and health services such as physiotherapists, chiropractors and drug and alcohol support.

Brisbane Central Ward Councillor Vicki Howard opened the celebration. Those in attendance made the most of the fun games on offer, including live entertainment and a barbecue sausage sizzle and the weather put on a great show!

Bric Housing was proud to take part in the event, organised alongside Mission Australia, Q Shelter, The Salvation Army, Churches of Christ and Brisbane City Council.

A big thank you to Churches of Christ who provided a free bus service to transport Bric residents and clients to and from the event.





LITHIUM-ION BATTERY SAFETY



Lithium batteries can cause fires – here’s some tips to keep you and your neighbours safe. When not charged safely, lithium-ion batteries can cause fires that:

- are hard to put out
- can restart even if they appear to be out
- create toxic fumes and explosive gas.

Know your devices



Power Tools



Laptop



Cordless Vacuum



Kid’s Toy



Phone



Electric Toothbrush



e-scooter or e-bike



Camera

Look for these words — lithium-ion , Li-ion , li-po , lithium-polymer , Li+

How to charge safely

- ✓ Unplug when fully charged.
- ✗ Don’t overcharge.
- ✗ Don’t leave charging while you sleep.
- ✓ Charge on hard surfaces.
- ✗ Don’t charge on soft surfaces like beds or couches.
- ✗ Don’t use a different charger for your device.
- ✓ Charge in a cool dry place.
- ✗ Don’t charge in direct sunlight.
- ✗ Don’t charge if the battery is damaged.





Safely disposing of lithium-ion batteries

Does your lithium-ion battery:



have a bad smell?



make a strange noise?



feel hot when charging?



look a different colour?



leak fluid?

No

The battery is not damaged.

Visit bcycle.com.au to find your nearest recycling location.

Don't put it in household, recycling or public rubbish bins.

Yes

The battery is damaged.

If it is safe, unplug the device and move it outside away from other flammable items.



Call Triple Zero (000) for emergency help.

Emergency information

If fire, smoke or white cloud comes from the battery, or you hear a popping and hissing sound:



Don't touch the battery.



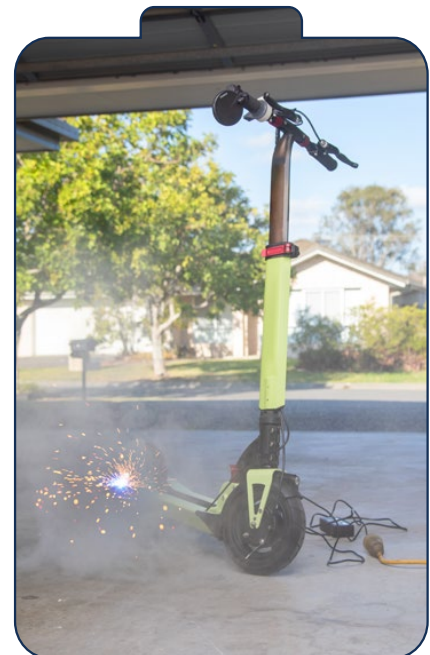
Warn everyone and evacuate to a safe place.



Don't breathe the air around the battery.



Call Triple Zero (000) immediately and wait for emergency services to arrive.



Easy cheesy gnocchi and meatball bake



As it gets colder, this ten-minute winter warmer is a favourite. It's not too expensive either and should serve 4 people.

Ingredients

- 1 red capsicum
- 1 red onion
- 1 tbsp olive oil
- 3 chorizo sausages
- 400g tinned tomatoes (or ready-made red wine and garlic pasta sauce for extra flavour)
- 500g pkt fresh gnocchi
- 100g grated cheese



5 Steps

- 1** - Boil the kettle and heat a deep ovenproof frying pan over medium-high heat. Preheat grill on high.
- 2** - While pan and water heat up, slice the capsicum and onion.
- 3** - Add oil to pan. Roughly slice sausages and add to pan. Cook, tossing, for 1 minute or until starts to brown. Add capsicum and onion. Cook, tossing, for 2 minutes or until onion starts to soften. Add sauce. Stir until combined.
- 4** - While the "meatballs" are cooking, pour the boiling water into a large saucepan over high heat. (Don't fill too high as it will take too long to boil again.) Add the gnocchi and cook until the gnocchi rises to the surface. Drain.
- 5** - Add gnocchi to frying pan. Mix until well combined. Sprinkle over cheese. Grill for 1-2 minutes or until melted.

Recipe contains meat and dairy products.