

Winter Wrap

Dear Tenants,

I hope everyone is enjoying the spring sunshine – winter seems a distant memory!

It's been 3 months since we launched our new Customer Service Centre. Thanks for your patience as we have rolled out this new way of working. The changes are designed to help us respond quickly and consistently to requests from our tenants. We are always happy to hear feedback where we get it right or if there are things we need to improve – check our website for ways to get in touch.

Another way to help us improve is through our new Customer Advisory Committee. This has been introduced to help tenants share ideas and be consulted on our work. Find out how to get involved inside.

In this newsletter, we're also celebrating some local building improvements. The team from builder ADCO have helped once again with a communal garden makeover at New Farm. We were also delighted to team up with training company MEGT to help participants learn painting and light construction skills, all while sprucing up community housing properties.

In the background, we are working hard to get new homes into construction. There are so many families and individuals who now simply don't have a place to call home – we are determined to do what we can to help solve the housing crisis.

Best wishes

Jane West
Chief Executive Officer



Help with your finances

The rising cost of living and housing crisis is placing increased stress on everyone. It can feel overwhelming managing your everyday expenses right now. If you need financial assistance please reach out to your Housing & Communities Officer. You can receive support with managing rent arrears or non-rent debts through payment plans, or be put in contact with financial counselling services.



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Our Customer Service Team is on call

Our Customer Service Team has been up and running for three months now, and we appreciate your patience during this transition. This change is helping us ensure more efficient service to you.

The Bric Customer Service Centre is managed by dedicated Customer Service Officers who are committed to addressing your needs promptly and efficiently. By having one point of contact, we can make sure we resolve your enquiry as quickly as possible.

For the best service and to save your time, we recommend giving us a call. This way, if you need to speak with someone directly, we can arrange a meeting time to ensure the right staff member is available when you visit.

Thanks for your continued support!

How to get in touch:

Phone: 07 3230 5555

Email: info@bric.org

Website: www.bric.org.au



Let us know you are coming!

Please call us on 07 3230 5555 before coming into the office - that way, we can make sure the person you need is available.

Customer Advisory Committee

Would you like to join us?



You might have seen our invitation to join Bric's first Customer Advisory Committee in our last newsletter.

What's the Advisory Committee all about?

The Customer Advisory Committee will be a small group of tenants who'll meet every three months either in person or online. The group will talk about the collective needs, priorities and interests of the communities in which Bric operates.

Why consider joining the Committee?

As a committee member, your feedback will contribute to improving our services to better support customers and deliver greater value for money for both Bric and customers alike.

You'll have a chance to:

- Represent your community and help to address common issues
- Provide feedback to improve tenancy related policies and service delivery

- Support Bric's communications to customers
- Review and support community engagement initiatives

Who can join?

Whether you've been active in community groups before or are looking to get involved for the first time - we'd love to hear from you. We're seeking members with different experiences and backgrounds, to represent the diverse needs and interests of all Bric customers. This includes different ages, First Nations Peoples, culturally and linguistically diverse backgrounds, people with disabilities and various family structures.

How to join

Contact our Community Cohesion Officer, Ellen, to hear more about joining and self-nominate today: 07 3230 5514

You can also talk to your Housing & Communities Officer and ask them to nominate you.

I Got Brushed



MEGT's I Got Brushed program is all about giving people the support and hands-on experience they need to earn their Certificate 1 in Construction through community housing projects.

We were thrilled to team up with MEGT for an 18-week program, hosting 16 First Nations participants at our complexes on Martin Street, Fortitude Valley, and Water Street, Springhill. The I Got Brushed Supervisors teach essential skills in painting and light construction, all while sprucing up community housing properties. Participants get real-world experience prepping surfaces, applying various paints, setting up work areas safely, and spotting hazards.

The projects included repainting and repairing fences, stairwells, handrails, and garden bed walls, plus cleaning and sealing concrete surfaces, pathways, walls, and bollards.

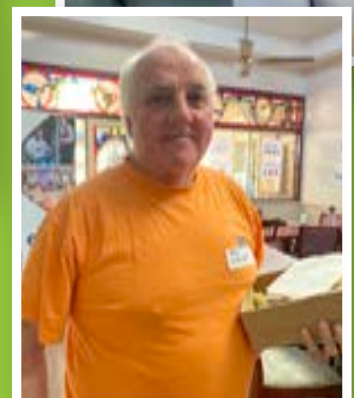
I Got Brushed has not only revitalised the outdoor spaces of Bric's properties but also boosted the longevity of our common areas.



Clayfield information sessions

Over the last three months residents at Norman Parade, Clayfield have been involved in a range of information sessions and group workshops aimed to help increase awareness, provide a space for conversations, to hear concerns, and invite partners to share expertise.

Tenants joined the Emergency Preparedness Workshop with Queenslanders with Disabilities Network (QDN), Fire Safety Education session with Fire Matters, and Seniors Safety Session with the Queensland Police Service.



Thanks to QDN, Clayfield tenants enjoyed a lunch together while looking at tools to keep updated on emergency warnings and how to plan to stay well during the Emergency Preparedness Workshop

Growing our gardens



The last few months have seen a range of community garden projects taking place at Bric properties. The projects were possible thanks to grant funding secured through One Funding and the hard work of ADCO's community grants team who completed a backyard blitz day over at New Farm.

New Farm

ADCO Construction funded and carried out works to develop the communal garden area for residents at Lower Bowen Terrace, New Farm. Tenants completed a survey and held discussions over afternoon tea to outline their priorities for the works. They agreed they wanted a wildlife friendly space where people can spend time outside. It also had to be low maintenance.

The ADCO team delivered:

- A supported bench seat
- 2 raised garden beds for decorative flowers
- Topsoil, mulch and weeding along the pathway fence line to plant a range of native plants
- Garden edging
- Citrus trees
- Bird bath
- Improved pathway



New plants, mulch and garden edging, along with seating and raised garden beds pictured above, thanks to ADCO

Enoggera

Residents at Norman Terrace, Enoggera met to talk about what they'd like to see happen in the communal garden spaces and to provide suggestions for the works. Feedback highlighted what they valued in their garden space, their interest in plants and priority in making a home for a family of lorikeets that frequent the area. Suggestions were gathered and then passed onto the team planning the works to fit within budgets and timeframes.

Suggestions included things like:

- Creating an environment for the family of lorikeets
- Hollow logs for safe nesting
- Different types of wildlife friendly shrubs and native plants
- Smoother surface for better access
- Raised garden beds for herbs



*A thriving herb garden
as a result of dedicated,
shared watering efforts*

Portwood Morning Tea

We celebrated six months since residents moved into Bric's new build complex in Redcliffe with a morning tea. It was a great opportunity to recognise how well the community have settled and no introductions were needed, including between a few furry friends. We also welcomed Bric's Chair Julie Saunders and newest Board Director, Sandra Long.

Left to right: Maria, Flor and Lani at Portwood Street





Lani's Story

'Home, it's an extension of us'

When Lani unexpectedly had to leave her private rental, she found herself in the stressful search for a new home. The uncertainty left her feeling shocked and worried about the chance of securing another house in the competitive private rental market. "I was walking around like a zombie" Lani recalls of that stressful time.

Then came a call about a potential new place "I got a call from Bric about this place, a friend of mine came with me on the day to walk through and see the property, and it just felt right."

As someone who grew up around different parts of rural Queensland and is a "nature person", Lani was delighted when she saw the tall gum trees outside her window. "I couldn't stop smiling when I saw that view".

Growing up Lani always had animals around her, as well as breeding cockatiel, so there was one other concern with the move. "I was so worried I wouldn't be able to take Max, it was just great that Bric allowed it". Max is Lani's five-year-old quaker/monk, whose cheeky sass ensures there's never a dull moment in Lani's home.

Lani's resilience and positivity are evident, despite facing numerous challenges while raising four sons on her own while navigating their significant physical and mental health struggles. Lani shares that this time in her life is about prioritising feeling stable, secure, and happy.

Lani emphasises the significance of friendship and the neighbours in her new community. "We respect each other's privacy and down time, but it's lovely to have neighbours to talk to - to share a cuppa on the verandah in our pyjamas - we check in on each other".

"After moving in here, a friend gave me a pair of binoculars, so now I sit out on the verandah and spot the ships (cargo ships or cruise ships) sailing along through the trees".



Don't forget your keys!

Getting locked out of your home isn't just stressful but can also be very expensive. The cost to retrieve or replace your keys varies but it's important to know that tenants are responsible for all maintenance charges related to lost or locked-in keys.



Here's some tips to keep your keys safe:

- **Use a lanyard** – a brightly coloured lanyard can help to make your keys easier to spot and keep them secure if you're not using a bag or don't have a pocket
- **Make a reminder sign** – put up a reminder sign on the back of your door. It's a simple way to jog your memory when you're in a rush
- **Make a key spot** – always put your keys in the same safe place as soon as you get home, like a bowl on the kitchen bench or a hook on the door

Receive a Key Keeper Kit

If you or another tenant you know is struggling to keep their keys safe, contact us today on 07 3230 5555 to receive support. All Bric tenants can receive a Key Keeper Kit and help to set up a system to prevent lockout charges by using a lanyard, sign and self-adhesive hooks to get you started.

Bric in Bloom: Spring Garden Competition

Spring has sprung and with it so has our Spring Gardening Competition!

Due to the fantastic response to past competitions, we're excited to bring back the chance to showcase and celebrate your gardening achievements.

Whether you're a seasoned gardener, an indoor plant enthusiast, or just starting out, this is a great opportunity to let your green thumb shine. Gardening can bring significant benefits to your physical and mental wellbeing, and we have some incredible green spaces throughout our communities including flower beds, veggie patches, balcony gardens and indoor plants.

We want to celebrate the care and effort you put into your garden and showcase why they matter to you.

How to enter: If you'd like the chance to win a \$100 Bunnings voucher enter your garden by sending photos of your plants/ garden including a few words about yourself and your green space to

Email: info@bric.org.au

As a thank you for participating, everyone who enters will receive a free seed packet.

Entries close: Friday 8 November 2024

Lets celebrate your gardening achievements this spring.

