

# TENANT HANDBOOK





## On behalf of the team at Bric Housing, welcome to your new home.

**This handbook contains lots of useful information – such as:**

- How to report a repair
- Being a good neighbour
- How to pay your rent
- Where to go for help

You can also find information for tenants on our website: [bric.org.au](http://bric.org.au)

Our mission at Bric is to provide our tenants with quality homes that are safe and affordable. We provide over 900 homes through the Brisbane and Moreton Bay regions to Queenslanders who are in housing need.

We also work closely with partners who can provide support services when needed. Also, in some places we can link you into opportunities for volunteering, training and employment. Please do not hesitate to ask your Housing & Communities Officer if you would like to know more about this.

Please do feel free contact us if you have any questions after reading this handbook.

Sincerely,

Jane West  
Chief Executive Officer



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# CONTACT US

## TO REPORT REPAIRS

**DURING BUSINESS HOURS**  
8.30am – 4.30pm MONDAY - FRIDAY

Phone: 3320 5542 (maintenance direct line)

Phone: 3230 5555 (select Option 2)

Email: [maintenance@bric.org.au](mailto:maintenance@bric.org.au)

Web: <https://bric.org.au/existing-tenants/report-a-repair/>

**OUTSIDE BUSINESS HOURS**

Phone: 3230 5555 (select Option 2)

**Note:** this is for emergencies only  
e.g. a gas leak, or if you are locked out.

## ALL OTHER MATTERS (e.g. rent payments, tenancy matters)

**PHONE, TEXT OR EMAIL**

Phone: 3230 5555 (select Option 2)

Email: [info@bric.org.au](mailto:info@bric.org.au)

Web: <https://bric.org.au/existing-tenants/give-feedback/>

**IN PERSON**

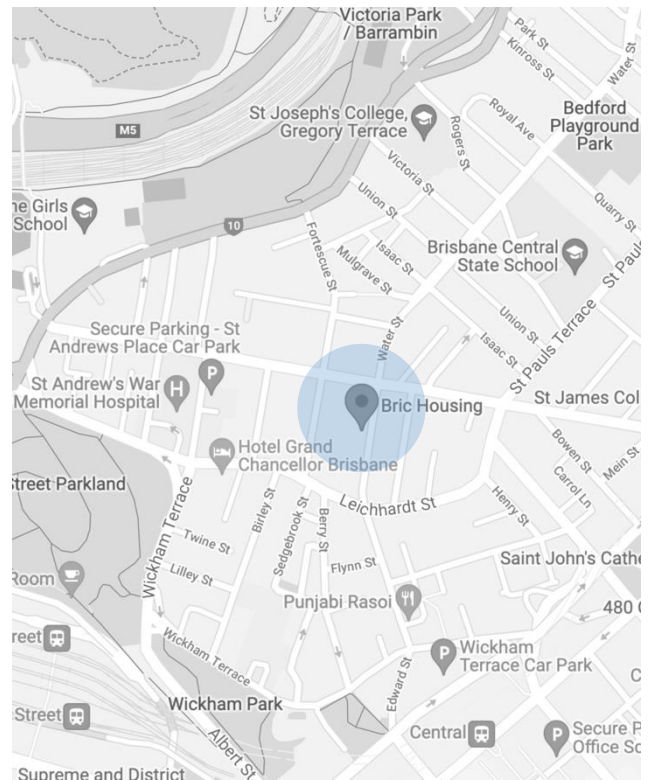
8.30am – 4.30pm MONDAY – FRIDAY  
(except public holidays)

**ADDRESS:**

First Floor, 56 Little Edward Street, Spring Hill

**POSTAL ADDRESS:**

Bric Housing, PO Box 688  
Spring Hill QLD 4004



**CONTACT INFORMATION FOR YOUR TENANCY**

<b>YOUR ADDRESS</b>	
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<b>HOUSING &amp; COMMUNITIES OFFICER</b>		
	Ph: 07 3230 5555	
	Email : INFO@BRIC.ORG.AU	

<b>PAYMENTS</b>	Your tenant reference number (BRIC ID number): <b>BRIC</b>	
	For rent payments:	BRIC
	For payments towards other charges (e.g. maintenance or water charges):	





## MOVING IN

### MOVING INTO YOUR NEW HOME

Your Housing & Communities Officer has given you a copy of the Entry Condition Report (Form 1a).

This is an important document. It is proof of the condition of the property before you move in. It will be used to compare the condition of the property when you move out. The bond you have paid will only be returned to you in full if:

- if there is no property damage or 'unfair wear and tear',
- the property is left clean, and
- there is no rent or maintenance debts owing.

Please return your part of the Entry Condition Report to your Housing & Communities Officer within three days. If you do not return the document, it will still be used to assess the condition of the property during and at the end of your tenancy.

#### **Insurance for your belongings**

We encourage you to obtain insurance cover for your belongings and valuables. Bric does not cover you for loss or damage to your possessions. Low-cost insurance options are available – please ask your Housing & Communities Officer for more information.

#### **Tell us if you are going to be away**

Please let us know if you plan to be away from your home for more than two weeks. If you are not paying rent by Centrepay deductions, please ensure that your rent is paid on time while you are away.

#### **Your new contact/address details**

Don't forget to let people know you have moved – this could include:

- Post office
- Electricity/gas
- Centrelink
- Medicare
- Phone company
- Banks
- Schools
- Doctors
- Dentist
- The Australian Tax Office
- Department of Transport
- Electoral Commission
- Employer/superannuation fund



## BEING A GOOD NEIGHBOUR

It's important to be mindful of your neighbours:

- Keep noise to a minimum, particularly between 10pm and 7am. Do not slam doors, sound car horns or shout. You should always try to be considerate outside of these times. Be aware of how easily noise can travel in a unit property.
- Control the volume on televisions, radios and so on. Do not put these systems against shared walls. Place them on a rubber mat or carpet.
- If you have a dog, always clear up any mess it makes and try to make sure it does not bark excessively.
- Talk to your children about how their playing habits and behaviour might affect your neighbours.
- Let your neighbours know when you are going to do something particularly noisy such as having a party.
- Your visitors are your responsibility – please make sure they do not disturb others.
- Look after the common areas.

## STAY SAFE AND SECURE:

- Always lock your door and look after your keys.
- Never leave external doors open
- Never let anybody into the building if you do not know who they are.
- Report anything suspicious to the Police.



# YOUR RENT

## HOW TO PAY YOUR RENT

Rent can be paid weekly or fortnightly, on a day which is suitable to the tenant.

There are several ways to pay your rent:

### Centrepay

Regular payments can be automatically deducted from your Centrelink benefits using Centrepay Deductions. This option provides convenience and security at no extra cost to you.

If you complete a Centrepay Deduction for, Bric can then set up your rent payment on your behalf, via the Centrelink website. Alternatively, you can arrange deductions directly with Centrelink. You will require our service Centrelink Reference Number and your BRIC ID number to arrange a deduction.

### Direct Deposit

## SOCIAL HOUSING

Account name: Bric Housing Rental Account

BSB: 124-020  
Account number: 20676171  
Reference: Your BRIC ID number

## AFFORDABLE HOUSING

Account name: Bric Housing Rental Account

BSB: 124-020  
Account number: 23499257

Reference: Your BRIC ID number

Your BRIC ID number is on your tenancy agreement and at the front of this handbook

## EFTPOS

Bric Housing has an EFTPOS facility at our Spring Hill office – please contact our Customer Service Centre if you wish to pay via EFTPOS.

We do not accept cash or cheques for rent payments.

## VIRTUAL TERMINAL

Tenants can call Bric directly on 07 3230 5555 and make a payment over the phone.





### Getting a rent statement

You can ask our Customer Service Centre for a rent statement at any time. Your rent statement shows the balance of your account with Bric – similar to a bank statement.

### The rent statement lists:

- All charges by Bric – both for rent and for other charges e.g. utilities or water usage, maintenance charges
- All payments made by you from the start of your tenancy
- All charges and payments for any previous Bric tenancies.

### How your rent is set

Rents for Bric properties are calculated as a proportion of a tenant's income:

- Rents for unfurnished properties are 25% of assessable income\* plus 100% of the Commonwealth Rent Assistance you receive.
- Rents for furnished properties are 28% of assessable income plus 100% of the Commonwealth Rent Assistance
- Rents for properties in the 'Affordable Housing Program' are 30% of assessable income plus 100% of the Commonwealth Rent Assistance.
- Rent for properties in our Housing Investment Fund (HIF) Affordable Housing Program are assessed at 25% discount to market rent.

Rents are calculated using the Department of Housing Community Housing Rent Calculator tool for Social Housing Programs and for Fee for Service Affordable Housing the Affordable Housing Calculator is used. .

For more information on Social Housing Rents, you can check the [Community Housing Rent Policy](#).

\*'Assessable income' includes most types of Centrelink payments, as well as wages and earnings.

*Commonwealth Rent Assistance* – most tenants who receive a Centrelink benefit are eligible to receive Commonwealth Rent Assistance. This payment is to go towards your rent. To receive Rent Assistance, you must supply Centrelink with your tenancy agreement, a rent statement or other evidence of your rent amount.

Proof of income is vital for the correct calculation of rent.

- Tenants who receive a Centrelink income are encouraged to sign the Income Consent Form to allow Bric to access the Centrelink Confirmation eServices on their behalf.
- Tenants who have paid employment will need to provide 6 weeks' payslips. Failure to provide proof of income will lead to the tenant being charged market rent until this has been provided.
- Tenants who are under HIF Affordable Housing must provide 3 years of income history, a recent payslip or letter of from employer and the latest ATO payment summary



### **Other charges**

For some properties, there are utility charges to pay. This can be:

- Electricity and/or gas charges – where the property is unmetered, Bric divides the cost between the units. The tenancy agreement will specify how this is calculated.
- Water usage charges – for properties that are individually metered, and water efficient Bric normally passes on the water usage charges. The tenancy agreement will specify how this is calculated.

### **When will the rent change?**

- Rents are normally reviewed once a year. Bric will write to you when this is taking place.
- You will need to supply us with up-to-date information on your income.
- If your rent is increased, Bric will give 2 months' notice of the new rent amount, in line with the Residential Tenancies and Rooming Accommodation Act 2008.

### **If your income changes:**

Tenants are required to let us know if their income changes so that we can adjust the rent. Please contact our Customer Service Centre with the details.

Please let us know if there are special circumstances – for example a period in hospital – that will make it harder for you to pay rent.

Also, if a tenant or household member enters the workforce and gets paid employment, we can delay the rent increase for six months.



## IF YOU GET BEHIND IN YOUR RENT

If you have problems paying your rent, you should contact our Customer Service Centre as soon as possible. Making early contact with us is very important.

We will discuss your rent situation with you and depending on your circumstances, we can set up a payment plan.

If you do not pay your rent, and you do not communicate with us to make a payment arrangement, we will pursue a firm but fair approach to the recovery of rent arrears.

Using the *Residential Tenancies and Rooming Accommodation Act 2008* as a guide, we have a series of steps to follow when tenants do not pay their rent on time, including:

- SMS notification if we are advised by Centrelink that your rent Centrepay deduction has been cancelled
- SMS and phone call reminders to bring to your attention that the rent has not been paid
- Issuing you with a Notice to Remedy Breach if your rent or non rent debt is more than seven days overdue
- Issuing you with a Notice to Leave if your rent arrears are not paid by the expiry of the Notice to Remedy.

### **Paying other 'non-rent' charges**

You may incur other 'non-rent' charges during your tenancy. This could be for repairs, or for water usage charges.

Bric will send you a separate invoice for each of these charges, for you to pay within 30 days.

If you cannot manage to pay the full amount, please talk to our Customer Service Centre about a payment plan – as soon as possible.

The earlier we know about a problem, the easier it is for us to help you. If payment is not received within 1 week of the invoice due date you will receive either phone call or letter reminders.

## GETTING HELP WITH YOUR DEBTS

If you have difficulty in paying any debts to Bric, please contact us as soon as possible.

It is important to try to deal with debts before they become more serious or get out of hand.

### **WHERE YOU CAN GO FOR HELP:**

*NATIONAL DEBT HELPLINE*  
**1800 007 007**

**For more information and tools**  
[www.moneysmart.gov.au](http://www.moneysmart.gov.au)





# REPAIRS TO YOUR HOME

## HOW TO REPORT A REPAIR

### DURING BUSINESS HOURS (8.30am – 4.30pm Mon - Fri)

Phone: 3320 5542 (direct line)  
 Phone: 3230 5555 (select Option 2)  
 Email: [maintenance@bric.org.au](mailto:maintenance@bric.org.au)  
 Web: <https://bric.org.au/existing-tenants/report-a-repair/>

### OUTSIDE BUSINESS HOURS

Phone: **3230 5555 (select Option 2)**

**Note:** this is for emergencies only  
 e.g. a gas leak, or if you are locked out.

## REPAIRS - HELPING US TO HELP YOU:

### If you need a repair at your home, tell us as soon as possible

Please tell us when you first notice a problem (if possible) – don't wait until the item is broken or the repair has become very urgent.

- Call as early as possible during the day – especially if it is an urgent repair, so we can organise a contractor as soon as possible.

### Be patient if we need to ask some questions

- We may need to ask you some questions. Sometimes we can help you trouble shoot and fix the problem over the phone. It also helps for us to work out what's gone wrong and provide good information to the contractor.

### Give us as much information as you can

Tell us as much as you can – it's useful to have photos. This means the contractor can come prepared to repair/fix the problem. This includes things like:

- The make and model of an appliance e.g. hot water system
- The exact location of the problem e.g. the hot water tap in the kitchen
- Please describe what is happening – e.g.
  - when did the problem start?
  - is there a complete breakdown, or intermittent faults?
  - How severe is the problem (e.g. for a tap, is it a slow drip, or is it a constant stream of water?)





### Keep in contact and provide access

- Make sure we have your up-to-date phone number and email address
- Keep your phone with you and answer it if we or our contractor need to contact you
- Be at home at the agreed time if you've agreed to provide access to our maintenance contractor.
- The repair can be completed more quickly if you are at home to meet the contractor, rather than the contractor having to collect keys from our office.

Give us feedback as soon as possible if you are not satisfied with the quality of the repair. Please also give us positive feedback where a contractor has done a good job.

### WHO WILL CARRY OUT REPAIRS TO MY HOME?

For most Bric properties, repairs are organised by Bric, using suitably qualified and/or licenced contractors. You can ask to see their ID when they arrive.

For properties owned privately managed by a real estate or private owner, Bric will contact the real estate or owner to organise the repair.

### STAFF AND CONTRACTOR SAFETY

The safety and well-being of staff and contractors is important to Bric. We ask that tenants are respectful and courteous, minimise trip hazards, and restrain dogs and ensure children are kept away from the work area.

We require our staff and contractors to wear footwear within the property – this is for health and safety reasons.

### PLANNED MAINTENANCE

Bric carries out regular maintenance to keep our properties in good condition. Depending on the property you live in, this may include pest control, common area cleaning, landscaping, electrical checks, regular checks of fire safety equipment, including smoke detectors.

We will provide an Entry Notice when we require entry to your home to carry out this work. Keys will be issued to contractors to access the property in the event you are not home.

### KEYS

If you lose your keys, you will need to pay for replacement keys.

You may want to order a spare set of keys, and keep them in a safe place, for example with a trusted friend or relative. This can avoid you having to pay costly locksmith call outs if you lose your keys and need access to your home.

For some unit complexes, keys are 'restricted' – this means you can only get another key from Bric. You cannot get this type of key cut at a locksmith. This is for your security – it means that Bric controls all the keys to the unit complex.



## REPAIRS - TROUBLE SHOOTING GUIDE

### Plumbing Leaks

To stop the leak, you can turn off the water supply. Generally, there is a mini stop (example below) next to your toilet, under the sink, basin or laundry sink. You can turn it off. There maybe two – one for hot and one for cold.



If you don't have a mini stop, you can locate the main isolation valve for the house or unit. You can turn this off to stop the leak.

A regular check for water leaks is advisable.

If the carpet/ floor is wet, sponge/mop and dry the area thoroughly and check again after use. If there is still a problem, contact Bric.

If there is a constant stream of water and not just a slow drip, this is an emergency repair – please notify Bric immediately.

### Faulty Light Switches or Fans

- Do not attempt to fix any electrical faults yourself.
- Do not use switches.
- Contact Bric as soon as possible.

### Faulty Power Point

Need to include around testing to see which appliance has tripped the safety switch and resetting the RCD

### Hot Plates / Oven

If there is no power to the cooktop or oven:

- check if the power is connected
- check if the power switch to the cooktop/oven is on (usually located on the wall near the appliance)
- check the power box for a tripped switch and reset it if it is off

If this does not fix the problem, contact Bric.

### Hot Water Systems

#### For electrical storage hot water systems:

If your supply of hot water is not hot, or does not last as long as usual, try the following:

- your hot water system may need topping up:
  - Locate the filter filler valve on the side of your hot water system and lift the floppy lever until water flows from the overflow.
  - Repeat this process every few months.
- Check if the power is switched on
- Has the power box tripped the switch?
- Is there a leaking hot water tap?
- Has your shower routine changed or increased (tank capacity will affect this)?
- In winter, the hot water tank is less efficient than in summer - the water will cool more quickly.
- Please check all the above, and if the problem persists, contact Bric.



### **Leaking from toilet or blocked toilet**

- Please report to Bric.
- Please mop regularly and turn off the tap under the cistern between uses, until a tradesperson arrives. You can flush the toilet by using a bucket of water.
- Try using a plunger on the toilet to clear the blockage

### **Lights**

- If there are no lights in some or all of the property, please:
- Ensure the power is on
- The switch in the power box has not tripped.

If the problem persists, please contact Bric.

### **Power outage**

If you lose power:

- Check if your neighbours have also lost power – if they have, please contact your Electricity Supplier.
- Check if the Safety Switch on your power board – has it tripped? If so, reset the switch.
- If the Safety Switch trips again, you may have a faulty appliance:
  - unplug all appliances from power points
  - reset the Safety Switch
  - plug in appliances one at a time until the faulty appliance is located.

If this does not fix the problem, please contact Bric.

### **Washing Machine**

If there is a fault with your washing machine, please check the following:

- the power is connected
- the water taps are turned on
- the load of the clothes is not off balance or too high
- the lid is connecting with the on/ off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits.
- The correct washing powder and amount of powder is being used

Can we please put something about common area laundries, and they are pay to use?

If the problem persists, please contact Bric (where Bric has supplied the washing machine).

### **Water Eruption**

Water bubbling out of the ground could be a serious problem and could lead to further complications. Please contact Bric immediately - this is an 'emergency matter'.



**URGENT REPAIRS****EMERGENCY REPAIRS**

Bric will respond within **4 hours:**

- a serious water leak
- a blocked or broken toilet system (if there is no other toilet available)
- a serious gas leak, or roof leak
- a dangerous electrical fault
- serious storm, flood, fire or impact damage
- a failure of the gas, electricity or water supply
- no hot water
- a fault or damage that makes the property unsafe or not secure
- a serious fault in any staircase, lift or other common area

**A tenant may be charged for the cost of the repair**

If the problem has been caused by the tenant – e.g. a tenant has locked themselves out or caused some deliberate damage to the property – Bric will invoice the tenant for the cost of the repair. You will need to arrange to pay the amount.

**PRIORITY REPAIRS****PRIORITY REPAIRS**

Bric will respond within **24 hours:**

- a minor water leak
- a minor roof leak
- minor storm, flood, fire or impact damage
- a failure or breakdown of a non-essential service or appliance on the premises
- a light fitting or power point that is not working
- difficult to open and/or close door locks
- a faulty stove where no elements are working
- Fridge/freezer not cooling
- security lighting not working
- no power to part of the property

**NON-URGENT REPAIRS****NON-URGENT REPAIRS**

Bric will respond within **7 to 14 days:**

- patching and painting of internal walls
- tightening of kitchen/ bathroom cupboard door hinges
- repairs to furniture and fittings
- servicing of sliding doors and windows
- replacement of common area light bulbs
- slow dripping taps
- trees which need lopping
- leaking gutters or downpipes
- faulty internal door locks
- water hammer
- doors jamming
- uneven hard paving (trip hazards)





## FIRE SAFETY

Please make sure you are familiar with the fire safety requirements for your property.

For unit complexes, make sure you know the fire exit routes. Attend the fire evacuation training that Bric organises each year.

Always report any missing or damaged fire safety equipment to Bric – for example smoke detectors, fire extinguishers or hose reels.

### Lithium Batteries

Lithium batteries are commonly used in many electrical devices, such as scooters, e-bikes, laptops, smartphones, power tools.

These batteries pose some risks, such as **overheating, fire, or explosion**, if they are not handled or charged properly. Larger devices such as e-scooters or mobility scooters present a greater fire risk. To avoid this risk

- Only use the original charger and not damaged or counterfeit chargers or cables.
- Charge e-scooters/bikes or mobility scooters in the open air, but not in hallways or emergency fire exits
- Do not charge the device longer than necessary or leave on charge overnight or when away from home
- Do not charge the device near flammable materials or if it is damaged, swollen, cracked or leaking

If you notice any signs of overheating, smoke, sparks, or flames coming from your device or charger:

- isolate or unplug it immediately from mains power and
- move it to a safe place away from other people and objects.

## PROPERTY INSPECTIONS

Bric will conduct regular property inspections to ensure that the property is in good condition.

We will provide you with an Entry Notice – telling you when the inspection will take place, and who will attend.

If you live in a property leased from a private owner, the owner or real estate agent may attend the property inspection, along with Bric staff.

If you live in a property leased from the Department of Housing, Department staff may attend the inspection.

Tenants are required to allow Bric reasonable access to the property to conduct inspections – with or without the tenant being present. The tenant can choose if they want to be present.

We may take photographs during inspections, to record of property condition. However, we respect your privacy when taking photographs.

## MODIFICATIONS TO THE PROPERTY

If you wish to make any change or modification to the property, you need to apply for permission from Bric.

Examples are air conditioning, or fixing items to walls.

### Requests for modifications due to disability or mobility issues

Some tenants require changes to support them to continue to live independently in their homes. If you require a modification to your home, the first step is to contact a home modification service and have an Occupational Therapist assess your needs.

Once you have done this, you will require permission from Bric to carry out the work.

Please contact our Customer Service Centre to discuss your requirements.



## CAR PARKING

Some Bric unit complexes have car parking available underneath or beside the building.

Car parking spaces cannot be reserved for individual tenants.

Please be aware of any disabled parking restrictions and observe other restrictions, such as car parks for staff or contractors.

## KEEPING A PET

We recognise that pets can be important to tenants, and we support tenants wishing to have pets, where the property is suitable.

Please discuss any request for a pet with our Customer Services Centre. The next step would be to complete a pet application.

Pets can disturb other tenants and cause property damage, so we maintain strict rules around pets in Bric properties. Tenants with pets need to manage their pet's behaviour. Pet approval may be withdrawn if your Tenancy Agreement or local government laws are breached. Any pet complaints will be investigated by Bric.

### **Bric will consider the following:**

- The property is suitable for having a pet
- The pet does not interfere with the peace and comfort of neighbours
- You comply with local government laws and Bric common area rules
- You are meeting your obligations as a tenant.

Note that for some properties, Bric will not be able to make a decision, but will refer the application on:

- Where the property is privately owned, the owner will need to agree to keeping a pet
- Where there is a private body corporate, different rules may apply

Depending on the type of pet you have, you may be required to organise fumigation of the property at the end of the tenancy.

### **Guide dogs and assistance animals**

Tenants and household members can keep a guide dog, a hearing dog or an assistance animal.

If you have an animal like this, talk to our Customer Service Centre about your needs. We may ask for evidence such as a letter from a medical practitioner, psychologist or support worker.



# TRANSFER TO ANOTHER PROPERTY

**Tenants can apply for a transfer to another property if your current home is no longer appropriate to meet your housing need.**

**To be considered for a transfer, you are normally required to meet at least one of the following criteria:**

- your safety is at risk
- you need to live in a different location:
  - in order to access essential services
  - to secure or maintain employment
  - to meet cultural obligations
  - to gain access to your children or
  - for family/informal support
- the design and/or size of your current housing does not meet your household's needs e.g.:  
disability support needs

**Here are some things that we normally expect of tenants who want a transfer:**

- your rent and other payments are up to date;
- your current home has been kept in good condition.

If you are approved for a transfer, Bric will try to find a suitable property to offer you.

If a suitable property is not available, we can put forward your application to other housing providers and the Department of Housing.

If your transfer application is not approved, we will let you know the reasons. If you want to appeal the decision, we will tell you how to lodge the appeal.

**If you wish to apply for a transfer, please contact our Customer Service Centre to discuss.** They can provide you with a transfer application form.



# YOUR TENANCY

## BEING 'ELIGIBLE' FOR SOCIAL HOUSING

Tenants and their household members living in Bric properties must remain 'eligible' for social housing. The criteria for being 'eligible' for social housing are different, depending on whether you are a 'long term housing' tenant of or a 'transitional housing' tenant.

For 'long term' tenants, you must meet the following main criteria:

- your income (for all household members) is no more than \$80,000 per year
- you (or any member of the household) do not own, or part own, a property.

Bric will check this each year, when we review your rent.

You can find out more about 'ongoing eligibility' – as a long-term tenant at:

<https://www.qld.gov.au/housing/public-community-housing/ongoing-eligibility>

For 'transitional housing' tenants, you need to maintain your application on the Housing Register – you can check this with the Department of Housing.

Further details are here:

<https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/eligibility-for-housing/check-your-eligibility>

If you are no longer eligible for social housing due to a change in your circumstances, we will work with you as you transition to another housing option.

## Affordable Housing (HIF)

Bric also manage affordable housing which offers accommodation at 25% discount to market rent.

To be eligible for affordable housing you must meet the eligibility criteria. For more information on eligibility please contact our customer service centre or visit: [www.welcomemat.com.au](http://www.welcomemat.com.au)

## HOW TO ACCESS SUPPORT IF YOU NEED IT

Bric expects that tenants will meet their tenancy obligations – paying rent, keeping the property in good condition, being a good neighbour and communicating courteously with staff and contractors.

However, we recognise that sometimes problems arise – if you think you need some extra support with meeting your tenancy obligations, please discuss this with your Housing & Communities Officer.

Bric works closely with a number of support providers – for example Communitify Qld, Institute of Urban Indigenous Health (IUIH), Mission Australia, The Salvation Army, Open Minds, Footprints and St Vincent de Paul. We can suggest who can provide support, and we can get in contact with a support service if you agree.

For 'transitional housing' tenancies, we will work with you on a 'tenancy plan'. This plan looks at longer term housing goals and options. It is also an opportunity to discuss any supports that you have in place or would like to have.





## MOVING OUT OF YOUR HOME

If you are moving out of your home, please give us as much notice as possible.

You need to provide at least 14 days' notice, using the RTA Form 'Notice of intention to leave' (Form 13).

If you live in a boarding room, you need to provide 7 days' notice.

You will need to leave the property clean, in good repair. The property should be in similar condition to when you first occupied (fair wear and tear excluded).

Bric will undertake an Exit inspection.

If there are repairs that are tenant responsibility, we will let you know. If Bric organises these repairs, we will claim it from your bond.

## OUR COMMITMENT TO YOU AND WHAT WE EXPECT OF YOU

Here at Bric, we are committed to providing tenants with a quality and responsive service.

We aim to meet tenant expectations wherever we can - our 'Customer Expectations Charter' sets out our commitment to you. It also sets out what we need and expect from our tenants in return.

There are some key things that help us to provide you with a good service:

- **Treat our staff with courtesy and respect**, just as we treat our tenants with courtesy and respect.

By far the majority of tenants are very courteous. For the small number of times where this is not the case, our staff may not be able to assist you. Our staff are not expected to tolerate disrespectful behaviour.

- **There are limits to what we can do** - we ask for your understanding on this. There are some things we can help with, and other things that are outside our control. For example, with neighbour disputes, our actions will be guided and limited by residential tenancy law requirements.



# YOUR FEEDBACK

## GIVING FEEDBACK OR MAKING A COMPLAINT

We welcome your feedback.

You can give us your feedback either direct to our Customer Service Centre, or in the following ways:

**Via the web:** <https://www.bric.org.au/about-bric/contact-us>

**By email:** [info@bric.org.au](mailto:info@bric.org.au)

**In a letter:** send to Bric Housing, PO Box 688, Spring Hill 4004

**By phone:** 3230 5555

**In person:** First Floor, 56 Little Edward Street, Spring Hill

## YOUR CONCERNS

There are some issues where there are limits to what Bric can do.

For example, if there is a neighbour dispute, you may seek to resolve this with the person concerned. There is also a service that can help with neighbour disputes – the South Queensland Dispute Resolution Centre.

If there is a concern around illegal activity or violent incidents, this should be reported to the Queensland Police.

Any concerns about incidents such as illegal activity, violence or threatened violence, disturbance, pet matters should be reported to your Housing & Communities Officer.

## MAKING A COMPLAINT

If you want to make a formal about Bric's service to you, we will take this through a formal process, with our senior management involved and provide you with a written response.

You can make a complaint in the following ways:

- **Email** our Customer Service Centre, or email [info@bric.org.au](mailto:info@bric.org.au)
- Go to the **website:** <https://bric.org.au/existing-tenants/give-feedback/>
- **Phone** Bric on 3230 5555
- **Visit** our office – head office is First Floor, 56 Little Edward St, Spring Hill (–please make an appointment before you come).
- **Write** to us at Bric Housing, PO Box 688, Spring Hill, Qld 4004.

## INDEPENDENT HELP WITH YOUR TENANCY

QSTARS (Qld Statewide Tenant Advice and Referral Service) provides free and independent advice, information and assistance about tenancy matters. If you would like advice about your tenancy, you can contact QSTARS.

**Phone:** 1300 744 263

**Hours:** 9am – 5pm Monday – Friday (with extended hours to 7pm Tuesdays and Wednesdays)

**Website:** <https://qstars.org.au/>





# YOUR PRIVACY

## PROTECTING YOUR PRIVACY

Bric is committed to protecting the privacy of our tenants, and people who apply for housing with us.

We will ensure that your personal information is managed in a safe, secure and responsible manner, and that we make it clear to you how we do this.

We manage information in accordance with the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (APP).

We will always collect your personal information in a fair, lawful and non-intrusive manner.

## INFORMATION WE MAY PROVIDE TO OTHERS

We may need to share your personal information with the Department of Housing and Centrelink. This is to meet our legal duties and for reporting purposes.

Bric may also need to liaise and share information with other organisations or services to assist you with maintaining your tenancies and ensure your safety and wellbeing.

We will only disclose your personal information to other third parties when you have given us permission to do so. The only exceptions to this are when we have a duty of care to reduce or prevent a serious threat to the life, health or safety of any person, or to public health or safety.

## INFORMATION ABOUT YOU AND YOUR HOUSEHOLD

When you apply for a tenancy with us, you are asked to provide personal information, such as:

About you - your name, date of birth, address and contact details.

For the tenancy - household members, rental history.

About your income - wages, Centrelink payments and other income.

We need these details to assess your housing referral and to manage your tenancy with us.

If you apply for a tenancy, we collect information directly from you. However, we may also need to collect information about you from your employer or Centrelink.

We will always obtain your consent.

## PROVIDING US WITH YOUR INFORMATION

We need to collect information to deliver services, so if you choose not to provide your personal information to us, we may not be able to provide these services to you.

You can contact us on an anonymous basis or by using a pseudonym (unless required or authorised by law or where it is not practical). We will usually need an individual's name and contact information to be able to respond to questions and requests.





# FURTHER INFORMATION

## EMERGENCIES

<b>Fire Ambulance Police</b>	<b>Phone 000</b>
<b>Police Link</b>	<b>Phone 131 444</b>

## SUPPORT SERVICES

<b>Aboriginal and Torres Strait Islander Community Health Service</b>	Phone: 3240 8900 <a href="http://www.atsichsbrisbane.org.au">www.atsichsbrisbane.org.au</a>
<b>COMMUNIFY QLD</b> For a range of community services	Phone: 3510 2700 <a href="http://www.communify.org.au">www.communify.org.au</a>
<b>DV Connect for Women</b> 24 hour helpline	Phone: 1800 811 811 <a href="https://www.dvconnect.org/womensline">https://www.dvconnect.org/womensline</a>
<b>DV Connect for Men</b> 24 hour helpline	Phone: 1800 600 636 <a href="https://www.dvconnect.org/mensline">https://www.dvconnect.org/mensline</a>
<b>Footprints</b> For mental health support	Phone: 3252 3488 <a href="http://www.footprintsinc.org.au">www.footprintsinc.org.au</a>
<b>Institute of Urban Indigenous Health (IUIH)</b>	Phone: 3828 3600 <a href="https://www.iuih.org.au">https://www.iuih.org.au</a>
<b>Lifeline Crisis Support and Suicide Prevention</b>	Phone: 13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>



<b>Micah Projects</b> Homeless services and domestic violence supports	Phone: 3029 7000 <a href="http://www.micahprojects.org.au">www.micahprojects.org.au</a>
<b>Multicultural Australia</b> Support service for refugees, asylum seekers and migrants	Phone: 3337 5400 <a href="http://www.multiculturalaustralia.org.au">www.multiculturalaustralia.org.au</a>
<b>My Aged Care</b>	Phone: 1800 200 422 <a href="http://www.myagedcare.gov.au">www.myagedcare.gov.au</a>
<b>National Debt Helpline</b>	1800 007 007 <a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a>
<b>Queenslanders with Disability Network</b>	Phone: 1300 363 783 <a href="http://www.qdn.org.au">www.qdn.org.au</a>
<b>St Vincent de Paul</b> Assistance with food, clothing, furniture, household items	Phone: 1800 846 643 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>
<b>TIS National (Translating and Interpreting Service)</b>	Phone: 131 450
<b>Wesley Mission</b> Emergency assistance and other services	Phone: 1300 541 626 <a href="http://www.wmq.org.au">www.wmq.org.au</a>





## COMMUNITY HOUSING AND SOCIAL HOUSING INFORMATION

<b>Community Housing Resources for Tenants</b>	<a href="http://www.hpw.qld.gov.au/aboutus/ReportsPublications/FactSheets/Pages/CommunityHousingTenants.aspx">http://www.hpw.qld.gov.au/aboutus/ReportsPublications/FactSheets/Pages/CommunityHousingTenants.aspx</a>
<b>Community Housing Rent Policy</b>	<a href="http://www.hpw.qld.gov.au/SiteCollectionDocuments/CommunityHousingRentPolicy2013.pdf">http://www.hpw.qld.gov.au/SiteCollectionDocuments/CommunityHousingRentPolicy2013.pdf</a>
<b>Social Housing Eligibility</b>	<a href="https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/eligibility-for-housing/check-your-eligibility">https://www.qld.gov.au/housing/public-community-housing/eligibility-applying-for-housing/eligibility-for-housing/check-your-eligibility</a>
<b>Affordable Housing Eligibility and Application</b>	<a href="http://www.welcomemat.com.au">www.welcomemat.com.au</a>

## TENANCY ADVICE INFORMATION

<b>Residential Tenancies Authority</b>	Phone: 1300 366 31 <a href="https://www.rta.qld.gov.au">https://www.rta.qld.gov.au</a>
<b>Residential Tenancies Authority Dispute Resolution</b>	Phone: 1300 366 311 <a href="https://www.rta.qld.gov.au/Disputes">https://www.rta.qld.gov.au/Disputes</a>
<b>QSTARS</b> (Queensland Statewide Tenant Advice and Referral Service)	Phone: 1300 744 263 <a href="https://qstars.org.au">https://qstars.org.au</a>
<b>The South Qld Dispute Resolution Centre</b> (Mediation Services Centre)	<a href="https://www.qld.gov.au/your-rights-crime-and-the-law">South Queensland Dispute Resolution Centre   Your rights, crime and the law   Queensland Government (www.qld.gov.au)</a>



## LEGAL ADVICE

<b>Legal Assistance</b>	<a href="http://www.lawright.org.au">http://www.lawright.org.au</a>
<b>Queensland Civil and Administrative Tribunal (QCAT)</b> Level 9, 259 Queen Street, Brisbane QLD Ph: 1300 753 228	<a href="http://www.qcat.qld.gov.au">http://www.qcat.qld.gov.au</a>
<b>The Queensland Human Rights Commission</b>	<a href="https://www.qhrc.qld.gov.au">https://www.qhrc.qld.gov.au</a>
<b>Legal Assistance</b>	<a href="http://www.lawright.org.au">http://www.lawright.org.au</a>

## LOCAL COUNCILS

<b>Brisbane City Council</b>	<a href="https://www.brisbane.qld.gov.au">https://www.brisbane.qld.gov.au</a>
<b>Moreton Bay Regional Council</b>	<a href="https://www.moretonbay.qld.gov.au">https://www.moretonbay.qld.gov.au</a>

## GOVERNMENT CONTACTS

<b>Queensland Government - Department of Communities, Housing and Digital Economy</b>	<a href="https://www.qld.gov.au/housing">https://www.qld.gov.au/housing</a>
<b>Your Local Member of Government</b>	<a href="http://www.parliament.qld.gov.au/members/current/list">http://www.parliament.qld.gov.au/members/current/list</a>

