

Winter Wrap

Dear tenants,

Welcome to our winter newsletter.

During the recent election campaign, we highlighted the vital role of community housing. We look forward to hearing the Government's plans to increase the supply of housing which is so desperately needed. Bric Housing already has 400 new social and affordable homes in our pipeline, and we are ready to do more.



The other big event since our last issue was the first cyclone to hit South East Queensland in 50 years. We've spent some time considering how we can learn from the emergency and ensure we are even better prepared next time. One important reminder is to make sure we have your most up to date contact details.

Our spring garden competition is always popular and we love seeing your entries. Everyone at Bric enjoys hearing about how tenants work to improve their space or plant their own personal herb garden or window box.

Look out for the Bric Tenant Satisfaction Survey which will be sent to you at the start of June. It's your chance to tell us what we are getting right and where we can improve. It's anonymous and very valuable feedback to us. Please take the time to participate – there is a chance of a \$100 gift card for ten people who complete the survey.

We hope you enjoy your newsletter – do let us know if there is anything you'd like to see included next time.

Jane West
Chief Executive Officer



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Be prepared: essential emergency tips



After reflecting on ex-tropical Cyclone Alfred and how the weather event impacted us all, we want to share some tips to be ready for any future weather events or emergencies.

Before an emergency

- **Prepare an Emergency Kit:** Include water, non-perishable food, medications, a torch with batteries and any important documents.
- Get Ready Queensland have a Checklist that steps you through packing an emergency kit at [Emergency Survival Kit List](#) | [Get Ready QLD](#)

During an emergency

- **Stay Informed:** Keep updated with the latest weather reports and emergency alerts from your local council.

What we heard from tenants

- **Be mindful of the news you're watching:** Tenants shared that uncertainty was the hardest part, and reliable updates from council websites or BoM were preferred over social media.
- **Take care of your health:** Emergency situations see your usual routine disrupted. Try to maintain good nutrition, sleep, and self-care to manage stress during emergencies and afterwards. The Community Recovery Hotline (1800 173 349) is open 24 hours a day and help with financial assistance and connecting people to appropriate support and emotional services.
- **Talk with others:** We heard that chatting with a support person or calling a local emergency relief provider and having a conversation was reassuring. Checking in with neighbours when it was safe to do so was also helpful.

Update Your Contact Details



It's vital we can reach you in case of emergencies. Please ensure your contact details are up to date with us so we can stay in touch and provide timely updates.

Power out? Here's what to check before you call

Losing power can be frustrating, but sometimes the issue can be resolved quickly without needing an electrician. Before calling our office, try these simple checks:



Check your neighbourhood – Are your neighbours also without power? If so, it could be a local outage. Visit the Energex Outage Finder at <https://www.energex.com.au/outages/outage-finder> OR call **13 62 62** to check or report the issue.



Safety first – If you hear a bang, smell burning, or see smoke, do not touch anything. Call us immediately, and we will arrange for an electrician to attend. Your safety is our priority.



Check your switchboard – If it's just your home without power, go to your electrical switchboard if you have access, and see if any safety switches are off. Try resetting them. If they won't stay on, an appliance might be causing the problem.



Check your appliances – Unplug and turn off the power points to all electrical devices, then reset the safety switch. Plug them back in one by one. If the power trips when you plug something in and turn it on, that appliance may be faulty and should not be used.



Check specific power points or lights – If some outlets or lights aren't working, try another outlet or switch. Some properties also have isolation switches nearby for stoves and fridges—make sure they're turned on.

If you've tried these steps and still have no power, call the Customer Service Centre, and we will arrange for an electrician to assist.

By doing these quick checks, you may be able to restore power faster and avoid unnecessary delays.

Spring Garden Competition

Flor's balcony garden was chosen as the overall winner of last year's Spring Garden Competition. Since then, she's also created a shared garden space on her unit floor where neighbours can sit together for a cuppa. These kinds of efforts make a real difference to the environment of complexes and help bring people together.

Dianne, who received one of last year's Honourable Mention awards, has also created a vibrant garden space.

Flor's Story

Gardening is my passion. It started when I was young and I used to help my late mother with her orchids and rose garden.

Likewise, when our sons were little, they used to observe and help me in the garden and their experience from that made a big impact for both of them. Now they both have their own nice lawns and beautiful gardens.

It's fun watching and putting my granddaughters on video walking around my garden picking flowers and pretending they are princesses. When my husband was still fit and mobile we had a manicured lawn which complimented my flowers, succulents, veggies, herbs, natives, tropical and citrus trees. Lots of different types of birds came to visit and a family of blue tongued lizards lived in my yard.

When we had to move, it broke my heart because I had to leave my garden that I'd created and nurtured for over 33 years. However, I was happy enough that I could take a truck load of pot plants with me so at least I have a small garden on our balcony.

I grow most of my plants from cuttings from friends and germinate seeds. The only secret to having a beautiful garden is to give them 'tender loving care'.

Anita, Customer Service Officer awarding Flor for her winning balcony garden.

Dianne in front of her bright, colourful garden.





Easter at Clayfield

We kicked off the Easter long weekend with a relaxed lunch on the veranda at Clayfield.

The idea for the gathering came from one of our tenants, who wanted to create more opportunities for neighbours to connect. From there, we were excited to be able to support a tenant-led event. From designing the flyer to covering the cost of the entertainer through Containers for Change fundraising, it was a fantastic effort.

With great music setting the tone from local artist Tui, chocolate bunnies kindly donated by Communify, and delicious handmade crepes and dulce de leche contributed by other tenants and support services, it was a great afternoon together.

Below: Ramona and Jane, Bric CEO

Top right: (left to right) Diana, Housing and Communities Officer, Tui local musician and Ramona, who suggested the idea and helped make it happen.

Bottom right: Louise and Stephen



Routine inspections

What you need to know



Why we visit your property

Our Bric team regularly visit properties to carry out **property condition assessments** and **tenancy inspections**. These visits help us ensure your home meets quality standards and identify any maintenance issues that may not have been reported – like cracked power points or water damage. We also check the condition of key areas like kitchens, bathrooms, walls, and flooring, which helps guide our 10-year maintenance planning.

Why we take photos

Photos are used to document the current condition of things like walls and kitchen fittings. This helps us report needed repairs and track any changes over time to plan future works more effectively.

Staying connected

Your Housing & Communities Officer will usually visit for at least **two tenancy inspections per year**. These visits are not just about the property – they're a great opportunity for us to check in with you, answer questions, and offer support with anything from rent issues to local community engagement.

We appreciate your time and cooperation during these visits – thank you.

Safety first

We always give notice and seek permission before entering your home, in line with the *Residential Tenancies and Rooming Accommodation Act 2008*.

Always ask for ID if someone claims to be from Bric or one of our contractors – all staff should be able to present it. If in doubt, please call our Customer Service Centre on **07 3230 5555** to confirm.

Respecting Neighbours and Shared Spaces

Shared gardens, walkways, and communal areas are for everyone to enjoy. Unfortunately, we're seeing some incidents where old furniture and unwanted items are being dumped in or around complexes.

This can lead to clutter, safety risks and attract pests. It also creates work for maintenance teams, which can delay other important works, as well as affecting how everyone feels about their home.

If you have unwanted items:

If you live in Brisbane, look up the date for the free kerbside collection on the council website: [Kerbside collection calendar | Brisbane City Council](#). Missed your kerbside collection date? Contact Bric to receive a tip voucher.

If you live in Moreton Bay, you can look up where to go to recycle or get rid of your items (no kerbside collection) [Search where to recycle or dispose – City of Moreton Bay](#)



Bric Customer Service Centre – improving your experience

Our Customer Service Centre is your first point of contact for all tenancy and property-related enquiries. Our team is skilled in resolving most enquiries on the spot. If your enquiry requires further action, we'll escalate it to the right team.

Our team



Meet our talented Customer Service Team. (Left to right back row) Taylah, Sharon, Julie, Callum, (left to right front row) Amy, Anita and Kristy, all of whom are dedicated to providing exceptional service and support to our valued tenants.

Our commitment to continuous improvement

We've heard your feedback - many of you told us that it takes too long to hear back from staff and that you're unsure whether your messages are being received and actioned.

The Customer Service Centre has been introduced to make things easier, faster, and more transparent for you.

How the Customer Service Centre can help you

- **Faster Response Times** – Get answers to most questions immediately
- **Clear Communication** – We keep records of every enquiry
- **Tracking Your Requests** – If your call requires follow-up, we'll give you a Service Request Number, and you'll receive an SMS confirmation with the details following the call
- **Better Coordination** – Your enquiry will always reach the right team

How you can help us improve your experience

To make sure we provide you with the best possible service, we need your help:

- **Keep Your Contact Details Up to Date** – Let us know if your home phone, mobile, or email address changes so we can reach you easily.
- **Tell Us Your Contact Preference** – Please let us know whether phone, SMS, or email works best for you when you call.
- **Provide Feedback** – If you have suggestions on how we can improve, we want to hear them at feedback@bric.org.au

How to reach us

Phone: 07 3230 5555

Email: customerservice@bric.org.au

Visit: First Floor, 56 Little Edward Street, Spring Hill.



Frequently Asked Questions (FAQs)



Repairs & Maintenance

**“My tap is leaking!
How do I get it fixed?”**

Our team helps tenants report maintenance issues and connects them with contractors and with the Asset Services Team. We can also provide updates on repair requests and explain timeframes for several different types of repair.



Tip: emergency repairs – like no power, major leaks, or a broken front door lock – are managed differently from standard repairs. If something urgent happens, call us right away.



Rent & Payments

**“I need to check my
rent balance.”**

We assist tenants in understanding their rent charges, setting up payment plans, and ensuring their rent is up to date. If you’re experiencing financial difficulties, we can guide you through available support options.



Did You Know?
You can request
rent statement anytime –
just give us a call.



General Enquiries

**“Who do I contact about
my next inspection?”**

Not sure who to speak to? We help tenants connect with the right team for property inspections, transfer enquiries and other tenancy-related matters. If we can’t answer your questions directly, we’ll make sure you’re pointed in the right direction.



**Need help but not
sure where to start?**
Start with us! We’ll do our
best to assist or connect
you with the right person.



Booking Appointments

**“Can I meet with my Housing &
Communities Officer?”**

If you need to speak with your Housing & Communities Officer or another staff member in person, we can help schedule an appointment.



Save Time: Many enquiries
can be managed over the
phone – so check with us first!



Keys & Access

**“I’ve lost my keys!
What do I do?”**

It happens to the best of us! We’ll let you know what steps to take if you lose your keys, need a replacement, or a lock change.



**Handy Hint: Always have a
trusted friend/family
member hold a spare key if
possible or speak with us about
other helpful tips.**



We want to hear from you!

Tenant Satisfaction Survey

Every two years, we invite Bric tenants to give their feedback, aiming to better understand your priorities and experiences. Your feedback directly influences how we deliver and improve our services.

Feedback from our last survey has helped to create real changes, including:

- Improved Customer Service – we created our Customer Service Centre to make it easier to get in touch
- More opportunities to get involved – we introduced a new strategy to support Community Cohesion at Bric. This included developing a Customer Advisory Committee so tenant voices can have real input on how our services are delivered
- Our Housing and Communities Officers are more actively involved within communities

The survey is run by an independently by the Community Housing Industry Association NSW (CHIA NSW) on behalf of Bric. All survey responses are strictly confidential.

Prize draw

All responses will be automatically entered into a draw to win one of ten \$100 gift cards.

CHIA NSW will draw the winners and all prizes will be awarded after the survey closes in July 2025.

Keep an eye out for an SMS or letter at the start of June, and don't miss the chance to share your thoughts.

Bric staff are sharing their favourite go-to recipes - the easy, delicious kind they love to cook at home and hope you'll enjoy too.

Tanya's Easy Malaysian Pork



Ingredients

1 tsp crushed ginger (jar OK)
 1 tsp crushed garlic (jar OK)
 300-400g pork strips/ loin (cheaper cuts are good with this)
 1 capsicum - cut into strips about 2-3 cm long.
 1 carrot- cut into half moons
 green beans - cut into 2-3cm pieces
 1-2 tbs oyster sauce
 1-1.5 tbs soy sauce
 rice to serve - cooked as per packet instructions, or see Tanya's tip below:

Directions

1. Over medium heat in pan. heat oil.
2. Add crushed ginger and garlic.
3. Stir for approx. 1 minute - until fragrant.

4. Add vegetables and stir for about 2 to 3 minutes and then transfer to plate.
5. Return pan to stove and turn heat to medium high. Add pork strips and cook for approx. 5 minutes or until cooked through.
6. Add 1 to 2 tablespoons of oyster sauce & 1 to 1.5 tablespoons of soy sauce and ¼ cup of water. Mix well and then add vegetables back to pan.
7. Coat well with sauce and add pinch of pepper.

Tanya's rice tip:

- Add ¾ cup rice and 1¼ cup water to a saucepan
- Bring to boil. As soon as it boils, turn the heat down to low and cover pan with lid
- Cook for 10 minutes, leave lid on and do not peek or you may set the smoke alarms off
- After the 10 minutes, take pot away from heat and leave the lid on for another 2 minutes, It will keep steaming & will be cooked to perfection, I promise you... just don't peek!