

Spring Wrap

Dear tenants,

Welcome to your latest Bric newsletter.

Spring is finally here, bringing longer days, and the chance to enjoy the outdoors again. It's a season full of energy and growth, which can also bring a few challenges – from buzzing pests to curious wildlife. So we've gathered some handy advice to help you make the most of the season while keeping the less-welcome visitors in check.



You'll also find updates on some of the ways we're working to make your experience with Bric easier. From a review of our phone system to a new online enquiry form, our goal is to make sure you can connect with the right person quickly and simply. There's also some information on what to do if there's a charge that Bric asks you to pay – we want to work with you on this.

It's been wonderful to see so many community events bringing tenants together over the past few months – from Christmas in July celebrations to shared lunches with our partners at OneBridge Community Nurses. These experiences highlight that housing is about more than providing a roof; it's about creating spaces where people feel supported and included.

As the year moves toward the festive season, I encourage you to check out our tips for easing the budget pressures that can come with it.

I hope you enjoy this spring edition, and as always, we welcome your ideas, feedback, and stories.

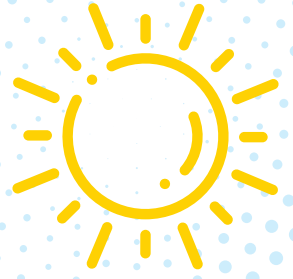
Jane West
Chief Executive Officer



Thank you to everyone who took part in the Tenant Satisfaction Survey. The survey is an important way for us to hear what matters to you – your feedback directly influences how we improve our services and approaches. In the next newsletter, we'll share the results and explain any changes we make in response. We'll also be in touch with the prize winners soon.

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Spring is Here Let's Talk Wildlife & Insects

Springtime in Brisbane means blooming gardens, warmer days, and a lot more activity from local wildlife and pests. While it's lovely to see nature come alive, some animals and insects can become unwelcome visitors in and around your home.

Here are some measures that help to prevent issues and protect your space.
For a factsheet on different types of insect pests please visit our website:
www.bric.org.au/existing-tenants/repairs/

Snakes

Snakes are part of life in Queensland, especially in spring when they wake up hungry and start looking for mates.

What you can do:

- If you have a courtyard or yard, keep it tidy: mow the lawn, trim low-lying bushes, and clear away rubbish or garden waste.
- Don't leave pet food outside as it attracts rodents, which, in turn, attract snakes.
- If you see a snake, don't try to move it. Stay calm, keep your distance and keep your doors closed.



Possums

Brushtail and ringtail possums are common in our region. They're nocturnal and love to nest in roof spaces, which can lead to scratching sounds, droppings, and damage to ceiling insulation.

What you can do:

- Check for holes or gaps in your roof or for any trees overhanging your property and let Bric know if you spot any.
- Avoid feeding possums as they'll keep coming back!
- Keep bins closed and food scraps out of reach.



Bush turkeys

Bush turkeys are protected native birds that build huge nesting mounds by digging up mulch and garden beds. They're especially active in spring.

What you can do:

- If you have a yard or courtyard, use garden netting or fencing to protect your plants.
- Avoid leaving piles of garden waste, mulch or loose soil uncovered.
- Make sure not to feed them or leave scraps out that might attract them.



Rats & mice

Rodents love warm weather and easy access to food. They can chew through wires, damage property and spread disease.

What you can do:

- Store food in sealed containers and clean up crumbs and spills quickly.
- Keep your kitchen and outdoor areas clean and dry.
- Empty bins regularly and make sure lids are secure.



Pigeons

Pigeons have a strong homing instinct. Once they find a safe, sheltered spot with access to food, they will return regularly and may bring others with them. This can lead to large flocks nesting on balconies, roof spaces and ledges.

What you can do:

- Don't feed pigeons as it encourages nesting.
- Keep balconies clean and free of clutter.



Brunswick Street Lunch with OneBridge Community Nurses

We braved the chilly weather for a chance to get together over lunch with the OneBridge Community Nurses.

The OneBridge Community Nurses are a team of compassionate nurses, committed to meeting people where they're at and supporting health and wellbeing in a holistic way. This can include support with navigating health services or appointments, managing chronic conditions, accessing mental health supports, or building connections with local services that improve wellbeing.

Tenants interested in support through the OneBridge Community Nurse program are encouraged to get in touch with their Housing and Communities Officer for more information.



Below: Some of the team at Reconnect in Moreton Bay and Brisbane's Homeless Connect. Two annual events aimed to make connecting with support services easier for people experiencing housing distress or homelessness.



Clayfield Christmas in July

It was time to celebrate at Clayfield with a Christmas in July Lunch. We had a fantastic spread of dishes that tenants contributed to including tiramisu, a special vegan 'Frankenstein' baklava, a platter of sweets, delicious vegetarian tempura, and home-baked biscuits.

It was wonderful to see all the contributions that made this lunch such a success—from the festive decorations to the helping hands on the day. The event was made even more enjoyable with wonderful music from the talented artist Tui, and support from our partner Communify, in making it all possible.



An afternoon tea shared in New Farm

Portwood Street's monthly barbeques continue to give neighbours a chance to get together and catch up



New Online Form for Tenancy Enquiries

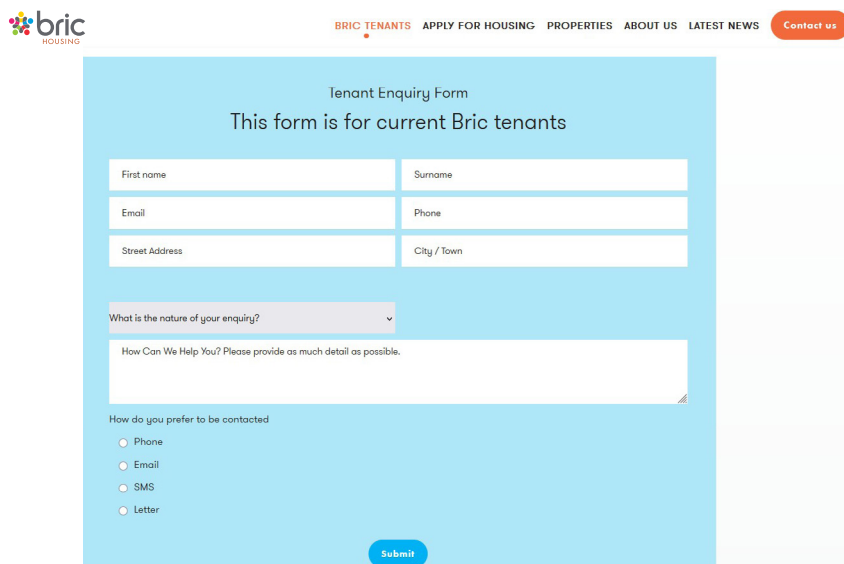
We've added a new online form to the Tenant Information page on the Bric Housing website to make it easier for you to get in touch with us.

If you have a tenancy-related question, whether it's about rent, your lease, or general support, you can now submit your enquiry directly through the form.

This gives you another convenient way to contact us, alongside calling or emailing.

We're always looking for ways to improve how we support our tenants, and we hope this new option makes things simpler for you.

Visit the Tenant Information page to try it out!



The screenshot shows the Bric Housing website header with the logo and navigation links: BRIC TENANTS, APPLY FOR HOUSING, PROPERTIES, ABOUT US, LATEST NEWS, and a Contact us button. Below the header is the 'Tenant Enquiry Form' titled 'This form is for current Bric tenants'. The form includes fields for First name, Surname, Email, Phone, Street Address, and City / Town. There is a dropdown menu for 'What is the nature of your enquiry?' and a text area for 'How Can We Help You? Please provide as much detail as possible.'. At the bottom, there are radio buttons for 'How do you prefer to be contacted?' with options: Phone, Email, SMS, and Letter. A blue 'Submit' button is at the bottom right.

Keeping Spirits Bright and Budgets Balanced

The festive season will be with us before we know it! We know it can be a joyful but financially demanding time. With gifts, food and family events, it's easy for expenses to add up quickly.



To help ease into the end of the year, we encourage all tenants to consider making a small increase on top of your regular rent if you are in a position to do so. Even a little extra each week or fortnight can make a big difference in preventing rent arrears after the holidays.

This isn't a requirement, just a helpful suggestion to give you a bit more breathing room come January. Our goal is to support you in maintaining a stable and stress-free home, especially during this busy time of year.

If you'd like to chat about how this might work for you, please contact our Customer Service Centre, we're here to help.



The poster is titled 'SPRING TO IT... SPRING GARDEN COMPETITION'. It features a red banner in the top left corner that says 'CLOSING SOON'. The text 'Calling all green thumbs! Newbies and seasoned gardeners. Snap a picture of your green space for a chance to win a \$100 Bunnings voucher.' is written in a playful font. Below this, it says 'EMAIL A PHOTO WITH YOUR NAME AND ADDRESS TO: info@bric.org.au'. The closing date is 'Entries close on 17 October 2025.'. The Bric Housing logo is at the bottom, with the tagline 'a home • a life • a future'. The background is decorated with various garden-related illustrations like sunflowers, pumpkins, carrots, and potted plants.

Improvements in How We Manage Charges Other Than Rent

We want to let you know about some changes to how we handle amounts that tenants owe us from charges other than rent.

Our Customer Service Centre is now leading this initiative, and we're focused on being proactive and supportive in helping tenants manage and resolve any outstanding amounts.

What charges other than rent might tenants have?

This article is about what happens when there are other costs, besides rent, that are owed by tenants.

These other costs could be:

- Utilities charges (water, gas, electricity) if specified in your lease agreement
- Maintenance costs for repairs that were requested by the tenant
- Maintenance costs caused by damage to the property beyond normal wear and tear

Our process for managing these other costs

We want to work with tenants to make sure any outstanding charges are resolved. Here's what tenants can expect if they have an amount owing from a charge other than rent:



Disputing the invoice

Here's what to do if you receive an invoice that you believe you should not be charged for:

- Contact our Customer Service Centre as soon as possible. You will be asked to explain why you shouldn't be charged and, if possible, to provide supporting evidence.
- Your dispute will then be escalated to your Housing and Communities Officer to investigate. They will look at the evidence you've provided regarding the situation and keep you updated on the outcome.

What if I've vacated the property or transferred to another place?

If you have an outstanding invoice that is from your previous address, then we will claim this amount from your bond. If there is still debt after the bond, your Housing and Communities Officer will follow up with you to pay the balance.

Making payments and getting help

Our Customer Service Centre can accept payments over the phone or via EFTPOS at our office. If you have any questions or need assistance with making payments towards your debt, we are here to help.

We're here to work with you to find payment plans where you can pay in instalments in a way that is manageable for you. If you're experiencing financial hardship, we also have information on support services that may be able to help.

If you have any questions or need assistance with payments, please contact the Customer Service Centre on (07) 3230 5555.

Diana's Family Banana Cake Recipe

Housing and
Communities Officer
Diana has shared her
family friend's favourite
banana cake which is
quick, simple and tasty.

Ingredients:

2-3 ripe bananas

2 eggs

125g butter

1 1/2 cups self raising flour

1 teaspoon bi-carb soda

1/2 cup sugar

1/3 cup milk

Notes:

*Ice if desired

*Best enjoyed when shared



Procedure:

1. Melt butter, mix in sugar then eggs
2. Sift in flour and bi-carb and mix
3. Mix in a bit of milk and then banana at a time until these are used up
4. Bake in greased loaf tin at 180°C for 30-35 mins