

Autumn Wrap



Inside

We have loved getting together with tenants recently at a wide range of events. See pages 4-6 for photos.

Tenant Satisfaction Survey 2025:

What you told us and what we're doing next

Thank you to everyone who completed our 2025 Tenant Satisfaction Survey.

We invited all our 943 households to take part, and 335 tenants responded giving a strong 35% response rate that meets national community housing benchmarks. We really appreciate you taking the time to share your views.

What's going well

Overall, most tenants told us they're happy with their home and our services:

- ✓ **81%** are satisfied with Bric's services.
- ✓ **81%** are satisfied with the condition of their home.
- ✓ **77%** are satisfied with repairs and maintenance.
- ✓ Of those who had repairs in the past year, **85%** were happy with the quality of the work.
- ✓ **80%** know how to make a complaint.
- ✓ **72%** feel Bric understands the needs of their community.

Keeping you informed

We're committed to sharing what we hear and what we do about it.

Thank you again for your feedback and for helping us improve our services and communities.

Where we need to improve

You also told us where we can do better.

Only 44% of tenants who made a complaint were satisfied with how it was handled. There were also small drops since 2023 in how people rate our communication, property condition and how well we uphold tenants' rights.

We heard that we need to be more consistent, clearer and quicker when we respond especially around complaints. Some tenants also raised concerns about the condition of common areas in complexes.

What we've done so far

In response to your feedback, we have:

- Strengthened our service standards for handling feedback and complaints.
- Trained staff to respond more clearly, fairly and promptly to feedback and complaints.
- Improved how we track and monitor issues so we can spot patterns earlier.
- Logged all survey feedback under our updated response processes so we can respond quickly and effectively.

Our goal is simple: make it easier to raise concerns, voice feedback, to problem solve with tenants.

What's next

Now we're focused on continuing to turn these changes into actions that lead to real improvements.

We've clarified the difference between feedback and formal complaints and updated tenant information. Our Customer Advisory Committee will help test changes and provide ongoing input. We're also looking at using short surveys to gather feedback more regularly on specific areas/topics.

In 2026, we'll carry out an audit of common areas across all complexes to identify where improvements are needed.



Got a question or need help? Think first point of contact – The Customer Service Team!

It's important to us that you can reach Bric easily and get help quickly. Our Customer Service Officers are your best first point of contact. They're here to support you Monday to Friday, 8:30 AM – 4:30 PM, and can assist with:

- Paying rent, water, or repair charges
- Reporting maintenance issues or tenancy concerns
- Applying for a transfer, pet approval, or home modification
- Questions about your rent calculation
- Linking you with support services

If your enquiry does need a Housing & Communities Officer, the Customer Service Team will make sure it's passed on to the right person.

Housing & Communities Officers spend a lot of time out of the office visiting tenants and properties and may take up to 10 business days to respond – so calling Customer Service first will get you help faster.

You can reach the Customer Service Team on (07) 3230 5555 or info@bric.org.au.



For maintenance and repair requests, please contact (07) 3230 5542.

As we settle into another busy year, I want to thank you for being part of the Bric community. Whether you completed the Tenant Satisfaction Survey, joined us at a get-together, or reached out with a question or idea – your involvement makes a real difference.

Our 2025 Tenant Satisfaction Survey gave us valuable insight into what's working well and where we need to lift our game. It's encouraging to see that most tenants are satisfied with their homes and our services. At the same time, you were clear that we need to improve how we handle complaints and communicate more consistently. We've taken that feedback seriously and have already strengthened our processes, trained staff to improve how we track and respond to issues. Thank you to the 335 households who took the time to share their views – your voice helps shape our priorities.

The Bric team value our many recent tenant get-togethers – from BBQs and morning teas to carols and potluck celebrations. These activities really reflect the connection and generosity within your communities. Thank you to everyone who helped organise, cook, donate or simply come along and make these events so welcoming.

As always, our focus is on providing safe, secure homes and responsive services, while continuing to strengthen the sense of belonging across our communities. We look forward to working with you throughout the year ahead.

Jane



Getting together



Towards the end of last year, we had the chance to catch up with tenants at a number of get-togethers. We shared barbeque lunches, morning teas in the park and some carpark celebrations.

It was great to see so many tenants involved with planning, bringing along food to share or helping with setting up on the day. As well as the non-perishable food items that were donated to the Peninsular Christmas Food Appeal.

Another highlight was the group Christmas Carols performance at Clayfield along with the potluck party in the carpark at Portwood Street.

A big thank you to everyone who came along and helped make these gatherings happen. If you'd like to be involved or to help organise a get-together at your complex, please reach out.



Photos: Tenants at Fortitude Valley, Caboolture, Clayfield, Redcliffe and New Farm with Bric staff and partners.





Important Changes to Centrepay Payments

We have recently received a lot of queries regarding the new Centrepay documents which you may have received along with your rent reviews.

Unfortunately, we've been advised that we are no longer allowed to prefill any of the information on those documents for you. If you choose to submit one, it must be fully completed and signed by you. If you have any questions or concerns about completing this form, we advise you visit your local service centre or go to the online help guide at >>



Committee Corner

The Committee is ready for another big year. Since forming in April 2025, Bric's Customer Advisory Committee have helped to shape a variety of documents and areas of focus including:

- Proposing new ways to increase the reach and response rate of the Tenant Satisfaction Survey
- Suggesting changes to the way we communicate about non-rent debt
- Recommending ideas to make the Tenant Newsletter content more engaging for all tenants
- Reviewing Bric's Customer Service Charter and providing suggestions to ensure clear language and fair expectations

What's the Committee all about?

It's great to hear from community minded people who are thinking about ways to improve services and outcomes for all tenants. The Committee's main aims are to:

- Reflect the different perspectives, needs and interests within community
- Discuss collective problems impacting Bric tenants and find opportunities to improve outcomes
- Promote inclusion; contribute to a sense of belonging in the practices of the Committee and in all recommendations
- Strengthen communication between tenants and Bric
- Identify and contribute to community engagement initiatives that support sustainable housing and safe neighbourhoods
- Capture clear feedback and recommendations on Bric policies and operational services



ATTENTION ALL THRIFTY TENANTS!!...

ENTER NOW

Thrifty Tenant Tips Competition!

SHARE YOUR GENIUS PENNY PINCHING HACKS!

LET US KNOW YOUR MONEY SAVING TIPS AND TRICKS

THE TOP TIPS WILL BE SHARED IN THE TENANT NEWSLETTER AND GO INTO A DRAW TO WIN A \$100 PRIZE AT THE END OF THE YEAR

Send your tips, name and address to:
info@bric.org.au



(Left to right) Jane West, CEO with Committee member Darryl and Micheal Gherm, Executive Manager

We're looking for tenants with different experiences and backgrounds to grow the Committee this year. If you're interested in hearing more about what being involved could look like, have a chat with Ellen, Community Cohesion Officer on **07 3230 5555**.

Rubbish and Kerbside Collections

We know that unwanted goods can quickly accumulate and become overwhelming to clean up. Here's some tips to reduce the rubbish build up.

Brisbane

If you live in Brisbane, free kerbside collections occur once per suburb in each financial year. Look up the date for your collection on the council website.

What can go in the kerbside collections?

- Bath and laundry tubs
- Bicycles and sporting equipment
- Carpet and rugs
- Electronic Waste
- Furniture
- Small household appliances
- White goods
- Wood products less than 1.5 cubic metres

If you're not sure on an item, check the Brisbane City Council website.

Want reminders for when your local kerbside collection is happening?

Download the free Brisbane Bin and Recycling app to be notified when bin and kerbside collection is coming up in your area.

Tip Vouchers

Bric can also provide tip vouchers to any tenants in the Brisbane City Council region. If you require a tip voucher, please contact the Customer Service Team on **(07) 3230 5555**.

Moreton Bay

If you live in Moreton Bay there's no kerbside collection, however, you can drop off unwanted goods to a local tip or waste facility. To find where to recycle or dispose of unwanted goods search for the facility near you on the council website.

The main waste management facilities below all have peak hours updates online so you can check and plan your trip to speed up the time it takes to drop off:

- Bunya waste management facility
- Caboolture waste management facility
- Dakabin waste management facility
- Redcliffe transfer station

Need help with transporting unwanted goods to the tip?

Sometimes lifting, loading and tacking unwanted goods can be difficult. There's a range of services that operate across Brisbane and Moreton Bay:

- 1800- GOT- JUNK is a rubbish removal company that can pick up and drop off your unwanted goods. They operate in Moreton Bay and Brisbane.
- Junk.com.au are a registered NDIS provider and do all the loading and clearing, they operate across Brisbane Junk Removal Brisbane & Junk Service Brisbane.

For more information on cost, call or head to the websites and enter your details of what you need removed to see an upfront quote.

A reminder of what can go in your bins:



What goes in the RUBBISH BIN?

- Soft plastics** ✓: Some soft plastics and wrappers can be recycled through specialist recycling services available at selected supermarkets.
- Food waste** ✓: When you can't compost it or feed it to the worms.
- Wrappers** ✓: (Includes soft plastics and wrappers)
- Other things** ✓: (Includes a green mug, a red pen, a yellow box, and a small black object).

For more information call Brisbane City Council on 3403 8888 or visit brisbane.qld.gov.au

BRISBANE CITY COUNCIL
Dedicated to a better Brisbane



What goes in the RECYCLING BIN?

- Paper and cardboard** ✓: (Includes a pizza box, a cardboard box, and a piece of paper).
- Firm plastics** ✓: (Includes a clear plastic bottle, a green plastic bottle, and a yellow plastic bottle).
- Glass** ✓: (Includes a glass bottle, a glass jar, and a glass cup).
- Metal** ✓: (Includes a metal can, a metal lid, and a metal piece).

For more information call Brisbane City Council on 3403 8888 or visit brisbane.qld.gov.au

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Why We Visit Your Property

Our Bric team regularly visits 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.

Routine Inspections

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 events.

Condition Assessments

Condition Assessments are an important check on a property's structural condition, to see any necessary repairs or maintenance needs.

They allow us to make sure your living spaces are safe and that we are maintaining property standards. They also help proactively address maintenance needs, that if left could become larger issues down the track.

What you can expect:

1. You will receive a letter and entry notice with the date of your upcoming Condition Assessment.
2. A representative of Bric will come to access the inside of the property to check on plumbing, electrical systems and appliances. At times, there might be a Department of Housing representative attending as they are required to carry out their own Condition Assessments. There will always be a Bric representative present.

The Condition Assessment will usually take under an hour to complete. Time can vary depending on the size of the property.

How you can help:

- Keep bathrooms, kitchens and plumbing access points and electrical panels clear so we can easily access them.
- Work with us to make sure we can access your property at the scheduled time, these inspections are scheduled in advance and are not easy to reschedule. We can use a key for entry if you're not going to be home.

Report any maintenance concerns as they occur, don't wait until a condition assessment, it's best to report concerns straight away by calling us on **(07) 3230 5542**.

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.

Safety First

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

All Bric staff and our contractors carry an authorised contactor card.

Not going to be home?

If you have concerns about an upcoming condition assessment or inspection, please get in contact with us as soon as possible. It's really important we can attend and follow our schedule to ensure quality conditions of homes. As a tenant it's part of your responsibility to ensure we have access to inspect all properties.

We appreciate your cooperation as we carry out property visits. If you have any questions or concerns, please contact us on **(07) 3230 5555**.



Staying safe with Lithium-ion Batteries



Recently we had another reminder of how dangerous lithium-ion batteries can be when not handled safely. Bric tenants have now experienced two separate house fires, caused by overheating batteries. Thankfully nobody was injured, but these fires destroyed belongings, displaced residents, and caused huge property damage.

The person whose home was devastated has given permission to share these photos in the hopes of increasing awareness and warning others about the risks of these batteries.

Lithium-ion batteries are found in lots of our devices we use every day like smartphones, laptops and e-scooters. While they are generally safe, they can become dangerous if they're damaged or charged incorrectly.

Overheating, fires, and even explosions are possible if these batteries are not cared for correctly.

Tips to keep safe:

- **Inspect your devices regularly:** If your e-scooter, phone, laptop, or any other battery-powered device looks damaged, swollen, cracked, or leaking, stop using it immediately. Do not charge it. It must be repaired or safely disposed of.
- **Use the right charger:** Always use the manufacturer-approved charging cables. Third-party chargers might be cheaper, but they can cause expensive damage and may not be safe.

- **Never leave your devices unattended while charging:** Only charge them when you're awake and around to monitor them. Don't charge devices overnight or when you're not at home.
- **Keep devices away from heat and flammable materials:** Avoid charging devices on top of or near flammable surfaces like paper, curtains, or carpets. Never leave a charging device in direct sunlight or in a hot car.

What to do if you notice something's wrong:

If you ever see signs of overheating – like heat, smoke, or sparks – don't wait. Immediately unplug the device and move it to a cool area away from people and anything that could catch fire.

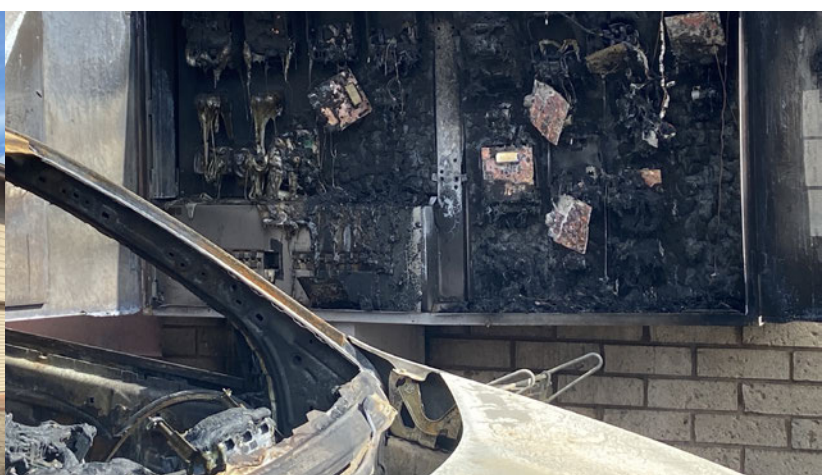
Never pour water on overheating devices, water will only make things worse and destroy the device.

If there's a fire, call 000 immediately, afterwards contact Bric on **(07) 3230 5555** to report the incident.

What to do with old batteries:

Batteries are flammable and filled with corrosive and toxic acid. **They cannot be thrown in your household bins.**

Ecobatt have recycle battery drop off bins at most supermarkets including Woolworths, Coles, Aldi and IGAs. All types and sizes of batteries can be dropped off at the Ecobatt bins. To find where your nearest Ecobatt bin is located visit >>





Free and confidential mental health help

The new Medicare Mental Health Centre's provide safe and welcoming support for anyone experiencing mental health challenges. No appointments are needed and the service is free. They can assist whether it's you or someone you care about.

Redcliffe Medicare Mental Health Centre

198 Anzac Avenue, Kippa-Ring
(07) 3510 2722
redcliffemmhmc@communify.org.au

Caboolture Medicare Mental Health Centre

Level 1, 21 Pettigrew Street, Caboolture QLD 4510
1800 595 212
caboolture.mmhc@stride.com.au

Lutwyche (Inner North) Medicare Mental Health Centre

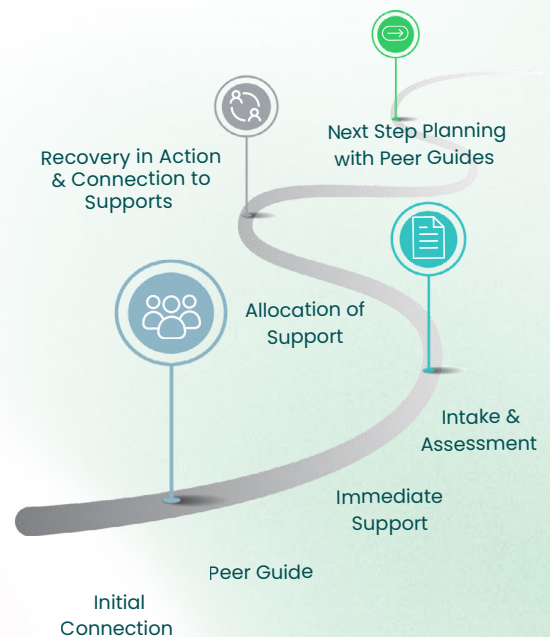
566 Lutwyche Road, Lutwyche QLD 4030
(07) 3510 2777
innernorthmmhc@communify.org.au

Strathpine Medicare Mental Health Centre

7/327 Gympie Rd, Strathpine QLD 4500
(07) 3493 6780
MedicareMHC.Strathpine@neaminational.org.au

Want to know more about what you can expect when walking into a centre? Have a look at the Journey Map from the Redcliffe Medicare Mental Health team. Each team offers slightly different services and processes so check online for more details.

What can you expect



Your Journey,
Your Choice -
We're here with you

First produce for Clayfield's veggie pods

It's been a hot summer so we thought it was worth celebrating the first piece of produce from Clayfield's veggie pods! The group of gardeners have been busily watering with the hopes the young seedlings would cope with the heat. It's always rewarding seeing the outcomes of efforts, well done to all involved.

If you're a gardener don't forget the Spring Garden Competition will be up and running this year and to share your efforts. If you're interested in becoming involved in a community garden near you, contact us on **07 3230 5555**.





Amy's Easy Vege Tacos

Ingredients :

- 1 can black beans (drained)
- 1 onion (diced)
- 1 capsicum (sliced into strips)
- 1 can corn (drained)
- 1 packet taco seasoning
- Lettuce (chopped)
- Tomatoes (diced)
- Tortillas
- Optional extras: avocado, sour cream, cheese, sriracha, rice, chipotle mayo

Tip: Add any type of protein for a non-veggie version

Procedure :

1. Heat a large pan over medium-high heat. Cook the diced onion for a few minutes in oil.
2. Add the sliced capsicum and cook until the onion is soft and see-through.
3. Stir in the black beans and corn.
4. Sprinkle in the taco seasoning and add a splash of water. Mix well and cook for another 3–5 minutes.
5. Spoon the mixture into tortillas and top with lettuce, tomatoes, and any extras you like.

If you have a favourite recipe you'd like to share in the next newsletter, email it to our Customer Service Team at info@bric.org.au