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What's on in your community...

Bundaberg Homeless Community Day!
Friday 8th August

Hervey Bay Seafood Festival
Sunday 10th August

Bundy Flavours Festival
Sunday 14th September

Details and more events at:
bundabergregionevents.com.au
www.frasercoast.qld.gov.au
www.southburnett.qld.gov.au

New software to improve our service!

On the 1st of July RHL switched to new tenancy management software following exhaustive research and testing.

This new software will ultimately enable our staff to provide you with an even higher level of customer service.

Our staff are still learning to make the most of the system, and it will take some time before everyone sees the full benefit of this change.

During the first few weeks of the changeover some items, such as Tenant Statements, were unavailable, and we greatly appreciate the patience and understanding shown by tenants during this time.

The good news is that our new Tenant Statements are now

clearer and easier to understand, making it easier to see where you are up to with your tenancy.

As our staff become more confident in using the system and it's many features, we expect that you will see an improvement in our efficiency and customer service.



Tenancy Fact

Reporting Damage:

1. If the tenant knows the premises has been damaged, the tenant must give notice as soon as practicable of the damage to the lessor, RHL.
2. If the premises needs routine repairs, notice must be given to the lessor, RHL.
3. If the premises needs emergency repairs, the notice must be given to:
 - a. The nominated repairer for the repairs; or
 - b. If there is no nominated repairer for the repairs or the repairer cannot be contacted, contact the lessor, RHL. If it is after hours, call our On Call number: 0412 699 087.

RentConnect Service

RentConnect has been able to help a wide range of people who can afford a private rental home but had problems finding a suitable one because they had no rental history or who struggled with making applications to real estate agents.

RentConnect has also helped social housing tenants move into the private rental market.

The private rental market has a large selection of homes on offer and it may be a good option for you if you need to move house and want more choice about when and where you move.

RentConnect officers can work closely with you to:

- Find an affordable home to rent
- Understand the rental application process
- Fill out rental application forms
- Contact local real estate agents

If you are thinking of moving into the private rental market, contact the staff at your local Housing Service Centre to access this free service.

RHL's Mission

Regional Housing Limited develops, manages and facilitates housing and support for people in need with a range of communities and partners.



WINTER WARMER!

Pumpkin Soup with a Twist

Ingredients:

- ¾ medium sized butternut pumpkin, skin and seeds removed, chopped
- 2 medium potatoes, chopped
- 1 onion, chopped
- 1 to 1½ teaspoons mild curry powder
- salt and cracked black pepper
- 2½ cups vegetable stock
- 1 cup full cream
- Chilli powder to taste, if desired

Method:

1. Place pumpkin, potatoes, onion, curry powder and stock in a large slow cooker. Season with salt and pepper. Cook for several hours until vegetables are tender.
2. Turn off the heat and allow to cool. Using a food processor or stick blender, process until smooth.
3. Stir through the cream and chilli powder (if desired). Warm the soup through again, season to taste and serve.



Contacting RHL

Keep us informed. General Enquiries:

**1300 642 123 or
(07) 4153 1239**

Emergency After Hours Maintenance:

0412 699 087

email:

info@regionalhousing.org.au

website:

www.regionalhousing.org.au

Bundaberg Office
30 Tantitha St

Hervey Bay Office
Shop 6 / 12 Nissan Street

Helping you get your Debt under control!

RHL currently receives funding from the Department of Social Services to deliver the Commonwealth Financial Counselling service.

This service is free, confidential and delivered throughout the cities of Bundaberg Hervey Bay, Maryborough and surrounding regions.

Services in the Fraser Coast are delivered out of the RHL office in Hervey Bay and the Maryborough Neighbourhood Centre. Services in the Bundaberg region are delivered from the RHL head office.

This program is available to all people who are experiencing

personal financial difficulties due to circumstances such as, but not limited to, unemployment, illness, credit over-commitment, family breakdown etc.

People who want to build their financial management skills can also access the service for information and education.

When accessing this service you can expect to receive one-on-one case work, advocacy and negotiation with creditors and referral to other support agencies.

To find out more or make an appointment call 1300 642 123.

An update from the CEO



Hello RHL Community,

I have just returned feeling refreshed from two weeks annual leave, exploring the top end of our great state.

Our new software was implemented on July 1st. The roll over into this new system has not been without a few hiccups, but these have been quite easy to overcome. RHL is sure this new system will improve all aspects of service for our clients, tenants and stakeholders.

Our staff and community partners have been working hard over the past few months to organise the Bundaberg Homeless Community Day. I encourage you all to get along and take advantage of the services and giveaways at this event. I would also like to take this opportunity to thank our partners in organising and supporting this great family event.

We are still waiting for notification of the outcome of our application for registration under the National Regulatory System. However we are confident we will have an outcome by the end of August.

The Department of Social Services has recently called for applications for its new funding round. RHL completed three grant applications for funding.

Get Involved and Have Your Say!

At RHL we are genuinely interested in your feedback and your suggestions, so if you think there's something we could be doing better, please let us know! Contact us via our website, email or by phoning our office on 1300 642 123.

Tax Time, Tax Help!

The Bundaberg and District Neighbourhood Centre facilitates the Tax Help Program in conjunction with the Australian Tax Office (ATO) between 1st July—31st October each year.

You are eligible for Tax Help to complete your Tax Return if you are:

- A low income earner of less than \$50,000 per year
- An individual wage earner
- A pensioner
- A Centrelink recipient

Tax Help is by appointment only. Phone 4153 1614 for more information or to make an appointment.

We should know the outcome of these applications in October.

RHL is always looking for new opportunities to expand our services and offer more assistance to the communities we service.

We have also recently received funding from NRMA Community Grants to develop and implement a comprehensive Business Continuity Plan and funding from the Gambling Community Benefit Fund to purchase new whitegoods and replace the old items in crisis accommodation.

As always, we appreciate your feedback to improve our service, so please don't hesitate to contact us at any time with your suggestions.

Brett Hanna.

Bundaberg Homeless Community Day!

The Bundaberg Homeless Community Day is a one day event intended to connect homeless people or those at risk of homelessness, with a broad range of services.

The Bundaberg Homeless Community Day provides an opportunity for homeless people, service providers and the community to work together.

Providers of services can network, learn from one another and share best practice experiences.

Support and connections offered to the community on

the day may include housing, medical & dental issues, family, legal issues, recreation opportunities, and a number of other support services.

Homeless Community Day events have been organised by community working parties over many months with assistance from government and non-government organisations, businesses and volunteer groups.

This event will be a great benefit to the Bundaberg region.

On the day, items such as clothing, food and blankets will be provided to assist meet

the immediate needs of people in our community.

RHL would like to thank the sponsors of this event, Bundaberg Regional Council, Bridges Health and Community Care, Centrelink, IMPACT Make Your Mark, CEA Group, Rent Connect and Ozcare.

This event is free to all and will be a fun day for the whole family. So come along between 9am—1pm at Bundy Basketball, WIN Stadium to take advantage of this great event.

For more information call 4153 1239.

BUNDABERG HOMELESS COMMUNITY DAY

Where: BUNDY BASKETBALL COURTS
FLINT ST BUNDABERG

When: FRIDAY 8TH AUGUST

Time: 9am - 1pm



Silly Facts



Did you know?

- Rubber bands last longer when refrigerated.
- A shark is the only fish that can blink with both eyes.
- Sharks are immune to all known diseases.
- Tigers have striped skin, not just striped fur.
- The sentence, "The quick brown fox jumps over the lazy dog", uses every letter in the alphabet.

Chuckles!

Q. Why did the ants dance on the jam jar?

A. The lid said, "Twist to open."

A diner complained, "Waiter, there's a fly in my soup!"

His waiter replied, "That's entirely possible; our cook used to be a tailor."

RHL Bank Details

Do you need to settle an account but don't want the hassle of visiting the office? Do it the easy way with electronic funds transfer.

Account Name:

Regional Housing Limited

BSB: 034 122

Account Number: 525 089

Reference:

Simply use your property number and surname as the reference. If you don't know your property number just call our office and our helpful staff will assist.

RHL Value: QUALITY

We regularly evaluate the quality of our services and build on past experience to find quality solutions to problems.