

### CEO Update

Hello RHL Community, I hope you enjoy reading this newsletter as the RHL Newsletter will now be made available on a quarterly basis. RHL wishes to connect with its tenants and customers via newsletter to:



- Make information more accessible regarding potential policy change that may affect you
- Make you aware of "what's on" in your community and;
- Give you the opportunity to be involved in the planning and delivery of housing services offered by RHL

2013 has proven to be a very challenging yet rewarding year for RHL. We have rebuilt from the devastating flood crisis that hit earlier in the year, resulting in the inundation of our office and 18 properties which were home to some of you. We have also had a focus on strengthening our organisation internally in preparation to register under the Governments new National Regulatory System that commences in 2014. This new system will ensure community housing providers are offering the best services possible to its tenants.

RHL has also established a website and Facebook page. Both offer useful information to our customers and tenants regarding RHL as a company, useful tenancy information and information about our support services. You can access our site at:

[www.regionalhousing.org.au](http://www.regionalhousing.org.au)

On behalf of the Board, Management and Staff of RHL I wish you a safe and Merry Christmas and Happy New Year. I look forward to working with you again in 2014.

Brett Hanna,  
CEO

### Preparation for Storm Season

Simple precaution's can help you and your family in times of disaster. Prepare a household disaster plan and evacuation plan. Keep a list of emergency numbers handy and make sure important documents (passports and identification) as well as cash are safe in waterproof containers.

The following checklists can also help ensure you and your family remain safe during a storm or disaster:

- Essential supplies - tinned and other non perishable food, candles, waterproof matches, a fuel or gas lamp, torches and spare batteries, fresh drinking water. Remember, power could be cut for several days so you need to be prepared.
- Communications - a battery-powered, portable radio with spare batteries. This can often be the only means of outside communication. It is essential for keeping updated about cyclone warnings and other essential information such as relief efforts. A mobile phone can be useful if mobile phone towers have not been damaged. (However, note that the mobile phone networks may be congested.) Use the phone only in emergencies to prolong battery life. Remember cordless phones do not work without power.
- Other essentials - filled water containers, a spare tin opener and self-contained cooking facilities. The barbeque can be invaluable. Don't forget coals and firelighters, and gas.
- Clothing - essential spare clothes. Warm, dry clothing will make a cyclone situation more comfortable.
- First aid knowledge - a complete first aid kit is essential. Knowing how to use it can save lives.
- Valuable items - masking tape and plastic garbage bags can prove useful in many situations.
- A tin of paint and a brush - If there's a chance that your property could become isolated painting your property name on the roof will assist emergency services. This is particularly important in remote areas.

### CHRISTMAS CLOSURE

The RHL office will be closed from 1:00pm on Tuesday 24th December 2013 and will reopen at 9:00am on Monday, 30th December 2013.

### TENANCY FACT

If you are issued with a Form 9 Entry Notice for a routine inspection you will be given 7 days notice.

If you are not home at the time of entry, RHL staff still have the right to enter the property without you being present.

Do you have a good news story?  
Would you like to contribute a recipe?  
An energy saving or safety tip?  
Provide details on an upcoming event or perhaps give us some feedback on this newsletter?  
YES!

Phone Katherine on: 1300 642 123  
Email: [info@regionalhousing.org.au](mailto:info@regionalhousing.org.au)  
Post: Regional Housing Limited  
PO Box 540  
Bundaberg Q 4670  
We would love to hear from you!

MERRY CHRISTMAS  
AND  
HAPPY NEW YEAR



### RHL Support Programs - You can access our free support services:

#### EMERGENCY RELIEF PROGRAM

Emergency Relief helps people in financial crisis by providing financial or material aid and connects them with services to build financial resilience and capability. Emergency Relief aims to assist people to deal with their immediate crisis situation in a way that maintains dignity and encourages self-reliance.

#### FINANCIAL COUNSELLING SERVICE

Our Financial Counselling service helps people in financial difficulty to address their financial problems and make informed choices on the best course of action to resolve their financial difficulties and/or to gain an improved ability to manage their financial affairs in the future.

#### HOME ENERGY SAVER SCHEME (HESS)

Working out how households can save energy and money by:

- Providing information about easy ways to use less energy
- Budgeting assistance
- Information about rebates and assistance
- Helping to understand your energy bills and energy market
- Advice, advocacy, support and referral
- Assistance to access no or low interest loans for the purchase of energy efficient appliances

#### SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM

This service assists customers to transition from homelessness to being housed. While offering a mobile support component to assist in this transition, this program also offers case management to assist in the prevention of homelessness.

For more information contact our office on 1300 642 123 or visit our website.



## CHRISTMAS CHOC-MARSHMALLOW SQUARES

### Ingredients:

- 220 grams of dark chocolate
- 2 teaspoons of margarine
- 135 grams of mini marshmallows

### Method:

- Line a 20cm x 20cm tray with aluminium foil.
- In a double saucepan, melt chocolate and butter over very low heat, stirring occasionally until thoroughly combined. Remove from heat and stir in marshmallows.
- Scrape chocolate mixture into prepared dish using a silicon spatula. Smooth into a somewhat even layer. Refrigerate until chocolate sets, at least 1 hour & keep refrigerated until ready to eat. Cut into 12 pieces and serve.

This recipe is super versatile, why not add 1/2 cup glazed cherries, your favourite nut, dried fruit or crispy cereal into the mix!?



### Mission Statement:

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

### What's on in your community over the next 3 months?

Check out the Bundaberg Regional Council's website at:

[www.bundabergregionevents.com.au](http://www.bundabergregionevents.com.au)

Fraser Coast Regional Council website:

[www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au)

South Burnett Regional Council:

[www.southburnett.qld.gov.au](http://www.southburnett.qld.gov.au)

North Burnett Regional Council:

[www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)

These sites promote a range of upcoming events around the region. Get involved in your community!



### New RHL Vehicle

RHL added a new vehicle to its fleet in the month of November after being successful in obtaining a grant from the Gambling Community Grant Fund.

### Will you be alone on Christmas Day?

Christmas day can be lonely for those who may not have family close or a place to go to feel included in the festive spirit.



IMPACT Make Your Mark is hosting a free Christmas Lunch for the lonely on Christmas Day, 25th December 2013.

If you will be alone on Christmas Day please contact IMPACT Make Your Mark on 4153 4233 for more information or to RSVP to this wonderful event.

### The results are in!

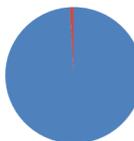
Earlier this year you completed a general satisfaction survey. From the 150 surveys sent out 74 were completed and returned. Thank you, we value your feedback!



66% of respondents said that their experience when greeted at RHL reception was excellent.



83% of respondents were satisfied or very satisfied with RHL's repairs and maintenance service.



99% of respondents felt they were treated with understanding, dignity and respect by RHL staff.

### Tips for Summer Food Safety:

- Get food home quickly
- Do not leave hot foods to completely cool before refrigerating
- Store leftovers in the fridge and eat within 3-5 days
- Keep raw meat, chicken and seafood chilled and away from cooked food to avoid contamination

### RHL Values:

Respect  
Fairness & Equity  
Responsibility  
Participation  
Excellence  
Innovation  
Quality

### Keep Us Informed:

If any of your contact details change, please ensure you let us know. You can do this by:

- Calling our office on 1300 642 123
- Informing your tenancy manager or;
- Sending us an email to: [info@regionalhousing.org.au](mailto:info@regionalhousing.org.au)



### Rent in Community Housing

The Department of Housing and Public Works updated the Community Housing Rent Policy which commenced on 11th November 2013. This policy can be found on the department's website: [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

### RHL Supporting the Community

On October 10th, RHL staff held a morning tea to raise money for National Mental Health Week. Money raised was donated to the Mental Health Council of Australia.



### CONTACT US:

Street Address: BUNDABERG OFFICE  
30 Tantitha Street, Bundaberg QLD 4670

HERVEY BAY OFFICE  
6/12 Nissen Street, Pialba QLD 4655

Postal Address: PO Box 540, Bundaberg QLD 4670

ABN: 14 139 284 647

Telephone: 1300 642 123 or (07) 4153 1239

Emergency Maintenance  
After Hours Contact: 0412 699 087

Bundaberg Fax: (07) 4153 4000

Hervey Bay Fax: (07) 4194 5399

Website: [www.regionalhousing.org.au](http://www.regionalhousing.org.au)

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

WISHING YOU A  
SAFE AND MERRY  
CHRISTMAS

### Good Neighbour Awards:

2014 will see the commencement of the RHL Good Neighbour Awards. Start having a think about who in your neighbourhood or complex makes a positive difference. There will be a nomination process, eligibility and selection process to establish the winner/s. More details will come early next year. Watch this space!

### SMOKE ALARMS

It is against the law to remove or disable your smoke alarms. You will be putting your tenancy and life at risk if you do so. Remember... Smoke Alarms Save Lives!

### Silly FACTS ~ Did you know:

- Elephants are the only animal that cannot jump
- Every time you lick a stamp you consume 1/10 of a calorie
- A group of kangaroo's is called a mob



partner in living