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What would You like to see in this newsletter?

Maybe you have a good news story you'd like to share, or maybe you've got some ideas about the sorts of stories or recipes you'd like to see!

We'd love to hear your ideas!



Save money on your power bills with HESS

Are you?

- Having trouble managing your energy needs and bills?
- At risk of having your power disconnected?
- On an energy retailer's hardship scheme?

Regional Housing Limited's Home Energy Saver Scheme can assist you!

HESS Workers can assist by offering:

- Information about easy and affordable ways to use less energy in the home
- One-on-one budgeting assistance
- Information on whether you are getting the right rebates and assistance help to understand your energy bills and the energy

market

- Advice, advocacy and support
- Links to other services that may be able to assist you, and
- Help to access no or low interest loans and the Subsidy Scheme to purchase energy efficient appliances.

Call the national Home Energy Saver Scheme (HESS) Freecall Helpline on

1800 007 001 to find out how HESS can assist. But be quick!

The Australian Government funded HESS program will cease on 30 June 2014.

Until then, you are still able to access these HESS services across Australia.



The Home Energy Saver Scheme is a Free service!

So don't miss your last chance to take advantage of this great scheme and learn ways to reduce your energy usage and keep your money in your pocket!!

What's on in your community:

Want to know what great events & activities are coming up. Visit:

www.bundabergregionevents.com.au

www.frasercoast.qld.gov.au

www.southburnett.qld.gov.au

CEO Update



Hello RHL Community,

This year is already flying by so quickly and with that, RHL has ticked some big boxes.

We have rolled out and filled all the positions vacant within our new company structure. This new structure includes a dedicated and qualified maintenance team, a business development team and a governance officer to

assist myself and the Board of Directors. Of course we still offer our skilled service delivery team and business team. We are sure this new structure will deliver the best possible service to our clients and community.

Earlier this year RHL submitted it's application to be registered under the Governments new National Regulatory System. RHL were proud to be the first in the State to submit their application. We are however, still awaiting the outcome of this application and believe it will be another few months before RHL receives notification.

As part of RHL's effort to im-

prove its business, we have developed an Audit and Risk Committee and Planning and Development Committee. These committees will support RHL meet future business goals.

Unfortunately the HESS program ceases at the end of June. RHL will no longer be able to deliver this informative service. I urge you to take advantage of this free service while it is still available.

As CEO, I want to ensure the best service for our community. If you have a suggestion how RHL can improve, please don't hesitate to contact our friendly staff.

Brett Hanna.



Anzac Biscuits

Ingredients:

- 1 ¼ cups plain flour, sifted
- 1 cup rolled oats
- ½ cup caster sugar
- ¾ cup desiccated coconut
- 2 tablespoons golden syrup or treacle
- 150g unsalted butter, chopped
- ½ teaspoon bicarb soda

Method:

Preheat oven to 170°C. Place the flour, oats, sugar and coconut in a large bowl and stir to combine. In a small saucepan place the golden syrup and butter and stir over low heat until the butter has fully melted. Mix the bicarb soda with 1 ½ tablespoons water and add to the golden syrup mixture. It will bubble whilst you are stirring together so remove from the heat. Pour into the dry ingredients and mix together until fully combined. Roll tablespoonfuls of mixture into balls and place on baking trays lined with non stick baking paper, pressing down on the tops to flatten slightly. Bake for 12 minutes or until golden brown.



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

RHL's Mission

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

Tenancy Fact - Who is responsible for repairs?

The lessor / agent is responsible for keeping the property in good condition and fit for the tenant to live in.

The tenant / resident is responsible for looking after the property / room and keeping it clean and undamaged.

If a tenant / resident or their guest damages the property, they may have to pay for the repairs.

The lessor / agent generally carries out any repairs or organises someone to do so; the tenant should not carry out the repair without written permission.

The lessor should organise to repair the problem within a reasonable time. If not, the tenant can issue a Notice to Remedy Breach (Form 11) giving 7 days to fix the problem. Rooming accommodation

residents use a Form R11 giving 5 days to remedy the issue.

If the lessor / agent does not fix the problem the tenant / resident can lodge a Dispute Resolution Request (Form 16) or apply to the Tribunal to attempt to end the agreement early.

For more information contact the RTA on 1300 366 311 or www.rta.qld.gov.au

Smoke Alarms, Fire Safety and you!

When you go to sleep, your sense of smell goes to sleep too!

Smoke Alarms are an essential early warning system helping to protect your life and property.

Smoke Alarms are required by law and it is an offence to interfere with or remove an existing smoke alarm.

Heavy penalties may apply to anyone found tampering with or removing a Smoke Alarm.

What should I do if my smoke alarm sounds?

If you see or smell smoke immediately evacuate everybody from the building and **phone 000 to report the fire.**

If cooking smoke sets off the alarm, *do not disable it.* Turn on the range fan, open a window or wave a towel near the

alarm until the alarm stops beeping; or use the hush button (if fitted).

If a smoke alarm sounds regularly for no clear reason, or you think it might not be working properly, let us know straight away!

How do I keep my smoke alarms working?

Once a month check the battery by pressing the test button. If you cannot reach the button easily, use a broom handle.

Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.

Replace the batteries at least once a year. Pick a memorable day (e.g. April Fool's Day, anniversary or your birthday) and replace the batteries each year on that day. In most models when batteries are low the detector will sound a short 'BEEP' every minute or so. This is your reminder to replace the batteries.

Smoke alarms must never be painted.

Smoke alarms save lives!

Following these simple steps can be the difference between life and death in the event of a fire.

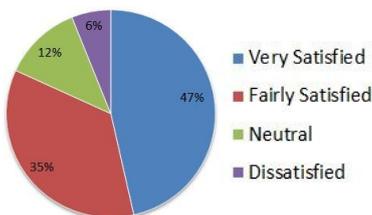
If you have any questions at all about smoke alarms or fire safety please contact us!

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! You can drop us a line using our website, email or by phoning our office on 1300 642 123.

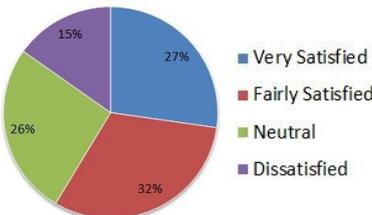
The results are in!

Thank you for participating in our Maintenance Satisfaction Survey. RHL was pleased the results indicated that most of you are satisfied with the condition of your properties and the way RHL responds to your maintenance requests. However, we also recognise there is still room for improvement. We value your feedback and suggestions.



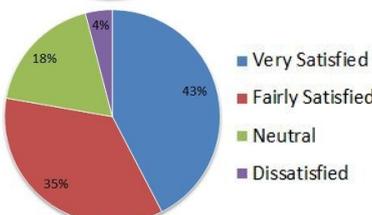
Quality of Maintenance

82% of tenants surveyed were very or fairly satisfied with the quality of maintenance completed at their property.



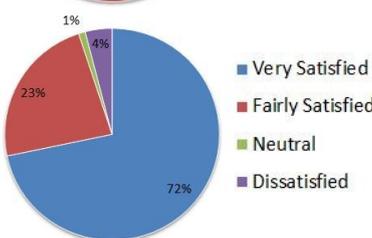
Maintenance Response Times

59% of tenants surveyed were very or fairly satisfied with the time taken by RHL to respond to or carry out maintenance.



Contractor Professionalism

78% of tenants surveyed were very or fairly satisfied with the professionalism of the contractor completing maintenance at the property.



Satisfaction with overall property condition

95% of tenants surveyed were very or fairly satisfied with the overall condition of their property.



RHL now has a dedicated Maintenance Team

RHL wants to ensure our tenants are receiving the best possible service. To help improve our maintenance service, RHL has engaged a qualified and dedicated Maintenance Team. The below table is a priority guide indicating response times for immediate, urgent and priority maintenance:

Immediate Response 1 Hour	Urgent Response 3 Hour	Priority Response Same Day
Gas leak	No power	Partially blocked sewerage (not overflowing)
Fire	Serious storm damage	Toilet not working (not overflowing)
Live exposed wiring	Burst external water pipe	Faulty external door locks
Burst internal water pipe	Blocked sewerage overflowing	Unsecured external door locks and windows
	Structural damage endangering occupants	No hot water and / or fast dripping taps
	Full stove not working	No power to multiple lights and / or power points
	Smoke alarms not working	Communal area lights not working
	Toilet not working and / or overflowing	Unsecured yard fence for small child



Silly Facts!

Did you know:

- Elephants only sleep for two hours each day.
- You share your birthday with at least 9 million other people in the world.
- There are no words in the dictionary that rhyme with orange, purple, silver and month.
- Flamingos can only eat with their heads upside down.
- In Alaska it is illegal to shoot at a moose from the window of an airplane or other flying vehicle.

Funnies!

Q. Why do fish live in salt water?

A. Because pepper makes them sneeze!

Two snowmen are standing in a field. One says to the other:

"Funny, I smell carrots too".

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: RESPECT

Every person is unique and of equal value and has the right to be treated with understanding, dignity and respect.