



Tenancy Facts

Rights of Tenants

All tenants residing in Regional Housing Limited's managed housing have the entitlements set out below:

All tenants are entitled to safe, secure housing which is appropriate to individual needs.

All tenants are entitled to all the rights, and obligations, set out under the Residential Tenancies and Rooming Accommodation Act 2008, and as may be amended from time to time.

All tenants have a right to participate in any processes associated with variations in tenancy arrangements and including developing strategies to retain tenancies that may be at risk.

Tenants are entitled to assistance in making linkages with local community groups, advocacy groups or other social welfare organisations who may assist them and thereby contribute to a stable tenancy.

CEO's Update

There's no doubt that 2014 has been a big year for RHL and our tenants, and with Christmas just days away it's heartening to reflect on what we've achieved as a community.

We've invested in new software and have worked hard to refine the way we do things so that we can provide you with the best possible service.

The RHL community has grown as a result of our merger with Youthcare Hervey Bay Inc, and I'd like to extend a very warm welcome to all Youthcare tenants on behalf of our staff and directors.

The merger was a huge undertaking for both organisations, and we really appreciate the patience and understanding shown by both RHL and Youthcare tenants.

I look forward to 2015 being bigger and better, and wish you and your family a safe and Happy Christmas and an even Happier New Year.



Christmas Closure Times

The RHL office will be closed from 3.00pm the 23rd December and will re-open on Friday the 2nd of January 2015.



SMOKE ALARMS SAVE LIVES!!!

All properties have smoke alarms installed as a requirement of the *Fire & Rescue Act 1990*. It is our responsibility to make sure the smoke alarms are working and have good batteries at the beginning of each tenancy. It is then the responsibility of the tenant to test the smoke alarm at least once a year and to replace the batteries when they are flat or nearly flat. You can test the smoke alarm by pressing the 'Test' button.

We recommend tenants change the batteries once a year. This avoids the annoying beeps the smoke alarms make when their battery is low. Changing the batteries on an anniversary such as a birthday is a good way to remember. If you live in a unit block that has a fire alarm system for the whole building, there are no batteries to change. Please ask your housing manager if you are unsure.

It is important to remember that it is illegal to remove, damage or tamper with a smoke alarm, and this includes removing the battery (except when you are changing it) or covering it to make it quieter. The penalties are severe with fines up to \$27,500 or up to 12 months in prison.

Your smoke alarms are there for your safety. If you believe your smoke alarm is faulty (other than a low battery), please contact your Tenancy Manager.

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.



Summer Corn and Tomato Pasta

Ingredients

- Salt
- 500gram bow-tie pasta
- 2 tablespoons extra-virgin olive oil
- 2 garlic cloves, smashed
- 1 pint cherry tomatoes
- 3 ears fresh corn, kernels cut off
- 2 tablespoons unsalted butter
- 1/4 cup fresh basil leaves, torn into pieces

Directions

1. Bring a large pot of salted water to a boil and cook the pasta until al dente; drain.
2. Meanwhile, in a large skillet, heat the olive oil over medium heat. Add the garlic and tomatoes and cook, stirring occasionally, until the tomatoes are softened, about 5 minutes. Stir in the corn, raise the heat slightly and cook until the corn is heated through and golden, about 5 minutes. Season to taste with salt.
3. Add the vegetables, butter and basil to the pasta and toss.

RHL Value: RESPECT

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

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.

Disaster Management Tips!

Severe floods, storms, bushfires, cyclones and heat waves are all major natural incidents that we experience in Queensland. Your best protection in any major incident. Here are some tips to consider when preparing your emergency plan:

- Identify the potential hazards that could occur in your local area and the warning systems in place
- Ask about emergency evacuation plans at your school, workplace, childcare centre and other organisations in your area
- Discuss possible scenarios and responses with your household, including what to do in different crisis situations, where to meet if separated and how to care for your pets and property disaster is to be prepared.

Emergency Plan

Emergencies are very stressful situations. You can reduce the impact on your household by agreeing on a course of action in advance.

- Ensure all household members (including children) are familiar with your emergency plan and know where it is stored along with your emergency kit
 - Teach children how and when to dial 000
 - Ensure all household members know where, how and when to turn off the power, water and gas supplies in case of evacuation
- Check important policies and documents, such as insurances, are up-to-date and provide the cover required for your area and the nature of your household
- For more handy tips on how to prepare for an emergency, please visit the Queensland Government's website on www.qld.gov.au/getready



Contacting RHL

Keep us informed. General Enquiries:

**1300 642 123 or
(07) 41531239**

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

Silly Facts



Did you know?

- An Ostrich's eye is bigger than it's brain!
- Lemons contain more sugar than strawberries!
- birds need gravity to swallow!
- 8% of people have an extra rib!

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.