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6 WAYS TO FIGHT THE FLU

Wash your hands thoroughly and regularly.

Cover mouth and nose when coughing or sneezing.

Put disposable tissues in the bin after each use.

Avoid sharing cups, plates, cutlery and towels with other people.

Clean surfaces you touch regularly to get rid of germs.

Get a flu shot - It is important to get the influenza vaccination each year to continue to be protected, since it wears off after 3 to 4 months.

www.healthdirect.gov.au/flu-trends



AND THE WINNER IS...

On 26 May 2018 RHL Board of Directors and staff attended the Bundaberg Chamber of Commerce Business Excellence Awards Gala Dinner.

RHL was announced the winner of the Community Organisation of the Year Award.

Congratulations to the Board, Management and Staff for your hard work and ongoing commitment to RHL and our clients.



Tenant Advisory Group

Would you like to have the opportunity to influence how RHL delivers tenant and community services? Register your interest in becoming a member of our Tenant Advisory Group (TAG).

What does TAG do?

TAG meetings are held quarterly and alternate between Bundaberg and Hervey Bay.

Becoming a member of TAG will provide you with opportunities to:

- Meet other like-minded people
- Opportunity to influence RHL's service delivery
- Have your ideas heard and discussed
- Develop new skills and confidence
- Actively participate and engage in your community

Role of members

- Provide feedback on service delivery
- Represent TAG at tenant participation events
- Influence tenant related documents
- Share ideas relevant to improving our community
- Attend relevant community events

Role of RHL

- Schedule meeting dates
- Distribute relevant information
- Provide representation at each meeting
- Communicate upcoming events

Would you like to be involved in TAG?

You can register your interest by contacting one of our offices and we will send you more information.



Things to remember when warming the home

Heaters

Check every winter that your electric or gas heater is safe to use.

Check for obvious damage like rusted reflectors or frayed power cords.

Pay attention to unusual smells and noisy/inoperable fans.

Don't leave portable heaters in places where people or pets could knock them over.

Never use an un-flued gas heater in a bedroom, bathroom or other small rooms where there is no permanent ventilation. Harmful toxic gases can build up.

Never use a gas heater designed for outdoor use inside your home.

Electric heaters should be repaired by an electrician or service technician. Gas heaters should be serviced using a licensed gas fitter and according to the manufacturer's instructions.

Use of heaters will impact on your electric bill

Electric blankets

Faulty electric blankets can overheat, cause an electric shock, spark and potentially cause a fire. Check your electric blanket is in good condition and hasn't been placed on a recall list by checking the Recalls Australia website www.productsafety.gov.au/recall..

You should always roll your blanket up to store it - folding it can damage element wires inside the blanket.

When you take it out of storage and use it for the first time, lay it flat on the bed and check for hot spots as it heats up.





Saving Water at Home

As a tenant of Regional Housing Limited it is a term of your General tenancy agreement (Part 3 – Special Terms) that all excess water charges are to be at the cost of the consumer. The owner of your property is responsible for the first 150 kilolitres per six months. Any usage over this amount is charged by your local council at a nominated rate per kilolitre.

Note: Lessors are only able to pass on the full water consumption charges to tenants if;

- the rental premises are individually metered, and
- the rental premises are water efficient, and
- the tenancy agreement states the tenant must pay for water consumption.

How much water do you use?

To avoid being charged for excessive water use in your home, there is a simple way to find out how much water your household uses;

Check your water meter. Make a note of your meter reading and check it again a week later. Divide this amount by seven to estimate the daily use for your household.

Tip: A leaking toilet can waste more than 60 000 litres of water a year. Check for leaks by putting a little food colouring in the cistern. If the colouring begins to appear in the bowl without flushing, have the cistern rubber repaired immediately. Flush the toilet clean as soon as you have completed this test.

Check for leaks

A large amount of water in the home can be lost due to leaking pipes and dripping taps. One slowly dripping tap can waste 9 000 litres of water a year, while a visibly leaking toilet can waste more than 60 000 litres. Make sure that you turn all your taps off properly, check for leaks.

If you become aware of a leak in your property, it is your responsibility as a tenant to report this to your Tenancy Manager as a priority. If you become aware of the leak outside our business hour please phone our on call staff on 0412 699 087. Reporting any leaks as soon as you become aware of it will help to avoid any excess water charges at your property.

Remember, by saving water you will also save money. If you are billed for the amount of water you use, you can save money by reducing the amount of water you use.

For more information regarding water charging please visit www.rta.qld.gov.au

Upcoming Free Admission Community Engagement

Our region hosts a range of free entry community events for locals and visitors to enjoy from free community movies to festivals, expos and exhibitions.

For information on events in your community visit:

http://bundabergregionevents.com.au/community_events

<https://www.visitfrasercoast.com/>

<https://southburnett.com.au/>





Feedback

We appreciate your feedback. Feedback from the community provides important information to Regional Housing on areas we are working well in and areas we may need to improve and suggestions you may have on what is missing from our service.

If you would like to provide any feedback, you can contact us to complete a survey by phoning 1300 642 123 or requesting a printed copy from one of our offices.

Contact us

Post PO Box 540
Bundaberg QLD 4670

Phone 07 4153 1239 or 1300 642 123

Fax 07 4153 4000

Email info@regionalhousing.org.au

Useful numbers

Emergency services	000
Crime stoppers	1800 333 000
Police Link	13 14 44
Ergon Energy (faults)	13 22 96
SES	13 25 00

Find your way to RHL

