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**RISE & THRIVE  
FESTIVAL**  
**7TH OF JUNE 2019**  
**URANGAN COMMUNITY CENTRE**  
Botanical Gardens, Elizabeth Street, Urangan.  
**3PM - 5PM**  
**ROCK HUNT**

Come along and try  
some new hobbies  
& chat with the  
community stall  
holders!

Jumping castles  
& other fun  
activities  
available!



## MAINTAIN VENTILATION IN DAMP AREAS

Ventilation is important during winter months, particularly in damp and steamy areas like the bathroom. Tenants should ensure proper ventilation in bathrooms by using exhaust fans or opening a window to prevent mould from blooming.



# STAYING SAFE IN WINTER



## HOT WATER BOTTLES

Every year, 200 people in Australia are treated for serious burns from using hot water bottles

### Safety tips

- Don't use boiling water in your hot water bottle. Use hot tap water.
- Don't overfill.
- Avoid direct contact with your skin. Wrap the hot bottle or use a fitted cover before use
- Never leave the hot bottle on one area of the body for more than 20 minutes.



## WHEAT BAGS

Homemade wheat bags can pose a fire and injury risk because the moisture content and volume of these bags is not known, so there are no heating times to guide you. Age causes the organic fillings inside wheat bags to dry out and become more combustible.

### Safety tips

- Do not heat and place the wheat bag on or in bedding. Blankets trap the product's heat and may cause it to ignite.
- Allow the wheat bag to cool completely each time before reheating.
- If you notice a burning smell, let the bag cool and then dispose of it—it is no longer safe to use.

## ELECTRIC BLANKETS

Damaged or faulty electric blankets can cause an electric shock or fire hazard.

### Safety tips

- Check before use. The cords should not be frayed and the blanket covering the wires should not be worn out.
- Don't sleep with your electric blanket on. Warm the bed and then turn it off.
- Never place heavy items on your bed when the electric blanket is turned on.
- Seek advice about using an electric blanket if you have diabetes or are pregnant.

## HEATERS

Every winter, check your heater to ensure it is safe to use. Inspect the electrical cables and makes sure there are no exposed wires or loose connections. And gas heaters must be vented adequately.

### Safety tips

- Heaters should be placed on a flat and level surface.
- Never use a gas heater or BBQ made for outdoor use inside your home.
- Always supervise children and pets when heaters are in use.
- Keep heaters well clear from items that might burn. A minimum of 1m clearance from clothes, bedding, furniture, curtains and other combustibles is recommended.





# 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 of 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](http://www.rta.qld.gov.au)



## **THE CASHLESS DEBIT CARD - WHERE TO GET HELP**

Shopfronts for the Cashless Debit Card allow participants to receive face to face services. These services may include:

- Activating your card
- Applying for housing payment increases
- Organising direct debits, transfers and Bpays
- How to use your card
- Where you can use your card
- To answer any other questions you have about the cashless debit card

To find a shopfront near you please visit <https://www.dss.gov.au/families-and-children>



## Recycle for Cash

Queensland has commenced the Containers for Change program. Many people have already registered and cashing in receiving 10c per eligible container. Start collecting your plastic and glass bottles, aluminium cans and containers. You will be surprised how quickly they can add up to a nice stash of cash!

Turn your trash into cash with 3 easy steps.

Step 1: Visit the Containers for Change website and register for your scheme ID

<https://consumer.containersforchange.com.au/create-account>

Step 2: Take your bottles and cans to one of the drop off sites. Have your ID number handy.

Step 3.:If you use the drop off point, wait for an email to advise your money is in the bank. If you use an over the counter depot, receive cash on the spot!

To find out where you can cash in, go to the link below!

<https://www.containersforchange.com.au/where-can-i-return>

### 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.

### 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](mailto: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