

Hey Kids colour in this Santa and his reindeer, send it back to the REACH Office before the 4th of January 2013 for the opportunity to win a \$25 gift voucher from Stocklands Rockhampton



**The Staff and Directors
of REACH Limited
would like to wish you all a
Safe and Merry Christmas
and a Very
Happy New Year.**



Office Hours over the Christmas New Year period: Office Closed

Monday 24 December 2012
from 12.00 noon

Office Reopens

Wednesday 2 January 2013
at 8.00am

Emergency Calls only to

Traci Finch on 0437921321

Or

Kymmie Forse on 0427102437



Step 5

Review storm safety tips

Whether you've completed some or all of the storm preparation steps in this news letter, it's a good idea to go back and review the information regularly to ensure you're familiar with how to prepare your home and family for storms.

For further information on Storm Safety this summer please visit

<http://www.emergency.qld.gov.au/ses/>



Step 4

Tune into warnings

If a severe weather warning or storm alert has been issued for your area, it's important to gain as much information as possible to help you prepare and protect your family and home.

TUNE IN

To your local radio and TV station for storm warnings and weather updates

LOG ON

To the [Bureau of Meteorology](#) for storm alerts

To the [Queensland Disaster Management website](#)

To your local council's website

LISTEN OUT

- For the Standard Emergency Warning Signal (SEWS) – this is the siren used at the beginning of storm warning announcements on radio and TV
- For Emergency Alert messages on your landline and mobile phone
- For warning sirens and announcements made by emergency services

For emergency services personnel who may knock on your door

ACT

- Act quickly on advice given by emergency services
- Ensure that every household member knows about warnings and advice
- Check on neighbours and friends who may need special assistance
- Shelter any pets or farm animals
- Secure outdoor furniture and gardening items
- Park vehicles under cover or protect with secured tarpaulins or blankets
- Disconnect electrical items and turn off power, water and gas if instructed

Activate your [Home Emergency Plan](#) and get your [Home Emergency Kit](#)

- Take shelter in the safest room in your house or evacuate as required



During the Christmas, New Year

break Emergency Maintenance contacts are:

Electrician:

Whirlwind Electrical 0427416103

Plumber :

Hills All Hours Plumbing

49388884 (this number will divert to a mobile)

All after hours emergencies must be dealt with by the tenant, please make sure you contact the phone numbers above or if you are unable to contact them please refer to the yellow pages and call any contractor who is able to attend, if they need confirmation on addressing the job please get them to call either Traci Finch 0437921321 or Kymme Forse 0427102437 for a work order confirmation.

Please Note: General maintenance is not to be addressed until the office reopens after the Xmas Break. Please find more information on emergency maintenance in this newsletter.

Looking After Your Yard

REACH Limited encourages tenants to keep their yard clean and tidy. It is the tenants responsibility to keep their yard clean and tidy. This also helps to keep away pests like mice, snakes and termites.

Things you need to do:

- Regularly water to maintain lawn and reduce weeds.
- Mow the lawn regularly, trim the edges and remove weeds.
- Keep bushes and trees trimmed and away from your house and paths.
- Always throw rubbish in the wheelie bins so that it is removed from the property.
- Remove large items to the rubbish tip.
- Do not leave piles of rubbish or grass clippings on the sides of the house, shed or fence.

Smoke Alarms Can Save Lives

A smoke alarm is a safety device installed in your house to warn you of a fire. If there is a fire in your house the alarm will start beeping.

Smoke alarms are very important because if there is a fire the smoke alarm can help save you and other people in the house.

Testing Every month test your smoke alarm to make sure it is working. Press the button that's on the smoke alarm and hold it for a few seconds. If the smoke alarm makes a beeping sound it is working. If it is not working please call the office on 49273554.

Smoke Alarm Beeping on its own

If your smoke alarm is beeping on its own it usually means it is faulty or the battery is low. The battery would only be low if the electricity was disconnected to your house. This is because all smoke alarms are connected to the main electricity supply in your house and also has a backup battery installed. Make sure the electricity is always connected to your house if the smoke alarm is still beeping DO NOT take the battery out or remove the smoke alarm from the ceiling or wall. Call the office and report the problem immediately.

Disclosure—Content from Housing Services Fact Sheets

Step 3

Prepare your home

There are simple things you can do to minimise the impact of storms on your home and surrounding property, as shown in the following emergency planning checklist:

General home maintenance

- Check your roof regularly to make sure it's in good condition
- Keep gutters, downpipes and drains clear
- Remove tree branches that are close to your house
- Fix any corrosion, loose fittings and rotting or termite-affected timber
- Secure loose items around your property

General home safety preparations

- Ensure your home, contents and car insurance is adequate and current
 - Identify the safest room in which to shelter during a storm
 - Learn how to safely turn off your power, water and gas
- Keep water containers, a camping stove and fuel safely on-hand

If you live in a flood-prone area

- Store poisons and garden chemicals well above ground level
 - Identify indoor items you'll need to raise or empty if flood threatens
- Relocate power points well above previous flood levels

If you live in a storm or cyclone-prone area

- Get a professional builder to assess the structural integrity of your house
- Fit shutters or metal screens to your windows for added protection

IMPORTANT SAFETY TIP:

Do not use portable generators in enclosed spaces. They produce carbon monoxide – a colourless and odourless gas that can cause incapacitation or death.

Step 2

Create your Home Emergency Kit

An Emergency Kit contains essential items that you and other members of your household may need during and after a severe storm.

Your emergency kit should be able to sustain you for at least three days in case essential services have been disrupted or you have been isolated by floodwater.

The following basic items should be included in your Home Emergency Kit: Your [Home Emergency Plan](#), including emergency contact numbers

- Portable radio (with batteries or wind-up)
- Torch (with batteries or wind-up)
- First Aid kit
- Sturdy gloves
- Important documents and cash in waterproof bags
- Essential medication
- Special items for babies, the disabled, elderly or pets
- Drinking water and non-perishable food for three days

If you live in an area that is prone to storms and/or floods, you may consider adding the following items to your emergency kit:

- Mobile phone, spare battery and charger
- Change of clothing and shoes
- Pillows, sleeping bags and blankets
- Toiletries
- Camping stove or gas burner
- Valuables, photos and mementos in waterproof bags
- Books and games for children

Tips:

- Keep your kit in a waterproof box and store it in an easy to access location.
- Check your Home Emergency Kit regularly and re-stock any out-of-date items.



Christmas Recipe

Everybody loves trifle and it just screams Christmas to me. It's a special occasion dish that requires a bit of preparation but it's always worth it!



Ingredients:

- 1pkt strawberry flavoured jelly
 - 1 pkt lime jelly
 - 6 cups milk
 - 6 tbsp custard powder
 - 6 tbsp sugar
 - 600ml cream, whipped
 - 1 punnet strawberries
 - 1 tin (825g) sliced peaches
 - 1 tin (425g) mango slices
 - 1 swiss roll
- 1/2 cup of sherry or orange juice

Method:

Prepare jelly as per packet instructions and refrigerate.

Prepare custard as per instructions using the custard powder, sugar and milk. Refrigerate.

Whip cream and refrigerate.

When ready to assemble, drain the peaches and mango.

Slice the swiss roll and lay in the bottom of the bowl. Sprinkle over the sherry or orange juice.

Lay ingredients in the following order: Green jelly, half of the custard, peaches, red jelly, custard, mango and then cream

Smooth the cream out and decorate the top with the hulled and halved strawberries.

CATEGORIES FOR REPAIRS TABLE

Maintenance	Emergency	Non – Emergency	Priority High	Priority Med	Priority Low.	Who to contact
Electrical	If it affects normal day to day living and could be a danger to tenants or cause damage to the property.		R			Property Manager during office hours. Tradesperson out of office hours, as per tenancy agreement if they are unavailable another tradesperson.
Electrical		If it does not affect day to day living and is not of any danger to the tenant or property.		R		Property Manager through maintenance request form.
Electrical		Small problem, e.g. Changing a light bulb,			R	Property Manager through maintenance request form.
Plumbing	If it affects normal day to day living and could be a danger to tenants or cause damage to the property.		R			Property Manager during office hours. Tradesperson out of office hours, as per tenancy agreement if they are unavailable another tradesperson
Plumbing		If it does not affect day to day living and is not of any danger to the tenant or property.		R		Property Manager through maintenance request form

Please refer to this table for guidance on emergency repairs.

Step 1
Create your Home Emergency Plan

A Household Emergency Plan is vital in ensuring you and your family know what to do during and after a severe storm.

Every member of your household should be involved in developing your Home Emergency Plan, discussing things such as:

- How a severe storm could impact your home
- The location of exit points in the house
- Where to go if you need to evacuate
- How to stay in contact if you’re separated from each other
- Requirements for those with medical conditions or special needs
- What to do with any pets

What to include in your [Home Emergency Kit](#) (see next page)
Whether your [insurance](#) is adequate and current for household contents.

Tips:
Review your [Home Safety Emergency Plan](#) on a regular basis so that everyone is familiar with what to do if a major storm occurs.
Talk to your neighbours about emergency action plans to ensure people get the help they need before, during and after severe storms.





Be prepared for when the worst of summer hits

Queenslanders are being urged not to wait until they are caught in the middle of a summer storm to wish they were better prepared.

Minister for Police and Community Safety Jack Dempsey today launched the Queensland State Emergency Service (SES) and NRMA Insurance Weather the Storm campaign, saying the best time to prepare for an emergency was now.

“Queenslanders are no strangers to severe weather and we know all too well that it can strike at any time, without much warning and with the potential to be very destructive,” Mr Dempsey said.

“Last storm season, some people were caught unprepared and did not have the supplies and equipment they needed.

“The aim today is to ensure every Queenslander can weather the storm this summer by planning ahead.”

Emergency Management Queensland Assistant (EMQ) Director-General Bruce Grady said there were a few simple preparations all Queenslanders could take ahead of storm season.

“These simple actions will ensure you are calmer and feel more in control when severe weather strikes,” Mr Grady said.

“You can get the whole family involved in preparing an emergency plan and a home emergency kit, filling it with all the essentials you will need in an emergency.

“Being storm prepared also means venturing outside to do some simple maintenance around the home and yard.

“It is also crucial for all family members to familiarise themselves with storm warnings and how to access vital information and updates in the event of a severe weather event.”

NRMA Insurance Community and Sustainability Manager Megan Lupton said by carrying out simple preparations now, Queenslanders could significantly improve their ability to cope during a storm.

“Planning ahead and ensuring you have those important items like food, water and medication on hand will make sure you wait out a storm in relative comfort, rather than struggling to get by without the essentials,” Ms Lupton said.

“Now is the time to think about what you need to do to be more self-sufficient.”

Obituary

Brian Barry Jackson

Passed away suddenly on 7 September 2012

Aged 76 years

Interred Nerimberra Memorial Gardens



Brian was a strong advocate for Community Housing in the Rockhampton region, he was instrumental in establishing the Capricornia Housing Association (CHA) and was successful in lobbying for funding with the Queensland Government and the local council to establish, plan, and build the Charles Street units. Brian's advanced thinking enabled him to develop the units with disabled clients in mind, therefore 2 of the units are fully wheelchair assessable.

Brian was a founding member of REACH Limited and recognised the benefits of the amalgamation. Brian became a Director of the company and shared his knowledge for over 10 years on the Board before having to resign due to ill health. Brian was also heavily involved with the Coast Guard for many years. Brian's dedication as a volunteer within the community was appreciated and is to be commended.



Brian will be missed dearly by all of us and will always be in our thoughts

Mould fact sheet

Mould grows in damp, dull and poorly ventilated spaces such as some kitchens, bathrooms and laundries. Dust and dirt in these areas also helps mould breed.

What can I do to reduce mould in my property?

The following hints should assist in reducing mould in your property:

- Open doors and windows to allow air to circulate, particularly in the bathroom during cool weather.
- Keep bathroom walls, showers, shower curtains, baths and basins as dry as possible – open the door to allow air to circulate through the room.
- Clean your bathroom and property regularly. Wipe away moisture on windows and walls to keep them dry.
- Allow sunlight into the property as much as possible, especially in the bathroom, laundry and kitchen.
- Wash and dry damp clothes, and dry and air damp shoes outside as soon as possible. Make sure clothes and shoes are dry before putting them away in a wardrobe or clothes storing area. Leave wardrobe doors open where possible.
- Remove fruit and vegetables from plastic wrapping and refrigerate within 72 hours. Discard mouldy fruits and vegetables. Keep fresh food in sealed containers.
- Evaporation trays in air-conditioners, dehumidifiers, and refrigerators should be cleaned frequently.
- Do not run evaporative air-conditioning systems with water during times of high humidity (over 65%). If the air is feeling humid, run the evaporative air-conditioning system without water. Always ensure windows are open when running an evaporative air-conditioning system.
- Regularly clean carpets and rugs to prevent mould spores using a High Efficiency Particulate Air (HEPA) filter vacuum cleaner. Most new vacuum cleaners include HEPA filters.
- If water leaks or spills occur indoors, it is important to clean and dry the area immediately or preferably within 24-48 hours to prevent mould from growing.
- Ensure the property does not have any water leaks that are visible.

How do I remove mould from my property?

- Personal protective equipment, including half-face disposable respirators with P1 or P2 filters are available at hardware stores, and should be used to avoid possible mould spore inhalation when cleaning.
- Take additional precautions to prevent mould spore release and transmission by using of drop sheets and excluding persons not performing the work from the area that is being cleaned.
- Remove mould by using a suitable mould remover, such as:
 - a solution of three parts vinegar and two parts water
 - a solution of 70% methylated spirits and 30% water
 - a solution of tea tree oil and water, or
 - commercial products available from supermarkets.
- Ensure that you comply with the safety precautions provided by the manufacturer to protect your eyes and skin from the solution or mould remover.
- Wipe clean the affected area using a microfibre cloth with the cleaning solution. Use a two bucket system – one bucket with the solution and the other with clean water. Do not put the dirty cloth back in the solution – wash in the clean water bucket first. This avoids cross contamination.
- After cleaning the mould-affected areas with the solution, wipe the surfaces with a damp cloth. Do not use the same cloth used with the solution.
- Wipe all surfaces dry with a clean cloth.
- It is important to use a different cloth with each process and dispose of them immediately, otherwise the mould spores will be spread and mould will reappear in a short time.
- Do not attempt to dry brush the area using a broom or brush as this can increase spread of mould.