

## Pets for Xmas

We would like to remind you that if you are looking at getting a pet for yourself the kids or your partner for Xmas please be aware of the following.

- All pets have to be approved by REACH Limited before you purchase them. Please contact the office for a Pet Permission form to be sent to you for you to submit prior to your pet purchase.
- All pets must be micro chipped and desexed and council registered this includes cats and a copy of all paperwork will need to be provided to REACH Limited for our files.
- All dog droppings must be removed from the yard weekly and disposed of.
- Any damage inside or outside the property caused by your pet will be paid for by the tenant.
- If you are thinking of a reptile as a pet please remember that you will need a permit to keep them and a copy of the permit will need to be provided to REACH Limited for our files.

**Please let your family and friends know that you are unable to receive a pet as a gift for Xmas unless the above conditions are followed. This will save disappointment to both parties.**



## REACH LIMITED NEWSLETTER DECEMBER 2016



### HOUSING YOUR COMMUNITY

[www.reachhousing.com.au](http://www.reachhousing.com.au)

[facebook.com/REACHLimited](https://facebook.com/REACHLimited)



## Xmas / New Year Office Hours

24th December—office closed from 12 noon

The office will reopen on Tuesday the 3rd of January 2017.

If you have an emergency maintenance issue while the office is closed please call the nominated tradesperson on your tenancy agreement to attend and address the issue. If you are unable to contact them please call any tradesperson in the yellow pages that is able to attend.

Please contact management and inform them if you have called a tradesperson for an emergency maintenance issue.

Kymme Forse 0427102437 or Traci Finch 0437921321

For all other emergency issues please call the phone numbers above.



## Update on Directors of REACH Limited

We currently have 7 directors for the company names and positions are as follows.

Chairperson:	Gerald Victor
Vice Chairperson:	Sophie Paterson
Treasurer:	Ean Browning
Secretary:	Julie Blair
Director:	Rod Green
Director:	Matt Dickson
Director:	Terry Loague

All of our directors are volunteers and we appreciate their commitment to the organisation. The directors meet once per month to discuss the business of the company and provide governance support to the management team.

If anyone is interested in becoming a member or applying for a position on the board of REACH Limited please contact the office and talk to Traci Finch.

You can also apply for membership and find out more about our organisation through our website:

[www.reachhousing.com.au](http://www.reachhousing.com.au)



## Making a Complaint

From time to time, issues may arise where you may wish to make a complaint. REACH Limited will address all complaints made in writing.

There are several ways to make a complaint (in writing) as outlined below:

- Submit a letter or email to REACH Limited
- Submit a General Complaints Form (REACH-FM-166) to REACH Limited
- Submit an online complaint through the General Complaints tab of the REACH website—[www.reachhousing.com.au/general-complaints](http://www.reachhousing.com.au/general-complaints)

Please ensure all complaints include dates and times, persons involved, outline the issue, your contact details if you wish to receive feedback.

Please remember that REACH Limited is bound by the Privacy Act and all information you provide is strictly confidential. You can email to any of the following email addresses.

**[sam@reachhousing.com.au](mailto:sam@reachhousing.com.au)**  
**[shelley@reachhousing.com.au](mailto:shelley@reachhousing.com.au)**  
**[traci@reachhousing.com.au](mailto:traci@reachhousing.com.au)**  
**[kymme@reachhousing.com.au](mailto:kymme@reachhousing.com.au)**  
**[office@reachhousing.com.au](mailto:office@reachhousing.com.au)**



## Pools and Your Rental Property

As summer is upon us and school holidays are on their way we would like you to be aware of the council regulations for erecting a pool at your rental property.

### Definitions of Types of Swimming Pools:

#### Portable Wading Pool:

- A pool that is capable of being filled with water to a depth of no more than 300mm and has a volume of no more than 2000 litres and has no filtration system.

#### Swimming Pool:

- A pool that is capable of being filled with water to a depth of 300mm or more and capable of being used for swimming, bathing, wading ,paddling and includes a spa pool, spa tub or similar.



Any pool that is capable of being filled with water to a depth exceeding 300mm requires the owner to hold a permit with council. If a permit is not current then fines do apply.



### Xmas Wreath Pavlova

I really had fun making this pavlova wreath. I used the Grandma's Pavlova recipe, which has white vinegar and cornflour added to the meringue mixture. The texture is marshmallow-like in the centre and crisp outside. It is less brittle than pavlova recipes without the vinegar and cornflour. Like what I have said, this is one fun dessert to make. Let your creative juices flow and decorate it with your choice of indulgence. As a matter of fact, chocolate-coated nuts and chocolate sauce make a very nice topping. Personally, I like my wreath festive looking so I used fresh strawberries, fresh mint leaves and frozen mixture of blackberries, raspberries and blueberries to decorate the wreath.

#### Ingredients

- 4 egg whites
- pinch of salt
- 1 cup caster sugar
- 2 teaspoons cornflour
- 1 teaspoon white vinegar
- 1 cup cream, whipped
- your choice of fresh or frozen berries for decoration
- fresh mint leaves

## Portable or Temporary Shades

With Xmas comes family and parties and in some back yards a portable shade may be erected to protect family and friends from the sun during a BBQ or party.

While this is acceptable for the duration of the party we would like to remind you that no permanent shades are to be erected at your rental property, this includes attaching tarps or shade cloth to your house, unit, balcony or garage or leaving a portable shade in the middle of your yard for an extended period of time.

A portable or temporary shade can become a dangerous article during a storm, if you have a portable shade erected in your yard and there is a storm and your shade damages any part of your neighbours property, fence or garage you will be liable for the cost of the damage. This also applies with your rental property if a portable shade damages any part of your rental property you will be liable for the cost of the damage. This may also include damage to the property when you attach a shade or shade cloth. So please take down your portable shades as soon as the party has finished.



## Light Bulbs, Sink Plugs, Door Stoppers and Fan Control Knobs

Tenant's have a lot of responsibilities during their tenancy and we have had some questions regarding light bulbs, fan knobs, plugs and door stoppers.

If any of these things are broken, lost or stop working during your tenancy then you are responsible to replace them at your own expense.

The replacement of these items must always be like for like, this means that if you misplace a sink plug for a bathroom sink then the same plug must be purchased to replace it not a plug that is too big or too small for the sink.

If you have problems with finding the correct item to replace a broken item with please talk to your property manager they will know where you will be able to purchase the same item at a reasonable cost.

Please note that any other damage to your rental property must be reported when it occurs so that we can work with you to rectify the issue and that the property is being looked after.



## Xmas Wreath Pavlova Continued

1. Preheat oven to 150C degrees.
2. On a baking paper, draw a circle by tracing a plate or round baking pan. I used a 10-inch plate as a template. Place paper on a baking tray.
3. In a large dry mixing bowl, beat egg whites and salt with an electric beaters until stiff peak forms. Add the sugar gradually, beating constantly after each addition. Beat until mixture is thick and glossy and all sugar has dissolved.
4. Fold in the vinegar and cornflour using a metal spoon.
5. Spoon dollops of mixture along the traced circle on the baking paper creating a wreath form.
6. Bake the pavlova for 40 minutes, or until it is pale cream in colour and crisp. Reduce the heat to a very slow 120C degrees and bake for further 10 minutes. Please take note that oven temperature varies. You may need to adjust baking time depending on your oven.
7. Turn oven off and leave pavlova to cool inside, leaving oven door ajar with a wooden spoon.
8. Meanwhile, prepare your berries or choice of topping.
9. Once pavlova has cooled completely, remove from oven. Do not worry about little cracks, it is normal.
10. Top pavlova with freshly whipped cream. Decorate with berries and fresh mint leaves.

Now, indulge in pavlova love!



## Storm Season

Storm season is upon us so everyone needs to be mindful of loose articles in their yards. Please make sure your yard is clear of any debris that may become a potential missile in a severe storm.

**Power outage:** If you have a power outage during a storm please call Ergon for outage updates. Please don't call an electrician unless Ergon instructs you to do so.

**Power Lines:** If power lines come down in your yard or on your street please do not touch them. Please call Ergon and report the issue to them they will instruct you on what to do.

### Emergency numbers

**Ergon Faults only—13 22 96 24—24 hours a day 7 days a week.**

**Life Threatening emergencies only— Triple Zero (000)  
or Ergon 13 16 70 — 24 hours a day 7 days a week.  
SES - 132 5 00**



## Loss of Power Checklist

If a storm or disaster interrupts your power supply, these general tips can help you stay safe.

- Turn off & unplug sensitive electrical appliances (TV, computer & DVD) at the power point
- Check from your window to see if only your home is affected or if it's more widespread
- If you've seen or heard of something that could help identify the problem, call Ergon on 13 22 96
- Listen to your radio for updates or call Ergon
- For a life-threatening emergency call 000

If power loss is to your house only and not a general outage, follow these tips:

- Turn off all electrical appliances (incl dishwasher, rain water pumps & gas hot water system) at the power point & unplug
- Check & reset the safety switch & circuit breakers in your meter box
- Plug in & turn on appliances one at a time to identify which appliance is causing the problem
- Remember, if a tradesman is called & the problem is found to be a faulty appliance, or misuse by a tenant, you will be responsible for any costs involved

The SES number for all storm and flood  
Emergencies is 132 500

