

ELIGIBILITY REVIEWS

12 months ago, REACH Limited commenced a review of our housing portfolio, to identify properties that were being over and under occupied. As a result, some tenants have been offered a more appropriate property, to better suit their housing needs.

The transfer process with these tenants has resulted in more housing stock becoming available, which has helped to house families more appropriately. We would like to thank those tenants who have participated in this process.

REACH Limited will continue to monitor our housing stock, and where possible, continue with this process. If you have been identified as over or under occupying a property, you will receive notification in writing when a more suitable property becomes available. If you are interested in a transfer, please contact REACH Limited.

All reviews of eligibility will be addressed on a case by case basis and stock availability.

REACH Limited is committed to utilising all housing stock within its portfolio.

REACH LIMITED INFORMATION UPDATE DECEMBER 2013



HOUSING YOUR COMMUNITY

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New Maintenance Process

As of the 1st February 2014, there will be a change to the maintenance process for Community Housing. In the past, QBuild has taken responsibility for the majority of any responsive, emergency and planned upgrade maintenance. From the 1st February 2014 REACH Limited will be responsible for the following:- day to day and emergency maintenance. QBuild will remain responsible for any upgrade or structural maintenance as required.

How will this affect you?

After a Maintenance Request Form (REACH-FM-65) has been submitted, REACH Limited, in some cases, may need to attend your property to assess the work required. REACH Limited will then make a decision on the timeframes around completing the maintenance. This process will be followed in order to meet budgeting requirements.

REACH Limited may also wish to attend your property upon completion of required maintenance, in order to check the work has been completed to an acceptable standard, and to ensure the organisation is getting value for money.

REACH Limited will inform you if we wish to enter your property for any of the above reasons. REACH Limited will supply your contact details to tradespersons and request that they contact you directly to arrange an entry time.

Thankyou to the participants who recently completed the survey and returned it to the office. We appreciate your contribution in helping us improve our service delivery. As a result we have identified that not all tenants are clear about services available to help them maintain their tenancy. Please see below a list of support agencies in the region that we feel may be able to help you.

- Residential Tenancy Authority
- Tenant's Union
- Bluecare
- Keppel Community Care
- Ozcare
- Access Point
- Home Assist Secure
- CQ Indigenous Development



This is just to name a few. If you require any more information, please contact the office. More information can be found at 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

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

shelley@reachhousing.com.au

traci@reachhousing.com.au

kymme@reachhousing.com.au

office@reachhousing.com.au



Addressing Rent Arrears

As a result of the recent survey provided to tenants, REACH Limited has identified that not all tenants are aware of the correct process for addressing rent arrears.

Paying rent is a priority for all tenants.

REACH Limited is committed to assisting all tenants to remain housed. We understand that on occasion, there may be issues that can affect rent being paid in full and on time. If a problem arises that will affect this, you must contact your Property Manager ASAP.

Where rent arrears is an issue, and you have not contacted the office, you will be issued with a Notice to Remedy Breach. To avoid receiving Breach Notices, which affect your tenant history and ongoing tenancy, ensure you contact your Property Manager before the rent is due.



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.



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.

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 or balcony 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.



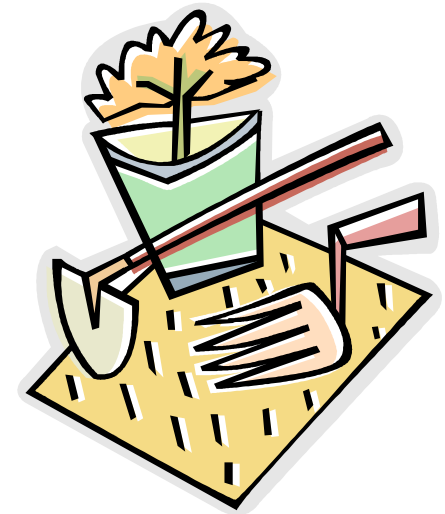
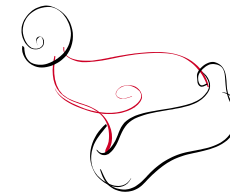
Trees and Gardens

As part of your tenancy agreement you are responsible for the upkeep of your yard and any gardens that are at your rental property, but not all tenants understand that they are unable to plant trees and make new garden beds with out permission from their property manager.

REACH Limited spends a substantial amount of money removing trees that have been planted by the tenant and are planted in the wrong place therefore damaging the property. This cost can be placed back onto the tenant if they have planted a tree without permission from the Property Manager.

This rule also applies with garden beds. Most tenants are not aware that they can break the termite barrier just by making a garden bed that backs on to the house or unit. There are cost involved with removing the garden beds.

If you would like to plant a tree or have a garden bed please contact your Property Manager before you start digging this will save you having to pay for it to be removed at a later date.



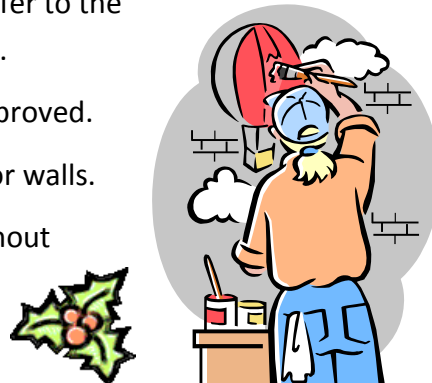
Do's and Don'ts tips in your Tenancy

DO's

- Do pay your rent on time.
- Do keep your rental property and yard clean and tidy.
- Do report any maintenance that needs to be addressed.
- Do report any damage to the property.
- Do put your bins out for collection each week.
- Do water your lawn and gardens.

Don'ts

- Don't paint any walls or part of any walls in the property.
- Don't damage the property.
- Don't disturb your neighbours (loud music, parties etc.)
- Don't attach any structure to the outside of the property.
- Don't install air conditioners without prior approval.
- Don't put up picture frames on the walls.
- Don't erect any pools (please refer to the pools section in this newsletter).
- Don't have pets that are not approved.
- Don't put stickers on windows or walls.
- Don't move extra people in without approval from your Property Manager.



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. You may also want to contact your Property Manager if you have any large trees in the yard that may need to be trimmed back to ensure there is no damage caused to the property during 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.

Ergon Emergency numbers

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

Life Threatening emergencies only— Triple Zero (000) or 13 16 70—24 hours a day 7 days a week.



Water Damage and Flooding

If you experience water damage from flooding during the storm season please follow the steps below.

- Roof has been lifted by wind / rain—call SES and management of REACH.
- Water has come under the door and wets the carpet—call an after hours carpet cleaner who can extract the water and contact management of REACH.
- A tree from your yard or a neighbours yard has fallen onto the roof of your rental property—call SES and management of REACH.
- Water has come into the house / unit and is flooding the property—call SES for sand bagging and call management of REACH.

Kymme Forse on 0427102437 or Traci Finch on 0437921321

SES - 132 5 00



Annual General Meeting 2013

As you are all aware REACH Limited has just had it's Annual General Meeting for 2013, held at the REACH office on the 27th of November. We would like to thank the members and tenants who attended the meeting. If you would like to become a member of REACH Limited please contact the office to receive a membership form or go on our website and download the form from there. Please find the following list of current directors.

Gerald Victor, Graeme Brady, Merv Fern, Rod Green, Greg Holloway, Ean Browning, Julie Blair, Beryl Holmes and Sophie Paterson.



Vermin at your Property

Rats and mice may represent a public health risk. Under the Public Health Act 2005 residents are responsible for the control of rats on their properties. Rats and mice are likely to harbour and breed in litter and debris, residents can therefore discourage vermin harbourage by keeping their properties tidy and free from litter and debris.

Rat / mice baits are available free of charge to Rockhampton Regional Council residents at all Customer Services Centres. Please note that one packet of bait per household is available on request. Should a household require another packet of bait, a second packet will be available on request. The second packet, in order to be effective should be used no more than three weeks after the first packet.

Should a potential vermin harbourage situation be suspected, residents may contact Council's Customer Service Centre on 1300 22 55 77. Council's Vector Control Unit will investigate potential harbourage/breeding sites and take steps to remove the public health risk.



Xmas / New Year Office Hours

24th December—office closed from 12 noon

25th December to the 1st January 2014—office closed.

The office will reopen on the 2nd of January 2014.

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 trades person 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.

