

## Easter Trading Hours

Good Friday - Office Closed

Easter Monday - Office Closed

Anzac Day - Office Closed

## Emergency Contact Details

**Kymmie Forse - 0427102437**

**Traci Finch - 0437921321**

## Tradesperson Contact Details:

Electrician: 0427 416 103

Plumber: 1300669111



# **REACH LIMITED**

## **NEWSLETTER APRIL 2014**



**HOUSING YOUR COMMUNITY**

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

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



## *New Maintenance Process*

As of the 1st February 2014, there has been a change to the maintenance process for Community Housing. In the past, Building and Asset Services (BAS—Previously QBuild) had taken responsibility for the majority of any responsive, emergency and planned upgrade maintenance. As of the 1st February 2014 REACH Limited is responsible for the following - day to day and emergency maintenance. BAS 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 and the staff will meet weekly to prioritise maintenance required or requested. Emergency maintenance will be assessed as per the Repairs Information Sheet (REACH-FM-66).

REACH Limited may also need 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 need 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.

## National Regulatory System Community Housing (NRSCH)

REACH Limited will be applying for registration under the NRSCH from April 22nd 2014. We have been assessed as a tier 2 organisation by the Registrar. The Board and Staff of REACH Limited have been working hard towards meeting the requirements of the system and associated deadlines. We will keep you informed of future milestones with the NRSCH.

The application period for REACH Limited is from April 2014 - June 2014.



## 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)**

## Maintenance - Tenant Responsibilities

Whilst REACH Limited is responsible for maintaining the property in which you reside, you as a tenant also have responsibilities regarding your rental property.

In the past, BAS (previously QBuild) have attended to some maintenance requests that would normally have been the tenant's responsibility.

Moving forward, REACH Limited may, in some circumstances, on-charge to the tenant, invoices for this work.

An example of this may be changing light bulbs. Changing light bulbs (and starters) is the responsibility of the tenant, as per the Residential Tenancies Authority Legislation. Tenants must first ensure that there are no issues with current bulbs or starters before requesting an electrician. Where an electrician has attended, and determined that a blown bulb or starter was the issue, the tenant may be on-charged.

REACH Limited provides affordable housing options to the community. The organisation is funded only by the rent collected, and as such, we need to adhere to budget allocations to ensure financial viability.

## Development Day

We would like to thank all of the members who attended the Business Plan & Strategic Plan development day on the 15th of March at the REACH Limited office.

The day produced some excellent outcomes for the ongoing growth and viability of REACH and also gave us all some time to catch up. We encourage tenants to think about becoming a member of REACH Limited so you are able to be involved in the future of the organisation and work with the Board and Staff in shaping the future of Community Housing in the region.

A membership form is included with this newsletter and if you would like more information please contact the Regional Manager Traci Finch at the office.



## 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 without 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 their 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 onto the house or unit. There are costs 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 without prior approval
- Don't erect any pools .
- 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.



## Handy Cleaning Tips

**Problem:** Streaky Shower Screen

**What to Use:** Methylated spirits, vinegar, water, cloth

**How to apply:** Mix one part methylated spirits with one part vinegar and two parts water. The amount you need depends on how big the screen is. Rub the mixture over the screen with a cloth.

**Problem:** Red-wine stains out of carpet

**What to Use:** Bicarb, vacuum cleaner, vinegar, nylon brush.

**How to apply:** Cover the stain with a good amount of bicarb soda and let dry for a few seconds. Then vacuum and re-apply a smaller amount of bicarb add a little vinegar and scrub with a nylon brush. Leave it to dry, then vacuum.

**Problem:** Mould on the wall

**What to Use:** Oil of cloves, bucket, soft cloth or sponge.

**How to apply:** Put 4-5 drops of clove oil in a bucket half filled with water. Wipe this over the mouldy wall with a soft cloth or sponge. The mould may not come off all at once but the clove oil will continue to kill it. Dust off the mould later.

## Safety Tips for your home while you are on Holiday's

If you are away during the holiday period please follow these recommended tips to protect your property:

- Check all doors & windows are securely locked
- Ask your neighbour to watch out for visitors, collect all mail and newspapers
- Arrange for a friend or neighbour to mow the lawn
- Cancel any deliveries, including newspapers
- Turn down the volume of your telephone or have calls redirected
- Leave some clothing on the clothes line



## 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