

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 2020



**WISHING YOU ALL A VERY MERRY
CHRISTMAS AND A SAFE AND HAPPY
NEW YEAR**

www.reachhousing.com.au

facebook.com/REACHLimited



Xmas / New Year Office Hours

Office will be closed from the 24th December and will reopen on Monday the 11th of January 2021.

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

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



Update on Directors of REACH Limited

We currently have 7 directors.

Chairperson:	Mathew Dickson
Secretary:	"
Vice Chairperson:	To be elected at the next meeting
Treasurer:	Pardis Hudson
Director:	Rod Green
Director:	Tom Ferris
Director:	Barry Hare
Director:	Garry Fidler
Director:	Ross Cook

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. Due to COVID19 these meetings have been conducted via Zoom and will continue until further notice.

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



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, person (s) 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 send an email to the following email address.

office@reachhousing.com.au

All feedback is appreciated even positive feedback.



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:

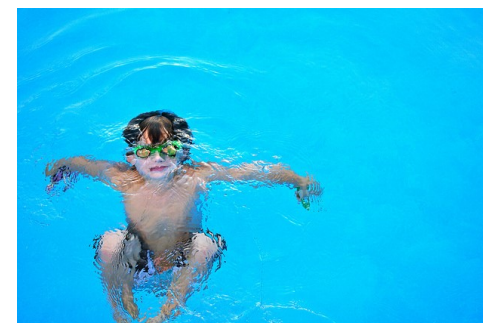
Portable Wading Pool:

- 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.



COVID 19 Compliance

This year has been a challenge for all of us due to the pandemic and therefore we all have had to make changes to our everyday life. The REACH staff have spent time this year working from home during lockdown and further into the year until we were able to resume general inspections and support tenants to live independently.

During this period the REACH staff work in conjunction with Queensland Housing on a Federal Government project that focused on housing community members who found themselves homeless during lockdown periods. The “Emergency Housing Assistance Referral” program (EHAR) was and still is a very successful programme that REACH still supports today.

Due to COVID 19 compliance legislation we have had to change some of our business practices to ensure our staff and our tenants stay safe. If we have visited your property you would have completed a COVID check list before we entered and you would have been asked all relevant questions regarding your current situation under COVID compliance, or you may have attended the office and have been asked to enter your details into the QR code scanner and asked to use hand sanitiser before being allowed to come into the main part of our office. We are also only allowing 2 people into the reception area at the office at one time so if you do come to the office please be mindful of this rule. We are asking everyone to call us before we are scheduled to visit your property and let us know if you have any flue like systems.

All of the above changes will be continued through 2021 or until the legislation changes but please be assured the new systems that we have put in place are for your and our protection so please be patient with the staff as we know sometimes these things can be inconvenient.

Thank you

Traci Finch—Regional Manager

The unit must not be located where it is likely to cause a nuisance to other tenants or neighbours and must be professionally installed to prevent unnecessary vibration

- The installation must comply with Work Health and Safety i.e. must not impede a walkway and must meet the requirements of the Electricity and Regulations Act 1994.
- The unit must be kept in good condition and repair.
- Evidence that provides proof of the correct installation
An electrical compliance certificate is to be obtained from the licenced electrical contractor engaged to install the unit, where applicable. You are to provide REACH Limited with this certificate on completion of the installation.

REACH Limited is to be notified on completion of the work so that arrangements can be made to inspect the installation.

You accept the full responsibility and all liability associated with the installation and ongoing maintenance of the air-conditioning unit as prescribed under the current Work Health and Safety Act.

Where approved the work must commence within one month and must be completed within two months of the initial approval date.

When you vacate the premises you must remove the



installation and restore the premises to its original condition at your cost. Failing this REACH Limited may take action as deemed necessary to restore the premises to its original condition at your expense.

CONDITIONS FOR INSTALLATION OF AN AIR-CONDITIONER

The following conditions must be agreed to before REACH Limited will consider approval for the installation of an air-conditioning unit.

All installation and ongoing maintenance costs will be the responsibility of you, the tenant.

The installation is to be carried out in a tradesperson-like manner by a licenced electrical contractor where applicable. The contractor is to install and test the appliance (s) ensuring that installation conforms with the Electrical Safety Act and Regulations of 2002.

REACH Limited requires that all appliances that require a capacity above 10 amps are to be installed on a separate circuit with a residual current device (RCD) installed, and are to comply with the building code of Australia (BCA), local authority requirements and all relevant Australian standards pertaining to the installation.

For box air conditioners, the systems are to be installed by a licenced tradesperson with correct window framing to ensure there is no damage to the property. You must carefully store any windows or screens if removed due to this installation. In addition:



Domestic violence in a rental property

Domestic and family violence is any form of violence or abuse where the abusive person is a spouse (including de facto), an intimate or dating partner, a family member or an informal carer.

A person who suffers domestic violence in a rental property has rights under tenancy law, even if they are not named on the tenancy agreement.

If someone in a rental property is experiencing domestic violence they can apply to QCAT to:

- »» be listed as the tenant
- »» remove the name of the person who has committed an act of domestic violence from the tenancy agreement
- »» end the tenancy agreement, or
- »» prevent their personal information being listed in a tenancy database where a breach of the agreement is a result of the actions of a person who has committed an act of domestic or family violence.



Every person has a right to feel safe and live free from violence. If there is violence in your home, a domestic violence order placing limits on the behaviour of the person who is violent towards you may be able to help stop the violence.

Visit the Queensland Courts website www.courts.qld.gov.au for more information on domestic violence orders.

If you are affected by domestic and family violence and/or sexual abuse, you can contact any of the organisations below for free and confidential support and assistance.

DV Connect

Domestic/family violence and crisis support.

w dvconnect.org

t 1800 811 811 – Womensline

t 1800 600 636 – Mensline

t 1800 010 210 – Sexual Assault Hotline

Aboriginal Family Domestic Violence

Victims rights, counselling and financial assistance.

t 1800 019 123

Lifeline

Personal crisis support.

Anyone experiencing a personal crisis other than domestic and family violence, such as loss of a loved one, financial hardship or serious illness, can contact Lifeline for support and referrals to appropriate services.

t 13 11 14



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**

