



Tenant News

Churches of Christ Care Housing Services • July 2013

A message from the Churches of Christ Care Housing Services team

Welcome to the June edition of our newsletter.

Winter has arrived and temperatures are dropping, particularly at night.

As most of us will be using heating equipment over the coming weeks, please be aware of fire safety.

For those of you with pets, spare a thought for them at this time of year, as animals also feel the cold.

A pet bed or a jumper designed for animals can help a lot in the colder months.

We would like to extend a warm welcome to our new Administration Trainee, Jessica Calder, who has joined our team at head office in Kenmore.

Enjoy the newsletter and stay warm and healthy this winter!

Office hours are:	Monday to Friday	
Brisbane	Ph 3327 1674	8.30am - 4.30pm
Ipswich	Ph 3436 8900	8.30am - 4.30pm
Gold Coast	Ph 5503 0974	8.30am - 4.30pm

Pastoral care

Providing a proactive and practical approach to holistic pastoral care

Churches of Christ in Queensland is committed to providing a proactive, practical and holistic Pastoral Care Program.

A holistic approach to pastoral care acknowledges that there are many aspects to a person, any of which can be in distress.

The Pastoral Care Team views people as physical, social, psychological, emotional and spiritual beings and values each of these aspects equally.

A pastoral response to a person in crisis addresses these aspects in a caring, supportive and compassionate manner.

Churches of Christ in Queensland also seeks to be proactive, rather than reactive, in the delivery of holistic pastoral care.

A proactive approach to providing holistic pastoral care to housing tenants seeks to know, understand and address the pastoral needs of people before they become an issue for the person, because if an issue becomes a crisis, a person has to cope with putting the pieces of their life back together again.

It is acknowledged that there will always be a place for

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reactive pastoral care as people do not always engage with the Pastoral Care Program on a proactive basis, but by placing specially trained chaplains to work proactively in housing services, it is hoped the need for reactive pastoral care will decrease dramatically.

The practical outworking of proactive and holistic pastoral care involves a chaplain getting to know tenants through regular activities such as barbeques and morning teas.

Through these activities, the chaplain is hearing and understanding people's stories and establishing a pastoral relationship with them so that issues can be identified and resources found to address their needs before a crisis has a chance to develop.

The chaplain will also work with the whole community to nurture a healthy community in which to live so that people may find it a more supportive environment to grow and deal with the many struggles that come their way in life.

The Pastoral Care Program is offered free of charge to housing tenants.

It also recognises and respects that tenants may have differing or no religious beliefs and so engagement is completely voluntary.

Peter McRoberts
Ministry Team Leader

How can tenants access pastoral care?

To access pastoral care, please contact your property manager for the relevant contact details.

Bringing the light of Christ into communities

A division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas





Breathing new life into community housing



Churches of Christ Care Director, David Swain; Churches of Christ in Queensland Chief Executive Officer, Dean Phelan; Churches of Christ in Queensland Director of Communications, Desley Millwood; Minister for Housing and Public Works, Tim Mander; and Sunshine Coast Councillor, Peter Cox gather at Coogera Apartments in Caloundra.

In April, Churches of Christ Care improved the lives of hundreds of Queenslanders on social housing waiting lists, with the official opening of two community housing complexes at Caloundra on the Sunshine Coast, and Booval in Ipswich.

Queensland's Minister for Housing and Public Works, Tim Mander, attended both openings and said the properties would help address the shortfall in the state's housing supply.

Coogera Apartments at Caloundra and Tallowwood Apartments at Booval, provide 112 new one, two and three-bedroom apartments to their local communities.

"There are currently 1,724 households on the social housing waiting list on the Sunshine Coast alone, which is well above the state average," Mr Mander said.

"That's why projects like these, undertaken by Churches of Christ Care, are so important."

The new complexes have been tenanted with applicants from the state's housing register, with rents capped at a maximum of 30 per cent of a tenant's income.



Churches of Christ Care Director, David Swain, addresses tenants, staff and dignitaries at the opening of Tallowwood Apartments in Booval.

Churches of Christ Care Director, David Swain, said the organisation provides a range of rental housing options for individuals and families who are earning low incomes, are discriminated against in the private housing market, or are homeless or at risk of becoming homeless.

"Churches of Christ Care is proud to be building communities where people feel safe, valued and respected, and where care, accommodation and support services are available," David said.

"We provide quality and

affordable community housing that enables tenants to live in a secure and supportive environment."

Mr Mander said one of the greatest challenges facing the social housing sector was matching tenants with suitable properties.

"Most people on the waiting list are single and have relatively high needs, which means detached suburban homes are not the best option," Mr Mander said.

"These units are exactly the sort of accommodation our new tenants need."

Churches of Christ Care has undertaken the two housing projects through funding received from the Nation Building – Economic Stimulus Plan.

Housing Services General Manager, Frances Paterson-Fleider, said Churches of Christ Care is working closely with the Department of Housing and Public Works to provide solutions to the under-occupancy issue facing seniors living in public housing.

"We are working with the Department to assist, where possible, by offering alternative housing opportunities to community housing tenants," Frances said.

"Currently we are in negotiations to develop a number of community housing projects that will provide alternative housing for over-55s and younger people with a disability.

"These are exciting times for Churches of Christ Care and we are proud to be leading the way in resolving the under occupancy of public housing for seniors."

Churches of Christ Care is one of the largest not-for-profit housing providers in Queensland, with over 30 years experience in property and tenancy management.

The organisation manages approximately 1,200 tenancies throughout South-East Queensland.



Generous crowds attended both openings to hear first-hand how Churches of Christ Care is bringing the light of Christ into communities.

No Interest Loan Scheme (NILS)

The No Interest Loan Scheme (NILS) provides interest free loans for individuals or families on a low income.

It is a community-based program that enables people to access fair, safe and equitable credit for the purchase of essential goods and services, including household items like fridges and washing machines, and other needs such as health aids and education costs.

When a borrower makes repayments to NILS, funds are then available as a loan for someone else in the community.

This is called "circular community credit" and is a real demonstration of the community in action.

NILS has limited funds so you must have a health care or pension card and be on a low income to be eligible.

You can borrow between \$200 and \$1200 and the repayment period is usually around 12 to 18 months. To apply for NILS, contact your local NILS program via the details at www.goodshepherdmicrofinance.org.au.



Meet the property managers at Churches of Christ Care Housing Services' Ipswich Office



Churches of Christ Care Housing Services' Ipswich Office Property Managers, Janelle Carson, Jamie Beehan and Jodie Keidge in the recently completed offices opened on 18 June.

Churches of Christ Care Housing Services manages over 1200 tenancies across South-East Queensland, with offices located at Kenmore, on the Gold Coast and in Ipswich.

Our Ipswich Office consists of three property managers who look after the Housing Services portfolio in Ipswich and the surrounding areas.

Property Manager, Jamie Beehan, started at Churches of Christ Care Housing Services in May 2010.

Having previously worked as a store manager in the retail sector, Jamie wanted to find a new challenge in his career.

"My time at Churches of Christ Care has been very rewarding and challenging," Jamie said.

Fellow Property Manager, Janelle Carson, started at Churches of Christ Care in January 2011, having previously worked for the Australian Tax Office and major banks in customer service.

She began her career with Housing Services as an Administration Officer before progressing into the Property Manager role two years ago.

Janelle has enjoyed learning how to manage properties and completing associated studies to further develop her skills.

"Like Jamie, I have found this role challenging but also very rewarding," Janelle said.

"I have just completed a Certificate IV in Community Housing and through this I have a greater understanding of the community housing programs.

"I still have a lot to learn but the tenants I manage have also taught me a lot.

"My current work goal is to engage more opportunities for my tenants to build communities in their complexes."

Jodie Keidge, started as a property manager with Churches of Christ Care in December 2012, having previously worked for nine-and-a-half years as a real estate property manager.

"I have enjoyed the transition from real estate to community housing and appreciate the opportunity this has provided to help our residents," Jodie said.

"It is refreshing to be more focused on caring about people.

"The team at Ipswich are great people to work with and have been very supportive while I have been learning the role."

Tenants of the season

To be one of the lucky quarterly winners of a \$20 gift voucher, ensure your rent account is two weeks in advance and that you have no other outstanding debts with us or any other tenancy issues.

Lucky winners will be selected from those eligible tenants.

For this season, we would like to thank and congratulate the following tenants:

Brisbane – Sydney and Sylvia

Sydney and Sylvia always pay their rent on time and are very caring about others in the complex.

They are also good community members of the Churches of Christ Campus, embracing the integrated community model.

Ipswich – Ngahiraka

Ngahiraka's tenancy record has always been maintained.

She successfully gained a National Rental Affordability Scheme (NRAS) property and has kept the property to the highest standard.

Sunshine Coast – Helen

Helen has been a tenant since the building was built and has always been a delight.

Her unit is always well kept and rent is always on time.

Seeing double

Tenants at Churches of Christ Care's Coolamon Apartments on Bribie Island will be familiar with Site Facilities Coordinator, Nick Jovanovich.

But what some of you may not know is that Nick has a twin.

During the official opening and community day at the Churches of Christ Campus in Mitchelton on Saturday 25 May, everyone was delighted to meet Nick's twin.

You may agree that the resemblance is uncanny.



Churches of Christ Campus Bribie Island Site Facilities Coordinator, Nick Jovanovich, with his 'twin'.



Free or low cost activities and events

Gold Coast

What: Mudgeeraba Show

Where: Mudgeeraba Showground, corner Mudgeeraba Road and Worongary Road, Mudgeeraba

When: Saturday 29 and Sunday 30 June from 8am to 9pm

Who: General public

Cost: Adult \$15, pensioner or student \$10, family \$30 and pre school free. Discount two-day passes available

Other: Annual agricultural show including two stages of entertainment, rides, show bags, sideshow alley, wood-chopping, equestrian events, night program, roving entertainment, cattle, poultry, ute competition, art, craft, education pavilions and much more.

Ipswich

What: Sci-Art Creative Contraptions

Where: Ipswich Art Gallery

When: 24 April to 7 July from 10am to 5pm

Who: General public

Other: Experience Sci-Art and discover the art of invention through the use of everyday materials. Experiment with touch points, sensors and simple electronic circuits to create movement, sound, light effect and air flow.

Brisbane

What: Brisbane Powerhouse Smorgasbord of Music

Where: Brisbane Powerhouse

When: Every Saturday from 5pm to 7pm

Who: General Public

Cost: Free

Other: Tickle your musical taste buds and get close and personal with World Music, Brisbane's most talented singer/songwriters, smooth and sassy Jazz or great melodies fresh from QUT Creative Industries.

Sunshine Coast

What: Noosa Festival of Water

Where: Noosa Botanic Gardens and Lake MacDonald Amphitheatre, Cooroy

When: Sunday 30 June from 10am to 3pm

Who: General public

Cost: Free

Other: The festival offers a range of displays, stalls, demonstrations, activities and performance for the whole family.

Rent in advance

All rent must be paid at least two weeks in advance at all times.

Being two weeks in advance does not mean that you have an extra two weeks rent up your sleeve; it simply means that you are up-to-date and not in arrears.

When you pay your rent, it must cover the rent for the coming fortnight and not the fortnight that has past.

If you do not pay in advance, your rent account will show as an arrear and you may receive a phone call or a reminder letter in the mail from your property manager.

Emergency phone

The emergency phone is only turned on after hours. If you have an emergency during business hours, please contact your property manager, your regional office, or the head office at Kenmore on 07 3327 1674.



Please do not text the emergency phone – your message will not be received.

Churches of Christ Care would like to remind tenants what is considered an emergency. We often receive calls outside work hours regarding non-urgent matters.

Please remember that you will be interrupting someone's weekend and family time, so make sure it is an emergency, as per the following list, before you call.

- ✓ Building insecure after forced entry
- ✓ No power (lights and socket outlets)
- ✓ Gas leaks
- ✓ Major structural damage
- ✓ Fully blocked sewerage (overflowing)
- ✓ Fire
- ✓ Live bare electrical wires.

The housing staff will not attend the property if you have locked yourself out.

An authorised locksmith will be called and you will be required to make the payment for that service, so please ensure that you keep your keys on you or supply a copy of your key to a trusted friend or family member.

You may also wish to consider an external key safe, which your property manager can help you with.

If a neighbour is making excessive noise or someone is acting in a threatening or aggressive manner, please ring the police immediately and advise your property manager the next working day.

Useful numbers

Ambulance, fire & police

In a life threatening emergency
000

Bureau of Meteorology

1300 659 219

Crime Stoppers

1800 333 000

Domestic & Family Violence

1800 811 811

Energex

Electricity emergencies
24 hours, 7 days a week
13 19 62

Energex

Loss of power supply
13 62 62

Homeless Helpline

1800 474 753

Income Support Centrelink

1800 050 000

Kids Helpline

1800 551 800

Lifeline

13 11 14

Origin

Electricity enquiries
13 24 61

Parentline

1300 301 300

Poisons Information Centre

13 11 26

Policelink

To report non-urgent incidents

13 14 44

Residential Tenancies Authority

1300 366 311

Sper

1300 365 635

State Emergency Services

For storm or flood

13 25 00

Tenants Union

1800 177 761