



Tenant News

Churches of Christ Care Housing Services | Autumn 2016



A message from the Community Chaplain Team Leader



How often have we heard lately 'my, doesn't time fly'.

No sooner had we finished with Christmas and the summer break, had Easter crept upon us.

As Graham alluded to in the previous edition of Tenant News, the meaning behind a number of these special occasions in the Christian calendar, such as Christmas and Easter, has been lost in today's commercialised culture.

By far the most important of these events is the Easter celebration. On Good Friday, we remember Jesus' crucifixion and then on Easter Sunday, His resurrection.

In celebration of His resurrection, the tradition was to paint the shell of hens' eggs red and give them as presents. Not as tasty as the chocolate eggs of today, but full of meaning and significance just the same.

The egg has been adopted as the symbol of new life at Easter; leaving the old one behind and having a fresh start.

The act of us giving an egg to another person celebrates the opportunity we have had to take this fresh start.

But, even though we often want a fresh start in life, we still tend to hang on to old habits,

and ways of thinking, that we are trying to escape. It's like we want to escape the effects of these old ways but not let go of the cause.

For Jesus, new life only came through sacrifice and completely letting go of the old so he could fully embrace the new.

Reflecting on the Easter eggs you enjoyed and the ones you gave to friends and loved ones think about their significance and what really needs to happen to gain that new life.

Murray Thomson

Public holiday closures

Please note that Churches of Christ Care Housing Services' offices will be closed on the Anzac Day and Labour Day public holidays.

The after hours phone service will be available for emergencies over the public holidays.

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. 5539 7655	8.30am - 4.30pm

Public holiday closures:

Anzac Day	Monday 25 April 2016
Labour Day	Monday 2 May 2016



Operations Manager update



Welcome to the autumn edition of Tenant News. In this edition, you can read about two of our Christmas events in Ipswich and on the Sunshine Coast.

In Ipswich we collaborated with the Richmond Fellowship Queensland to hold the 'Christmas at the Lagoon' event.

Partnerships with organisations like Richmond Fellowship form an essential part of our service delivery model, ensuring our residents can receive the support they need.

Meanwhile, the Coogera Social Club in Caloundra also embraced the Christmas spirit with their community Christmas party.

Resident-led initiatives like the Coogera Social Club illustrate the essence of tenant engagement and community development that we want to foster and support as an organisation.

In this edition you will also find the latest information from the Tenant Advisory Group and the results of our most recent Tenant Satisfaction Survey.

We are encouraged to see a continued high satisfaction rate of 85 percent amongst our residents.

Resident and staff satisfaction usually go hand-in-hand and our staff feel their hard work is valued when our residents are satisfied.

Thank you to all our residents for taking the time to provide feedback.

On that note I'd like to share with you two quotes from Richard Branson (head of Virgin) that I like to aspire to: *"if you take care of your employees, they will take care of your clients"* and *"if you aren't making a difference in other people's lives—you shouldn't be in business—it's that simple."*

Karen Bozier

Gold Coast office move

We are pleased to announce that our Gold Coast Regional Office has relocated to 120 Queen Street Southport.



This move sees our Housing Service co-locating with our Community Care Service in one central location, enabling improved use of resources and better service delivery to our valued clients.

Gold Coast Housing Services Regional Office

Office hours: Monday to Friday 8:30am to 4:30pm

Phone: 07 5539 7655

Fax: 07 5532 9792

Street address: Ground floor office suite
120 Queen Street Southport 4215

Postal address: 66/120 Queen Street
Southport Qld 4215

After hours service

Remember, the after hours phone service (1800 446 604) is only turned on when our offices are closed and is for emergencies only. The after hours service is managed by a single staff member on call and there will be times when more than one emergency is being managed at once. This can reduce the staff member's ability to respond as a number of calls are usually required to emergency services, contractors or other residents.

We will endeavour to return calls within 30 minutes; however this is not always possible. Please do not text the after hours number as it does not receive messages.



Resident of the season awards

For your chance to win a \$20 gift voucher and a 'resident of the season' award, ensure your rent account is two weeks in advance, and you have no outstanding charges or ongoing tenancy issues. The lucky winners will be selected from these eligible residents.

This season, we would like to thank and congratulate the following residents:

Ipswich – Ronald and Eileen have been excellent residents who are happy to support their community members. They look after other resident's units while they are unwell and care for their pets.

Gold Coast – Steve is an active member of the A-Team at Queen Street, and along with Adrian, recently coordinated a bread donation with Bakers Delight on an ongoing basis.

Sunshine Coast – Lesley and Dennis are always so willing to help out and keep an eye on the place and other residents. They check on residents who they know are having a tough time with things, and encourage participation in community barbeque and other social activities.

Brisbane Regional Office move



The Brisbane Regional Office team will also be moving into a new office building this April. The new office facility will improve business processes and provide a welcoming space for visiting residents and customers.

There will be no change of contact details for the Brisbane team as the new office is on the existing site. The Brisbane team will be unavailable on Friday 8 April and Monday 11 April during the move but our Ipswich team will be able to assist you on the usual phone number 07 3327 1674.

Staff changes



Elaine Garayeli, picture left, has been appointed to the position of Housing Officer at the Brisbane Regional Office. Elaine previously worked in administration.

Elaine's previous position has now been filled by new team member, Gabrielle Roussetos, picture right. Gabrielle joins the team with a wealth of property and tenancy management experience.



The Ipswich Regional Office also welcomes back Housing Officer Janelle Carson, pictured left. Janelle is excited to be back.

Jane Hoskin has also joined the business support team at our head office as Senior Service Support Officer providing support for the wider team. Jane has years of experience as an administration officer and events manager.





Satisfaction survey results

Thank you to the residents who participated in the 2015 Tenant Satisfaction Survey.

The lucky winners of the \$100 Coles Myer gift vouchers were announced in the last issue of Tenant News.

The response rate to this survey was 33% down from 37% in 2013. We are looking at ways we can improve the participation rate and will be working with the Tenant Advisory Group to achieve this.

The survey is broken into sections by services provided; we also wanted to know what's important to you as residents and we have provided the responses herein.

Below are some facts about who responded to the survey and what they said.

- 61%** of respondents were female
- 62%** aged 55 years and over
- 18%** spoke a language other than English at home
- 11%** identified as either Aboriginal or Torres Strait Islander
- 44%** included a household member with a physical disability
- 69%** live alone
- 82%** do not have children
- 69%** have lived in their home for over two years
- 42%** waited less than 6 months to be housed

Overall Satisfaction



- 85%** were satisfied overall with the service offered by the housing service
- 76%** feel their quality of life has improved by the provision of services
- 80%** would recommend Churches of Christ Care to others

Entry Information



- 91%** satisfied with the information provided on entry to the service
- 91%** agreed that the lease was clearly explained
- 84%** agreed the calculation of rent was clearly explained
- 85%** satisfied that the process for feedback and complaints was explained clearly
- 82%** felt housing staff were helpful and knowledgeable in delivering services
- 81%** felt satisfied that the rent they pay was value for money

Communication and Feedback



- 86%** satisfied with Churches of Christ Care Housing Services' communication
- 91%** knew how to make a complaint
- 79%** felt comfortable in providing feedback or making a complaint
- 64%** satisfied that feedback and complaints were actioned in a timely manner
- 67%** satisfied with the way their complaints were dealt with
- 64%** knew how to appeal a decision
- 80%** felt they were kept informed about things that may affect them
- 76%** agreed that staff were accessible when needed
- 91%** satisfied that they knew how to contact the service
- 81%** found the newsletters useful and informative
- 84%** satisfied with the information that has been provided to them



Maintenance and Home Environment



- 92%** knew how to make a maintenance request
- 84%** satisfied with the quality of repairs carried out in their home
- 82%** satisfied with the quality of the maintenance services provided
- 89%** satisfied with the general condition of their home
- 82%** satisfied with the design of their home
- 71%** felt the communal areas in the complex were well maintained
- 61%** felt the complex had a good community feel
- 81%** satisfied with the level of privacy of their home

Tenant Engagement and Support



- 75%** agreed that they knew how to access the Chaplaincy Service and Pastoral Care Program
- 76%** satisfied with the Chaplaincy Services and Pastoral Care Program
- 76%** felt comfortable asking for a referral to a support service if needed
- 71%** satisfied that the service listens to tenants' views and acts on them
- 64%** felt encouraged to contribute ideas for service improvement
- 67%** satisfied that they are able to become involved in the service and influence decision making
- 71%** overall satisfied with the way the service involves tenants

Neighbourhood



- 77%** felt secure both inside and outside their home
- 67%** satisfied with how the service manages neighbourhood issues
- 81%** satisfied with the neighbourhood as a place to live

Privacy and Respect



- 89%** said their privacy and dignity was respected
- 89%** said their personal information was treated confidentially
- 86%** satisfied the service treats them fairly
- 79%** felt valued and understood by the service
- 72%** felt staff were sensitive and responsive to their customs and traditions of their culture and their beliefs and backgrounds
- 85%** satisfied that their rights as a tenant had been upheld

Top three important areas of service for respondents:

- 1. Value for money for the rent I pay**
- 2. Repairs and maintenance services**
- 3. Overall condition of the property**

- 81%** understood how their rent was calculated
- 94%** knew who their Housing Officer was
- 71%** would like to be involved with the service
- 28%** felt their neighbourhood had improved in the last two years
- 79%** knew their neighbours by name
- 61%** of people mix socially with their neighbours



Christmas at the Lagoon

Churches of Christ Care and Richmond Fellowship Queensland, a community organisation that supports people facing mental health challenges and social disadvantage, received an Ipswich City Council grant for a Christmas event for their mutual clients.

Churches of Christ in Queensland Community Chaplain, Lynne Feldon, assisted residents to attend, calling them all and organising the bus to the Lagoon at Springfield.

Residents from Chuwar Street, Bruce Street, Railway Street, and Blackall Street attended, as did Housing Services staff Lynne, Ben, Arlene, Jodie and Michelle.

Everyone had a great day, mingling with clients from Richmond Fellowship and from across the various unit complexes. They all enjoyed a swim and a beautiful lunch prepared by Jacaranda Clubhouse, an Empowering Daily Living Skills Program for adults living with mental illness in the Ipswich region. They were all very grateful to be given the opportunity to attend.



Coogera Social Club Tenant Christmas Party

On Thursday 17 December the Coogera Social Club held a Christmas party in their community room. There was a great turnout, including residents and staff from our Community Care team. There was lots of laughter and food shared. The young daughter of one of the residents was even brave enough to stand up in front of everyone and sing a Christmas song for all the guests.





Youth share housing project wins excellence award

At the annual Churches of Christ in Queensland Awards Dinner in November 2015, Housing Services was awarded the Chief Executive Officer's Special Recognition Award for the Supporting People in Share Housing (SPiN) project.

The SPiN project team included Jamie Beahan, Arlene Lewis, Ben Zambra, Alicia Follent, Karen Bozier, Andy Denniss and Tim Larritt.

SPiN is an innovative and collaborative share housing model that operates within existing resources and provides a stable base for young people as they learn how to be good tenants, good housemates and live independently while preparing to transition into the private market.

We have had four tenants in the first eight months of the pilot. One tenant has successfully transitioned to the private rental market, one has sustained full-time employment, another has returned to full-time education and our newest tenant is being supported to access work experience and look at further training and employment opportunities.

The tenants have also demonstrated maturity in managing their home, garden and share house rules.

Pictured are some of the SPiN project team. from left Alicia Follent, Arlene Lewis, Andy Denniss and Tim Larritt with Churches of Christ in Queensland CEO Dean Phelan.



Temporary absence process reminder

Residents who need to take a prolonged absence away from their home can submit an application. All tenants are obligated to advise their landlord for any absence longer than two weeks. This ensures any issues can be appropriately managed while the property is unattended.

While you are away from your home you will still be charged rent and you will still be responsible for things such as garden maintenance and security. You will also be required to complete the annual rent and eligibility assessment process if this is required at the time you are away.



Tenant Advisory Group

The Tenant Advisory Group (TAG) provides Churches of Christ Care Housing Services' residents with greater access to information, advice and opportunities to be actively involved in changes relating to their housing, as well as encouraging connection with the local community.

TAG is continually growing with nearly 40 members now representing fellow residents on service delivery issues and proposed changes. A working lunch is provided at each meeting, and transport arrangements made where required.

Meetings are held every three months alternating between central meetings and regional group meetings in Ipswich, Brisbane, Gold Coast and Sunshine Coast.

If you would like to come, but have never been to an event like this before, give us a call and we can tell you all about it and get you registered. To register please phone 07 3327 1674.

Next Meeting - Regional Meetings

11am – 2pm

Week of Monday 6 June 2016

Tenant Advisory Group achievements

- ✓ Installation of resident managed notice boards in nearly every unit complex.
- ✓ Implementation of bin cleaning contracts across all unit developments.
- ✓ Key safe installation program for 50 residents.
- ✓ Development of a Social Club Resource Kit.
- ✓ Revision of Tenant News.
- ✓ Full review of resident documents:
 - ☐ Feedback, Complaints and Appeals Brochure
 - ☐ Rent and Eligibility Information Sheet
 - ☐ Repairs and Maintenance Information Sheet
 - ☐ Maintenance Request Form
 - ☐ Repairs and Maintenance Survey
 - ☐ Rubbish Bins Information Sheet

What's on near you *free events*

Brisbane

South Bank Parkrun Running to 30 Apr 2016

Riverside Green, South Bank

Parkrun is a free, weekly 5km timed event for runners and walkers of all standards and it takes place every Saturday morning.

For more Brisbane event information visit:

www.visitbrisbane.com.au

Ipswich

Markets in the Mall 8 April 2016 – 8am to 12pm

D'Arcy Doyle Place, Ipswich

Markets featuring craft, fudge, plants, sausage sizzle, chair massage, coffee, soaps, candles, quilts. Stalls available.

For more Ipswich event information visit :

http://www.ipswich.qld.gov.au/about_ipswich/news_and_events/

Gold Coast

Organic wholefood meals 15 April 2016 - 10:30am

Southport Library

Corner Garden and Lawson Streets, Southport

Discover how to incorporate superfoods charged with extra nutrients into daily meals. Recipes are gluten free and dairy free.

For more Gold Coast event information visit:

www.goldcoast.qld.gov.au

Sunshine Coast

Maleny Wood Expo 30 Apr 2016

Maleny Showgrounds

A celebration of native timbers and sustainable timber use, promoting the region's talented wood artisans and timber industry. Three days of clean country family fun in the Sunshine Coast Hinterland.

For more Sunshine Coast event information visit

<http://events.sunshinecoast.qld.gov.au>