



OFFICE HOURS:
Mon, Tue, Thurs, Fri 9am—4pm
Wednesday 1pm-4pm
CLOSED FOR LUNCH: 12:30—1:00pm

HOUSING SERVICE TENANT NEWSLETTER

Winter 2022

Your Rent

You must notify us immediately if your circumstances change. We need to know about things like:

1. There is a change in occupants living in the home
2. Your income goes up or down
3. You start working—you can work for 6 months before this income is included in your rent calculation

CONTACT US

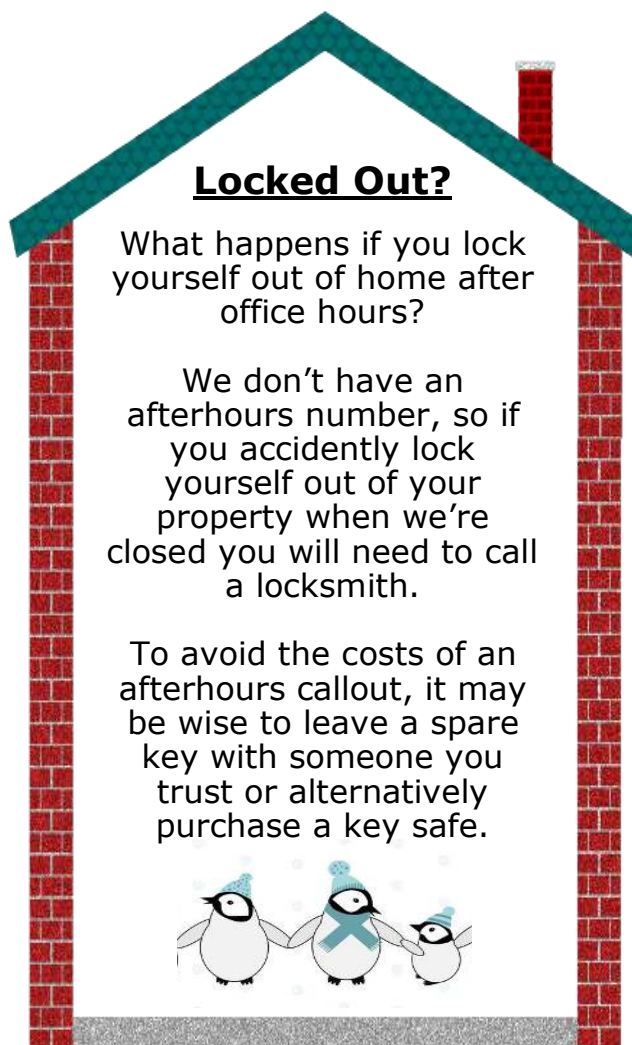


Any of these changes can alter the amount of rent you are charged; it might mean you pay less rent.

What we do:

- Review rents annually—unless you have notified us of changes in the household occupants or income.
- If your rent increases, you will receive 2 months written notice. Keep in mind that if your rent increases so will your bond.
- If your rent decreases this will be effective as of the next rent charge date and your bond will also decrease.

If you now have an email address, or changed your email address let us know.



Locked Out?

What happens if you lock yourself out of home after office hours?

We don't have an afterhours number, so if you accidentally lock yourself out of your property when we're closed you will need to call a locksmith.

To avoid the costs of an afterhours callout, it may be wise to leave a spare key with someone you trust or alternatively purchase a key safe.



RESPECT OUR STAFF—WE ARE HERE TO HELP YOU!

ABUSE IS NOT IN A DAY'S WORK

Aggressive, offensive, intimidatory or disrespectful behaviour toward staff is not OK.

Abusive phone calls will be terminated. Abusive visitors will be asked to leave.

Beeping Smoke Alarm do's and don'ts...

1. DO check for fire, bugs or lack of air flow around smoke alarm. These can set them off.
2. DO call our smoke alarm contractor, Glasshouse Home Safety (GHHS) on 1300 856 263 if the alarms are sounding. Or follow the link below for step-by-step instructions on how to stop the noise!
<https://ghhomesafety.com.au/smoke-alarm-help/>
3. DO leave GHHS a message if it is after hours. They will call you back next business day.
4. DO NOT permanently disable smoke alarms. Smoke Alarms save lives. Fixing smoke alarms when they have been damaged will cost you a lot of money. Qld Fire & Emergency Services can also issue fines to tenants who interfere with smoke alarms.
5. DO let technicians in. We pay for change of lease and/or yearly cleaning and testing of all smoke alarms in your home. It is the law that you let tradesmen in to do this when it is due.



Routine Inspections...

Routine Inspections are booked in every 3 months. This is an opportunity to chat with your Housing Worker face-to-face about any routine maintenance needs or concerns. It is also a good time to ask for help. Our Housing Workers can link you in to support services in the community and they have good tips on cleaning and care of your home.

A Notice to Remedy Breach may be issued if your housing worker notices things such as damages caused by the tenant or their visitors, unapproved pets or unapproved occupants.



Unremedied Breaches can put your tenancy at risk and you may be issued a Notice to Leave.

Please contact your housing worker if you have any concerns or queries regarding inspections or your tenancy.

Maintenance Check!

When contractors have completed work at your place, check that a good job has been done. If you think something is not right, give us a call.



Don't wait for your next inspection; your Housing Worker wants to hear if a job has not been done properly.

Can FLARP Help You?

The Financial Literacy And Resilience Program (FLARP) provides free financial advocacy and education supports to residents of all ages within the Gympie shire. These services include:

- Creating budgets and savings strategies
- Assessing individual financial situations and exploring the options available to resolve the issue
- Advocating on behalf of the client to ensure the best possible outcome: Debt waivers, affordable repayments, loan restructuring, avoiding bankruptcy
- Informing clients about their rights as consumers in reference to laws and creditor harassment
- Provide support with initiating Ombudsman complaints
- Refer clients to grants and government subsidies they may not be aware of or offered such as the Home Emergency Assistance Scheme (HEASS) grant
- SPER Hardship program: supporting clients through Work Development Orders—community engagement is necessary and SPER debts must be no more than \$3000
- Referring clients onto specialist support services where required.

