

# Newsletter



## OFFICE HOURS

A reminder that our office is closed on Wednesdays until 1:00pm. Other week days we are open from 9am - 4pm and closed for lunch between 12:30 & 1:00pm.

Phones are not monitored outside of opening times. We will respond to messages left on our answering service as soon as possible.

If you have a plumbing or electrical emergency after hours, please call the numbers provided upon sign-up and on the last page of every Tenant Newsletter.

## IN THIS EDITION

Office Hours

Magpie Swooping Season

Mould - Who is Responsible

Smokey Noodle Recipe

Energy Rebates/Concessions

\$50 Gift Card Giveaway

Suspect Criminal Behaviour?

Colouring in Activity

Useful Numbers

Contact Us

## MAGPIE SWOOPING SEASON

Magpie swooping season occurs during their mating period, which tends to fall between August and October each year. While it can seem like it drags on forever a magpie will usually only swoop for around six weeks.

How to avoid getting swooped

1. Travel in groups, as swooping birds usually target individuals.
2. Carry an open umbrella above your head.
3. Wear sunglasses and a broad-brimmed hat.
4. If you ride a bike, walk it through magpie territory or have a flag on the back of the bike that is higher than your head.
5. Do not act aggressively. If you wave your arms about or shout, the magpies will see you as a threat to the nest - and not just this year, but for years to come!
6. Walk, don't run.
7. Avoid making eye contact with the birds.

Interesting fact: Magpies remember your face. They have excellent recall for faces and very long memories. So, if you have been swooped before, or even if you just look like someone they swooped last year, you're likely to get the same treatment again!



WE'RE  
OPEN

# MOULD - WHO IS RESPONSIBLE

Mould can appear in your home at any time of the year, and it can cause serious health problems along with adding a certain dinginess to your surroundings.

What causes mould?

Simply put, moisture causes mould. A leaky roof, broken pipes, cracked roof tiles, windows left open while it is raining or a flood can cause moisture to enter your home. Or you could be creating the moisture within the home itself.

If mould is caused by a leak in the roof, a faulty pipe or gutters or other structural faults, we are responsible for fixing it and remediating the damage.

But mould is most often not caused by structural issues.

- Tenants may be contributing to or creating the problem themselves by failing to regularly air out and clean the house, allowing condensation to build up in the home, or getting the carpet wet.
- Tenants also have an obligation to inform us if there is a problem with the property, for example a window that doesn't seal or a leaky pipe.
- If a tenant has caused the underlying problem that led to mould developing, or hasn't informed us of an issue with the property, they could be held responsible for mould damage and may have to pay to have it fixed.

Tips for keeping your house mould-free

- Keep the temperature in your home even. Try not to let one room get much warmer or colder than the next.
- Always use the exhaust when you are showering or cooking and open windows when possible
- Clean up mould as soon as you notice it. Don't let it settle in.
- Wipe up condensation on walls or windows whenever you notice it.
- Keep blinds and curtains open during the day.
- Tell us as soon as you notice a problem

[https://www.choice.com.au/money/property/renting/articles/black-mould-and-renters-rights?gclid=EAlalQobChMlreU87jvgAMVGhR7Bx3Cdg5YEAAYAAEgLU6PD\\_BwE#Who's%20responsible%20%E2%80%93%20landlord%20or%20tenant?](https://www.choice.com.au/money/property/renting/articles/black-mould-and-renters-rights?gclid=EAlalQobChMlreU87jvgAMVGhR7Bx3Cdg5YEAAYAAEgLU6PD_BwE#Who's%20responsible%20%E2%80%93%20landlord%20or%20tenant?)



## SMOKEY NOODLES FOR ONE

What you need:

- 1-2 pieces of short cut bacon, trimmed and chopped (OR 1/2 cup sliced Shitake mushrooms for vegetarian option)
- 2 spring onions, white and green separated and finely sliced
- 50g frozen peas
- 1/4 teaspoon smoked paprika
- 2 teaspoons cornflour
- 200ml vegetable stock
- 150g block straight-to-wok noodle
- splash of Worcestershire sauce
- salt to taste

**Step 1** - In a small non-stick pan, fry the bacon for a few minutes, add the white parts of the spring onions, peas and paprika, then cook for 1 minute more. Mix the cornflour with a little of the stock to get a paste, then stir this into the pan with the rest of the stock, noodles and a good splash of Worcestershire sauce. Simmer for a couple of mins until thick and saucy, then scatter with the green parts of spring onion.

<http://www.bbcgoodfood.com/recipes/smoky-bacon-pot-noodle-one>



We Have!  
a Winner!



A round of applause for the fortunate champ of our Winter draw and a huge thank you to everyone who participated in our Tenant Survey and sent them back our way!

The lucky name drawn by our Housing Heroes, Pam and Kay!

## \$50 BIG W/WOOLIES CARD

To add some festive flair and show our gratitude for an amazing year, we're hosting a lucky draw for all our properties!

No need to lift a finger, folks - every property number will be tossed into the hat, and one lucky winner will be picked at random.

Mark your calendars for the big reveal on Wednesday, 29th November 2023, when we'll give the chosen tenant a call.

Let's bring on the merry!



### HAVE YOU WITNESSED OR DO YOU SUSPECT CRIMINAL BEHAVIOUR IN YOUR NEIGHBOURHOOD?

Any matters relating to suspected or actual criminal behaviour should be reported directly to **Crime Stoppers**. You can contact them by their website at [www.crimestoppers.com.au](http://www.crimestoppers.com.au) or you can call on **1800 333 000**.

You can also contact **Policelink** for non-urgent incidents. This can be done online at [www.police.qld.gov.au/programs/Policelink/](http://www.police.qld.gov.au/programs/Policelink/) or by calling **131 444**. You can also download the Policelink App through the App Store, Google Play or Windows Store.

**In the event of an emergency or an urgent incident contact 000 for police assistance.**

## ENERGY REBATES AND CONCESSIONS



the Queensland Government offers a range of rebates and concessions to assist eligible households to reduce their energy costs.

Rebates & concessions currently available are:

- Electricity Rebate
- Home Energy Emergency Assistance Scheme
- Electricity Life Support Concession

### Electricity Rebate

Eligible QLD pensioners, seniors, war veterans and low-income households can receive \$372.20 per year

#### How to Apply

To find out more about eligibility and how to apply, contact your electricity retailer - their number is on your electricity bill.

### Home Energy Emergency Assistance Scheme (HEEAS)

Low-income households who are experiencing a short-term financial crisis or emergency that has limited their ability to pay their energy bills can receive a one-off payment of up to \$720. A customer is only eligible for a HEEAS payment once every two years.

#### How to Apply

To find out more about HEEAS eligibility and how to apply, contact your energy retailer.

### Electricity Life Support Concession

The life support concession provides up to \$758.04 per year for eligible seriously ill people that use a home-based oxygen concentrator or kidney dialysis machine supplied free of charge through the Medical Aids Subsidy Scheme or Queensland Health.

#### How to Apply

To find out more about eligibility and how to apply, call 13 74 68.

For more information about QLD energy rebates and concessions, visit [www.qld.gov.au/smartsavings](http://www.qld.gov.au/smartsavings)

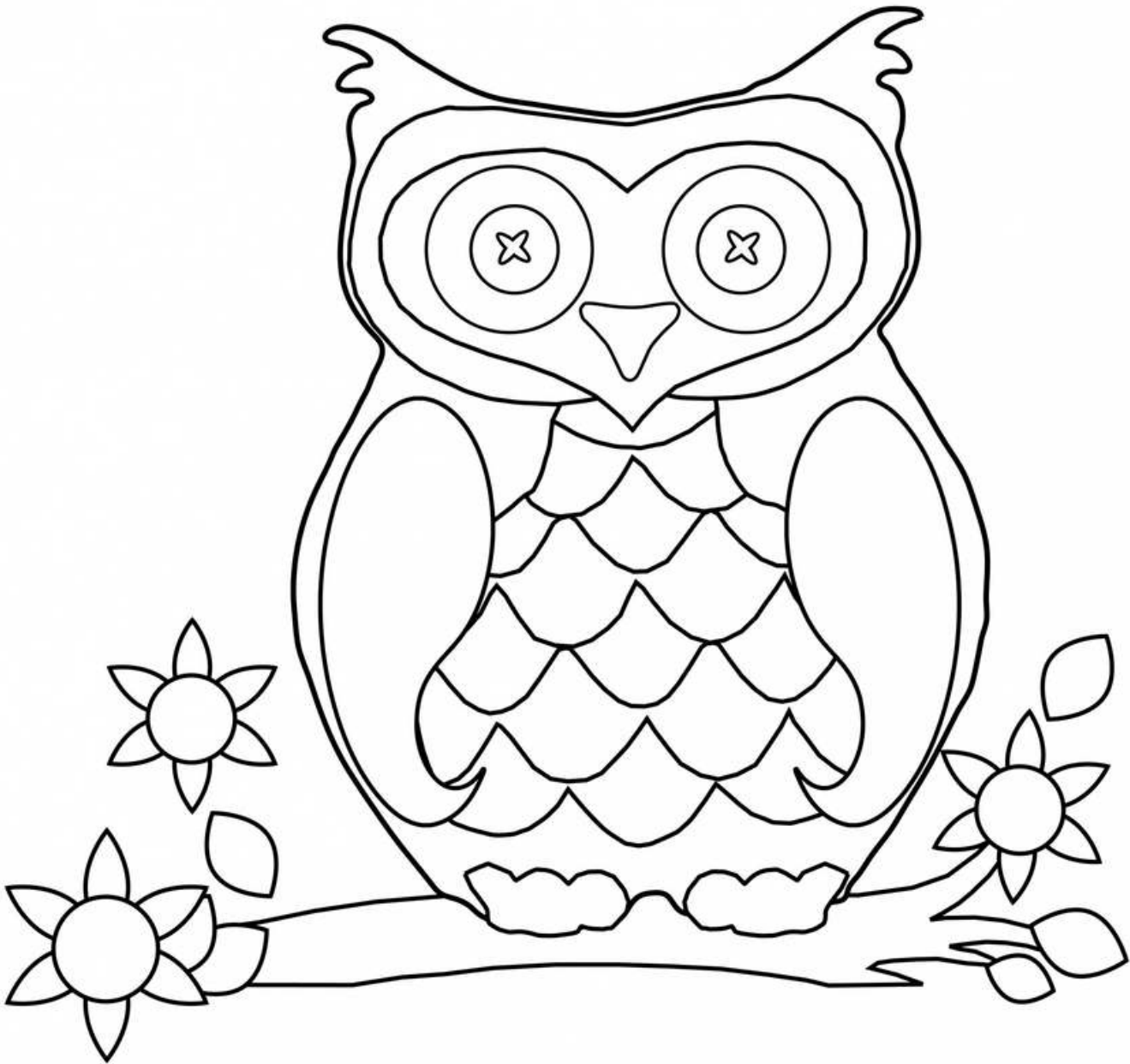


# COLOURING IN ACTIVITY

## Did you know?

The Elf Owl is the smallest owl in the world and is about the size of a sparrow. It is found in deserts in the southwest of the USA and hunts at dusk and night for insects and spiders.

Owls can rotate their head 270 degrees and a group of owls is called a Parliament.



## CONTACT US

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## USEFUL NUMBERS

Newks Plumbing:	0418 800 018
Groves Electrical:	0439 668 158
Emergency Services:	000
Crime Stoppers:	1800 333 000
Police Link:	13 14 44
SES:	13 25 00
Lifeline:	13 11 14