

Housing Service Newsletter

www.communityaction.com.au



Winter 2025

About Us

Community Action Housing Service is part of Community Action Inc and is a community managed multi-program housing service situated in Gympie that manages around 150 tenancies across the region.

Meet the Team

Renee - *manager*

Katrina - *administration*

Pamela - *housing worker*

Anne - *housing worker*

Rachel - *tenancy support worker*

Julie - *admin & tenancy assistance*

Our Office

10 Apollonian Vale, Gympie

Open

Mon, Tue, Thurs, Friday 9am-4pm

Wed 1pm-4pm

Closed

Everyday for lunch, 12:30-1:00pm
and Wednesday mornings

Tenancy Support

During the COVID-19 pandemic the Department of Housing (DOH) placed a hold on all Transitional Tenancies which were a maximum of 2 years. **That hold has now been lifted.**

Tenancy Support is here to assist tenants with their transition from social housing into to the private market.

Rachel, our tenancy support worker, will meet with all transitional housing tenants over the next few months to prepare a Tenancy Plan. Essentially this plan identifies the barriers to renting in the private market and maps strategies for addressing these barriers.

Regular meetings will be scheduled with tenants throughout their tenancy to check on their progress and to monitor the status of their housing application. Rachel can assist with referrals to services and offer practical help with real estate applications & more.

In this edition

- About us
- Tenancy support
- Choc mug cake recipe
- FAQ's on rent
- Support to maintain your housing
- Health tips
- Tips for maintaining your property
- Importance of working smoke alarms
- Useful numbers

Respect our Team - We are here to help you!
Abuse is not in a day's work

Aggressive, offensive, intimidation or disrespectful behaviour toward our team is not OK.
Abusive phone calls will be terminated. Abusive visitors will be asked to leave.

Chocolate Mug Cake

What you need:

- 1/4 cup plain flour
- 1/4 cup sugar
- 2 tablespoons cocoa powder
- 1/8 teaspoon baking soda
- 1/8 teaspoon salt
- 3 tablespoons milk
- 2 tablespoons oil
- 1 tablespoon water
- 1/4 teaspoon vanilla

Instructions:

- Gather all the ingredients (why not make up a whole bunch of the dry ingredients in snap lock bags for grab 'n' make later on. Just write on each bag what has to be added and the cooking time so you don't need to pull out the recipe again!)
- Mix dry ingredients together in a large microwave-safe mug; stir in the milk, oil, water and vanilla
- Cook in the microwave until cake is done in the middle, about 1 minute & 45 seconds
- Enjoy!

<https://www.allrecipes.com/recipe/241038/microwave-chocolate-mug-cake/>



FAQ's on Rent

Q: How is my rent calculated?

A: We use the Community Housing Rent Calculator to assess the amount of rent for each household and is based on the income of all the people in your home. Some types of income are assessable, some are not, and some are assessed at different percentages.

Overall, rent is calculated at approximately 25% of the assessable household income. Some tenants pay an additional 3% to cover furnishing costs.

All Rent Assistance to which the household is entitled is also included in the rent payable. The rent payable for each property is capped at a certain amount. This is called Market Rent. You will only ever pay 25 - 28% of your assessable income or market rent, whichever is the lowest.

Q: How often is my rent reviewed?

A: Rent is reviewed for each household once a year if nothing changes. Two months notice is always given before any increases, however decreases are actioned immediately. You **MUST** advise us of any changes in your circumstances when they occur as per your signed General Tenancy Agreement.

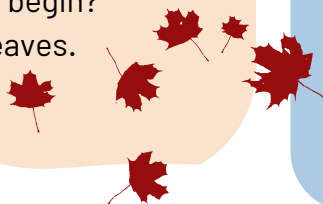
Q: What if I get a job?

A: If a household member enters the workforce, the rent is guaranteed to remain at the level it was on the day before the the job begins for 6 months.



hello
WINTER

When does winter begin?
When autumn leaves.



Do you need support to maintain your housing?

Are any of these things affecting your tenancy?

- Receipt of a Notice to Remedy Breach/Notice to Leave with Grounds
- Changes to your family/household causing significant concern
- Relationship problems
- Financial difficulties
- Communication with your landlord or agent
- Changes to employment
- Concerns with substance use
- Concerns with gambling
- Physical or mental health concerns
- Changes to household income

Please note: Keys to Early Intervention in Homelessness Service (KEIHS) does not provide housing or assist in finding accommodation.



Kyabra's experienced support workers provide a confidential service which can:

- Give you information about housing and related matters
- Assist you to make contact with other services, such as financial counselling, legal, parenting and relationship services
- Advocate on your behalf with relevant services with your consent
- Inform you about your rights and responsibilities as a tenant
- Provide individually focused case management support
- Provide assistance to plan and achieve goals
- Provide living skills/personal development support



How can you contact Kyabra?

If you are experiencing difficulty sustaining your tenancy, please call Kyabra on 07 5441 3837 or email their Sunshine Coast and Gympie Intake Worker at: KEIHS@kyabra.org

Four pillars of health that work together to keep your mind and body healthy

NUTRITION: A healthy diet promotes bacteria in the gut that helps "feel good" signals get through to the brain. Aim for 5 servings of fruits and vegetables a day.

EXERCISE: Moving your muscles produces endorphins and a chemical that helps the brain deal with stress. Aim for 30 minutes of exercise a day.

RELAXATION: Mentally unwinding can reduce stress and anxiety as well as increase energy and focus. Aim for 10 - 20 minutes of deep breathing practice a day.

SLEEP: A good nights sleep helps lower stress, improve concentration and boost emotional stamina. Aim for 7 - 9 hours of sleep a night.



Nutrition



Exercise



Relaxation



Sleep

Tips for Maintaining Your Property


When cutting on bench tops use a chopping board to protect the surface.

Keeping window tracks clean helps the windows roll smoothly and stops future damage.

Remove dust from ceiling fans and exhaust fans.

Keep lawns mowed, edges trimmed & gardens weeded.

Shopping trolleys belong at the shopping centre, not in your yard.



Only hang pictures on hooks already provided. Putting pins and nails in walls costs a lot to repair, not only do the holes need to be filled but the whole wall may need to be repainted.

These costs go to you, the tenant.



The importance of functioning smoke alarms

Smoke alarms are one of the most vital safety devices in any home or building, serving as the first line of defense against fires.

However, having a smoke alarm isn't enough - it must be properly maintained and untampered with to ensure it functions when needed most.

Most of us are taught as kids to Get Down Low and Go Go Go!

Fire produces a deadly gas called Carbon monoxide. Carbon monoxide is odourless, tasteless and cannot be seen. It takes only 1.25% of Carbon monoxide in the air for a person to fall unconscious immediately and die within 1-3 minutes.

Many house fire deaths occur before the flames have even reached the individual, dying by asphyxiation from smoke and carbon monoxide.

Carbon monoxide rises in the air and that is why it is vital that in a fire situation that you Get Down Low and Go Go Go.

Getting low to the ground will keep you away from smoke and Carbon monoxide while keeping you closer to the oxygen which is being pushed downwards by the smoke.

So, remember when it comes to fire safety, do not tamper with smoke alarms and in the event of a fire...
Get Down Low and Go Go Go!

useful numbers

Groves Electrical.....0439 668 158

Newks Plumbers.....0418 800 018

Gympie Regional Council.....1300 307 800

contact us

Address: 10 Apollonian Vale
Gympie QLD 4570

Phone: 07 5482 8959 - Option 4

Email: housing@communityactiongympie.com.au



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