

HOUSING SERVICE Newsletter

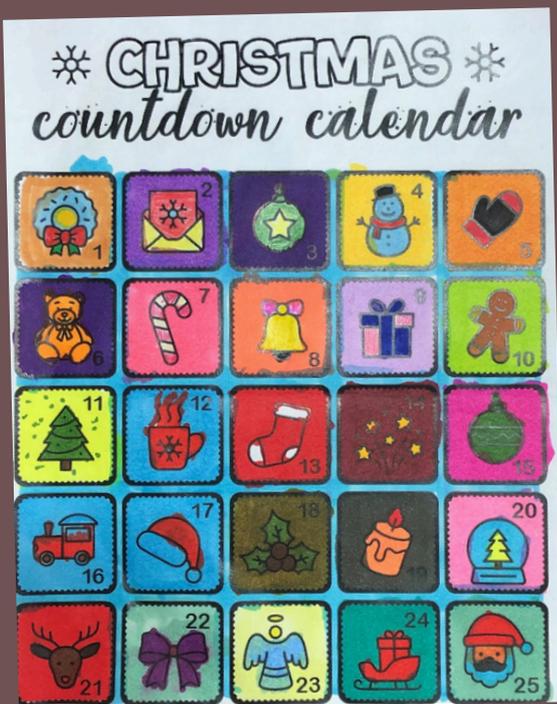
Autumn 2026

COLOURING IN COMPETITION WINNERS

A Big Cheer for the Winners of Our Christmas Colouring Competition!

Thank you to everyone who sent in their wonderful works of art. We were blown away by the creativity, colour, and effort in every entry.

Congratulations to Will & Bom, whose outstanding colouring-in entries are pictured below. Fantastic work, and thank you to all who participated in making this competition such a joy!



WINNER UNDER 7 YEARS



WINNER 8-12 YEARS

REPAIRS, MAINTENANCE & ENTRY NOTICES

Repairs, Maintenance and Entry Notices: Your Responsibilities

Keeping your home safe and in good shape is a shared responsibility. Under Queensland tenancy laws, tenants have clear duties for repairs and allowing access for maintenance.

Reporting Repairs

- If something breaks or stops working, tell us as soon as you can.
- For urgent issues (like a burst pipe, unsafe electrical fault, or major leak), contact us or the nominated repairer right away.
- Early reporting helps stop further damage.

Looking After the Property

- Keep the home clean, treat it with care, and avoid causing damage.
- You're responsible for any damage caused by your visitors or pets.
- Get written approval before installing fixtures or making changes.

Entry Notices

- We respect your privacy. Queensland law sets when we can enter your home.
- For repairs or maintenance, you'll receive a Form 9 Entry Notice with at least 48 hours notice.
- Entry will be at a reasonable time (usually 8am-6pm, not Sundays or public holidays) unless you agree otherwise.
- In an emergency, we may enter without notice to protect safety or prevent serious damage.

If There's a Problem

- If repairs aren't finished in a reasonable time, or you're worried about entry, contact us to discuss. You can also use the RTA's free dispute resolution service.



VEHICLE & PARKING RULES

Parking spaces are limited in some complexes. Ensure your vehicle is registered, parked safely, and does not block access.

Visitors (including carers) should also park considerately.

Keeping driveways and lawns clear helps prevent damage and ensures emergency access is available if needed.

AVOIDING PEST PROBLEMS

Preventing pests keeps your home healthy and safe. Keep kitchens clean, store food securely, and take out rubbish regularly.

If you notice pests, report them early. Quick reporting allows us to arrange treatment before the problem spreads. Working together protects all tenants' homes.

CHANGES TO YOUR HOUSEHOLD

It is important to let us know about changes in your household. This includes adding new members, having long-term visitors, introducing pets, or changes in income.

Keeping us updated ensures your tenancy records are accurate and helps maintain safety and compliance with your agreement.

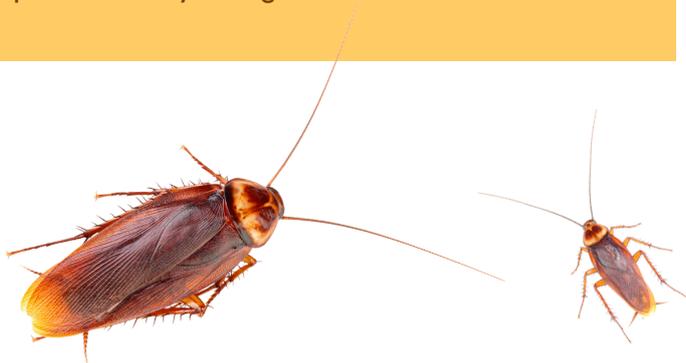
UNDERSTANDING YOUR GENERAL TENANCY AGREEMENT

Your tenancy agreement is the foundation of your rental. It sets out your responsibilities and those of your housing provider. Key points include:

- Paying rent on time
- Keeping the property clean and safe
- reporting maintenance
- looking after fixtures
- respecting neighbours
- getting permission for any changes

Understanding your agreement helps avoid misunderstandings and keeps your tenancy running smoothly.

If in doubt, ask!



WHAT TO DO WHEN YOU LOOSE POWER

Power Outage – Tenant Checklist

- Check if neighbours or common areas also have no power
- Check your switchboard for a tripped breaker/safety switch (reset once only if safe)
- If it's a wider outage, contact the electricity distributor or check their outage info
- If only your unit is affected, unplug sensitive appliances
- Look for hazards (burning smell, sparks) – do not attempt repairs
- Use torches, not candles
- Keep fridge/freezer doors closed
- Report the outage to your housing provider/property manager
- Use after-hours emergency maintenance if essential services are affected
- If medical equipment is impacted, contact emergency services immediately

FEEDBACK

We appreciate your feedback. Feedback from you provides important information on areas we are working well in and areas we may need to improve and suggestions you may have on what is missing from our service.

If you would like to provide any feedback, you can contact us to complete a survey.

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

CONTACT US

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RESPECTFUL CONDUCT & VISITOR RESPONSIBILITIES

We are committed to providing safe, respectful and stable housing.

A reminder that under Queensland tenancy laws, tenants are responsible for the behaviour of any occupant or visitor they allow onto the property. This includes behaviour in common areas, at the front of the complex, or anywhere on premises managed by our service.

To help maintain a safe environment for all:

- Please ensure visitors treat neighbours, contractors and staff politely.
- Aggressive, threatening, or abusive behaviour from any visitor may lead to tenancy action, including formal breach notices.
- If you ever feel unsafe, call Triple Zero (000) immediately.

Together we can keep our community respectful and enjoyable for everyone.