



**Coast to
Country**
HOUSING COMPANY



*QUARTERLY NEWSLETTER
MARCH 2019*

FROM THE CEO'S DESK...



The calendar clicked over to 2019 with everyone wondering how long this drought was going to last. Then the rains came... and came... and came... and Townsville was flooded. Then came the camaraderie, and the community spirit, and the resilience, and the strength to start over - after first helping your neighbour, even neighbours you have never met before. What an amazing community to be part of and I think we should all be proud to call ourselves Townsvillians (although I'm still secretly a "Towers" girl at heart).

Another title I am proud to call myself is 'Staff Member' at Coast to Country Housing. What an inspirational, hard-working team I am part of. This was clearly evident during the flood crisis. We had staff members whose homes were inundated and whose family were severely affected, yet they came to work to assist in rehousing tenants who had also been flooded. Our staff are continuing to work in supporting both our tenants and our landlords. We have also been fortunate to be able to secure extra housing to support other services with their flooded clients.

The sector has supported us, too, with staff members from Regional Housing Limited in Bundaberg coming to Townsville to assist us in this flood recovery time. We would like to also thank staff from the Department of Housing &



Public Works who have taken the lead in supporting the sector by holding regular meetings to check in on services and to discuss future housing needs for Townsville.

As most of you are aware, C2C's office is part of the Housing Connections Centre. We share this space with Red Cross, The Women's Centre, Sharehouse Youth Programs Inc and Althea Projects. We also have regular visiting services including Department of Housing's Intake & Rent Connect Teams, and FEROS Care. If you would like to know more just drop into the Housing Connections Centre and one of our friendly staff members will assist.

Coast to Country was fortunate to receive a grant from the Gambling Community Benefit Fund. The monies from this grant will be spent improving client facilities downstairs at Housing Connections as well as updating and improving the staff area on the 1st floor. Expect to see some changes with the centre over the next couple of months.

*"Alone we can do so little, together we can
do so much." -Helen Keller*

Elvene



TOWNSVILLE RECOVERS

As our city starts to get back on its feet after the monster monsoon, make sure you understand how the financial assistance works.

Community Recovery Hubs are open 7 days a week from 9am-5pm for you to speak to someone in person about your finances and other support services. Community Recovery Hubs are located at the following places:

- 143 Walker Street, Townsville City (blue end of foyer)
 - Opening hours: 9am to 5pm daily.
- Domain Central
Shop G3B, 103 Duckworth Street, Garbutt (near Specsavers)
 - Opening hours: 9am to 5pm daily.
- Townsville Brothers Football Club
Hi Vista Park, 468 Bayswater Road, Mt Louisa
 - Opening hours: 9am to 5pm daily.

Pop-up hub location

- The Precinct (Shopping Centre)
12-18 Village Drive, Idalia
 - Opening hours: 9am to 5pm daily.

Grants available include:

- ✓ Far North Queensland Floods – Australian Government Disaster Recovery Payment \$1,000 per adult and \$400 for each child <https://bit.ly/2MTZeTj>
- ✓ Far North Queensland Floods, February 2019 - Disaster Recovery Allowance for short term payment if a disaster directly affects your income <https://bit.ly/2SvVWL6>
- ✓ Essential Services Hardship Assistance Grant - Supports people directly impacted by a disaster when they have lost one or more essential services for five days. \$150 per person, \$750 for a family of five or more <https://bit.ly/2WJloMn>

✓ Emergency hardship assistance grant - Supports people directly impacted by a disaster to meet essential needs for food, clothing, medical supplies or temporary accommodation, \$180 per person and up to \$900 for a family of five or more <https://bit.ly/2RAxpjL>

✓ Essential household contents grant - If you are uninsured or unable to claim insurance, you may be eligible for financial assistance towards replacing or repairing essential household contents. Up to \$1,765 for single adults and up to \$5,300 <https://bit.ly/2BpP2x8>

For information and support phone the Community Recovery Hotline on 1800 173 349.

Rental advice and support is available for renters, owners and managers of rental properties affected by the North Queensland floods.

The Rental Recovery Hub is located at the Rising Sun Shopping Centre, and provides help with:

- rental properties
- tenancy arrangements
- finding short to medium term rental accommodation
- property repairs and management
- rights and responsibilities
- resolving disputes.

Townsville Community Legal Service (TCLS) provides a **free flood legal assistance** service to people affected by recent flooding in Townsville and surrounding areas. TCLS can offer legal assistance in areas including insurance, tenancy, consumer and debt, employment, emergency hardship payments, and other Centrelink issues.

Call Townsville Community Legal Service on 07 4721 5511 for further information.



FOCUS ON...

EACH QUARTER, WE
TAKE THE MYSTERY
OUT OF COMMON
TENANCY ISSUES, TO
HELP YOU UNDERSTAND
YOUR RIGHTS AND
RESPONSIBILITIES



WASTE & RECYCLE BINS

Waste and Recycle Bins need to be placed on the curb by 6am the morning of collection and are to be removed from the curb on the same day. By bringing in your bins after being emptied removes the risk of damage or loss of your bin. If your current waste or recycle bin is damaged, please contact the office and we will arrange a replacement bin. If you are new to the area, you can check your collection day on the Townsville City Council website.

UPDATING YOUR PHONE NUMBER

During the recent floods, C2C staff attempted to contact all tenants to check everyone was safe and to offer assistance. We discovered that several phone numbers were disconnected or no longer working. It is important that your details are up to date so we can contact you. If you have recently changed your phone number, aren't sure if we have the right phone number, please let us know!

REPAIRS AND MAINTENANCE

If you have any repairs or maintenance to report, please ensure they are reported at the time of the repair is needed. Please do not wait for your inspection to report these issues.

SHOPPING TROLLEYS

Shopping trolleys around a unit complex can also make the complex look uncared for. How can you stop this from happening? You can report dumped shopping trolleys on the following websites:

- www.trolleytracker.com.au - this site puts you in a draw for a \$1000 prize each month!
- www.coles.com.au/customer-service/abandoned-trolley



SUPPORT INFORMATION

Sometimes life doesn't go to plan! There is often a number of issues that can cause hassle or worry, can irritate neighbours, and can also put you in danger of being evicted from your home!

Here are some easy tips to ensure your tenancy is safe:

Visitors – make sure you only tell people you trust where you live, and even then, only invite people to visit who you know won't make any noise or create an argument. Any shouting, abuse, or even drunken behaviour will cause you problems, and if your visitors damage your home, it is up to you to fix it! If someone arrives at your home who you don't know, or don't want there, make sure your door is locked and you tell them to leave – you can always call the Police to have people removed who won't leave.

Noise – Be mindful of your neighbours when watching movies or playing music. Just because you want to listen to a song, doesn't mean your neighbours do!

Rent - Paying your rent is not negotiable. You need to ensure you are either doing everything Centrelink needs you to do, or being the best employee you can be. If you think you might have any issues paying your rent, make sure you contact Coast to Country straight away – rent is the most important bill you have to pay!

Violence – Any violence from clients will not be tolerated, and may cause an immediate eviction. Try not to get yourself involved in any fights or bad arguments – it is always better to let the Police deal with violent people, rather than to get yourself in trouble – either by needing medical treatment, being evicted due to violent behaviour, or being charged by Police.

Cleaning – It is best to clean your home each week – this doesn't have to mean the whole place, but at least your floors and benches should be cleaned regularly; this not only makes you feel better, but is better for the health of you, your family, and any visitors. You also receive a checklist with your inspection letter – if you follow this list, you will almost always have a great inspection!

Damages – If you damage your property, it is your responsibility for repairs. You are always welcome to contact Coast to Country to get a contractors phone number, however contractors will need payment in full before any work can happen. If you are going to repair damages yourself, these need to be at a professional standard. Make sure you are careful with your property!





“I have an emergency maintenance issue but the C2C office is closed – WHAT SHOULD I DO?”

Examples of an emergency maintenance issue include:

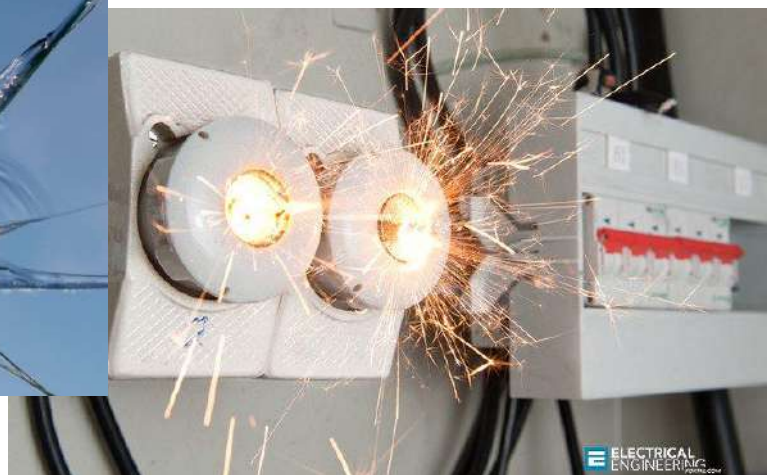
- A burst water service or serious water service leak
- A blocked or broken toilet
- Gas leak
- Dangerous electrical faults
- A fault or damage that makes your property unsafe or not secure

There are different after-hours emergency maintenance contact numbers for each property program. After-hours emergency maintenance contact details are given to you when you sign up for your home, in the General Tenancy Agreement. If you don't have this please ask your Housing Specialist to give it to you again.

It's important to have your after-hours emergency maintenance contact number handy, because there's not much time to find the right number to call during an emergency! We recommend keeping the number on your fridge and saving it in your phone.

If for some reason you are unable to get in touch with the nominated after hours repairer, and it is an emergency, you can arrange for a qualified person to carry out the emergency repairs to a maximum value of 2 weeks rent. If you pay the repairer you will need to give the receipt to Coast to Country Housing so we can reimburse you.

Please remember to keep a copy of all receipts and check your sign up paper work for more details.





The time is nigh to dust off the layers in your home and prepare to throw open the doors! Here's some tips from Julie for your next cleaning mission!

1. Spray the cloth, not the surface, so you don't have to spend time wiping off any excess.
2. Work the room and you won't miss anything. Start at the door and move clockwise around the room, cleaning everything on and against the wall, then clean furniture in the middle of the room.
3. Put a little essential oil on the light globe in a lamp. When it warms up, the scent will spread through the room.
4. Use a lint remover to remove dust on your lampshades and curtains.
5. Vacuum everything – the inside of the fridge, the oven, the toaster and the cutlery drawer.
6. A hair dryer can remove dust from a computer keyboard, the bottom of a handbag and the corner of a cupboard.
7. When you finish cleaning a room, close the door. Then, when you've finished cleaning every room, go back and inspect each one, leaving the door open when you're happy with the result.



Prevent mould regrowth

Mould sometimes grows back after cleaning. If small areas of regrowth occur, treat them with either:

- vinegar solution (one part vinegar to three parts water)
- tea tree oil (two teaspoons in two cups in water)
- hydrogen peroxide solution (use as per label directions)

To reduce the chance of mould regrowth, it is important to dry the area where the mould grew. The simplest way to dry a room is to open doors and windows to thoroughly air the house.

SWAP YOUR ELIGIBLE CONTAINERS FOR CASH



Container Refund Points under the Containers for Change Scheme have been set up in many locations across Queensland including Townsville, Ingham and in the Burdekin.

Residents can pocket 10 cents for every eligible container they recycle at one of the depots.

The list of eligible containers include:

Aluminium cans

Stubbies

Water bottles

1.25 litre soft drink bottles

2 litre soft drink bottles

For a full list of eligible containers visit <https://environment.des.qld.gov.au/waste/pdf/qld-container-refund-scheme-eligible-beverage-containers.pdf>

In **Townsville** you can visit the *Reef Recycling & Logistics* depot at 2/14 Keane Street in Currajong, which is complete with drive through access and is open from 7:00am-5:00pm 7 days a week.

Ingham has a refund point at the *MAMS Group* depot at 21 Challands St, Ingham where the opening hours are Mon 10am to 4pm / Fri 10am to 4pm / Sat 8am to midday.

In the **Burdekin** visit *AMDETT Services & Plastic Recycling* on the Bruce Highway at Horseshoe Lagoon which is also open three days a week: Mon 8.30am to 4pm / Fri 8.30am to 4pm / Sat 8.30am to 1pm .

Operators suggest removing the bottle caps before you arrive to make the process faster and some depots offer a pickup service so check with them first if you prefer this option.



For more information about the Containers for Change Scheme and other refund point locations visit the website at www.containersforchange.com.au

MOVE IT FESTIVAL

Where: Elliot Spring Boulevard

Date: 19th May 2019

About: Move It Festival is a family fun community event, raising money for 100 per cent local charity, The Townsville Hospital Foundation. Participants will walk or run the 1 kilometre, 5 kilometre or 10 kilometre courses, with Elliot Springs being the race venue for 2019! Come along for a great morning of races, rides, entertainment, food and community fun!



FREE FAMILY FUN DAY

Where: Perc Tucker Regional Gallery (Corner of Denham & Flinders Street Townsville)

Date: Third Sunday of each month

Time: 10am – 12pm

About: Free art marking activities for families. All materials are provided. Drop in for 5 minutes or 2 hours. Please note, children must be accompanied by an adult at all times



STRAND NIGHT MARKETS

Where: Strand Park

Date: First Friday of the month, May - December

Time: 5pm – 9:30pm

About: The Strand Night Markets offer a unique insight into the diverse NQ culture where a range of entertainment, food, craft, jewellery and home & leisure displays can be appreciated. The Strand Night Markets are held on the first Friday of the month, from May to December at Strand Park.

MOVIES AT RIVERWAY

Where: Riverway Precinct, Kirwan

Date: Friday nights – May to December

About: Awesome free movies are shown every Friday night from May to December at Townsville's Riverway Precinct. Grab a seat under the stars and make the most of the blissfully warm evenings as you settle down for some family fun! If you don't fancy a movie, there's plenty of other free things to do at Riverway, like taking a dip in the pool, cycling the bike paths, or strolling along the river.



DISCOVER THE STREET ART

Where: Townsville CBD

Date: Anytime!

About: Who knew that Townsville had some of the best street art outside of Melbourne? Be brilliantly surprised by the scope and quality of the street murals whilst spending an afternoon meandering around the city, camera at the ready.





SAVE MONEY THIS EASTER

☐ Set a budget

Whether you are having a large family gathering, going away or a simple stay at home Easter, set a budget and stick to it.

☐ Chocolate

Don't go overboard with treats for others, limit the amount you buy to one or two small treats each. Remember that kids often don't know the difference between cheap and expensive chocolate, and with price of chocolate at Easter time becoming the equivalent of liquid gold, shop around for the best deals.

☐ Family Gatherings

Having a family feast, keep the food simple and make from scratch as much as you can. Search online for simple Easter cooking ideas and have guests contribute to food and drinks. An alternative to an at home family gathering is a BBQ on the beach or in a park, much more cost effective and no cleaning up before and after guests.

☐ Holidays & Entertainment

Camping is an inexpensive way to spend time away with the family. As is being a tourist in your own town, search the web for cheap or inexpensive things to do and go for it, alternatively take the family swimming or walking.

Organise an Easter Egg hunt for the kids with those cheap chocolates you purchased and/or have them decorate their own hard boiled eggs with food dye.



IN THE KITCHEN

WITH ...

dec!

Hot Cross Buns

For the buns

- 4 cups plain flour
- 2x 7g sachets dried yeast
- 1/4 cup caster sugar
- 1 1/2 teaspoons mixed spice
- pinch of salt
- 1 1/2 cups currants
- 40g butter
- 300mL milk
- 2 eggs, lightly beaten



For the crosses

- 1/2 cup plain flour
- 4-5 tablespoons water

For the glaze

- 1/3 cup water
- 2 tablespoons caster sugar

1. Combine flour, yeast, mixed spice, salt and currants in a large bowl. Melt butter in a small saucepan over medium heat. Add milk. Heat for 1 minute, or until lukewarm. Add warm milk mixture and eggs to currant mixture. Use a flat-bladed knife to mix until dough almost comes together. Use clean hands to finish mixing to form a soft dough
2. Turn dough out onto a floured surface. Knead for 10 minutes, or until dough is smooth. Place into a lightly oiled bowl. Cover with plastic wrap. Set aside in a warm, draught-free place for 1 to 1 1/2 hours, or until dough doubles in size.
3. Line a large baking tray with non-stick baking paper. Punch dough down to its original size. Knead for 30 seconds on a lightly floured surface until smooth. Divide into 12 even portions. Shape each portion into a ball. Place balls onto lined tray, about 1cm apart. Cover with plastic wrap. Set aside in a warm, draught-free place for 30 minutes, or until buns double in size. Preheat oven to 190°C or 170°C fan-force.
4. Make flour paste: Mix flour and water together in a small bowl until smooth, adding a little more water if paste is too thick. Spoon into a small snap-lock bag. Snip off 1 corner of bag. Pipe flour paste over tops of buns to form crosses. Bake for 20 to 25 minutes, or until buns are cooked through.
5. Make glaze: Place water and sugar into a small saucepan over low heat. Stir until sugar dissolves. Bring to the boil. Boil for 3-4 minutes. Brush warm glaze over warm hot cross buns. Serve warm or at room temperature.



Attention Green Thumbs!

C2C's Annual Gardening Competition is on again! We hold this competition to recognise tenants who establish and maintain beautiful gardens, in whatever form they may take, and how their effort helps to improve their unit complex and the wider local community.

**All tenants are encouraged to enter, whether you have
a yard, courtyard or balcony plants!**

To enter simply:

- Email enquiries@c2chousing.org.au with your name and address stating you wish to enter this competition
- Call us on 4772 5530
- Tell your Housing Specialist you'd like to enter if you see them at your property.

Nominations close – 6 May 2019

Judging will be held from May – June 2019

Winner will be announced in the June Newsletter

Prizes:

All entrants will receive a certificate and photo of their garden. Prize winners will receive vouchers to the value of:

\$100 for first place

\$75 for second place

\$50 for third place

GOOD LUCK! We look forward to seeing some great gardens!

easter kids' activity



chocolate nests

1. Add 100g of butter, 1 tablespoon of cocoa powder, 50g milk chocolate melts and 75g of golden syrup in a bowl.
2. Microwave on high for 90 seconds, then mix together.
3. Crumble 4 Weet-Bix over the bowl and mix with rest of ingredients.
4. Place a generous spoonful in each of 12 cupcake cases – these will be your nests!
5. Press the centre of each nest down slightly to form a dip and place 3 chocolate mini eggs in each dip.
6. Chill for 30 minutes before serving.

enjoy!



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HOUSING COMPANY

This newsletter is compiled by Coast to Country Housing Company.
Some material is sourced from external sources