



**Coast to  
Country**  
HOUSING COMPANY

# Quarterly Newsletter



## September 2019

# *From the CEO's desk...*



Newsletter time always seems to come around really quickly - unbelievable that it is September already and Spring has arrived - ok I resisted the urge to say spring has sprung!!!!. How glorious is Townsville in spring - cool mornings and wonderful blue sky sunny days. A big thank you to Tiahna who is now producing our newsletter for Coast to Country.

We were sad to farewell Caroline (Housing Specialist) early in August. It is always difficult losing a great team member, but we sincerely wish her all the best in her new business venture. Dan has taken over Caroline's housing portfolio and will continue her work with tenants.



The recent sitting of State Parliament in Townsville was a great chance for Coast to Country to work with the Government and Minister de Brenni around the future of C2C. It is our hope that C2C will continue to expand its portfolio of housing and housing assistance to support even more people to find a pathway home.

C2C was excited to receive a Certificate of Appreciation from Premier Annastacia Palaszczuk in recognition of our contribution to the North Queensland Monsoon response and recovery. It was nice that all the hard work undertaken by the staff

at C2C has been recognised by the Premier. For the dedicated and hardworking C2C staff this work is continuing and I am constantly reminded how proud I am to be part of this team.

Celie, Sam and I were lucky to be able to attend the National Housing Conference in Darwin at the end of August. It has been many years since I have been to Darwin and witnessed the amazing sunsets from this northern city. The conference was a busy two days of learning about innovative solutions for housing worldwide as well as work within Australia which aims to reduce homelessness. Congratulations to Yumba Meta who were acknowledged with a national excellence award. Well deserved and we look forward to continue our work with Yumba Meta to support those requiring housing assistance in Townsville.



# *Elvene*





# farewell

From the C2C gang

After 2 1/2 years working with C2C Caroline has decided to pursue new challenges. It's been an absolute pleasure working with her, we miss her already and wish her every success.

Caroline's enthusiasm is a personality trait that cannot be learnt and a skill which cannot be taught. Best wishes to Caroline as she embarks on her new journey.



GOOD  
BYE &  
GOOD  
LUCK



# THE 2019 GREAT C2C PET COMPETITION!


*Welcome to the 2<sup>nd</sup> Annual C2C Pet Competition! Do you have a pet at home? It could be a loveable pooch, a slithery serpent, or even a timid pet rock – we want to hear from you!*

To enter, simply choose one of the following:

- Text a photo of your pet and their name to 0417 718 836
- Email a photo of your pet and their name to [enquiries@c2chousing.org.au](mailto:enquiries@c2chousing.org.au)
- Call our office on 4772 5530 and ask us to come out and take a photo of your pet
- Bring your pet into our office for a photo!

Entries will be drawn on **31/10/2019** – get your entry in for a chance to win some great prizes!





# FOCUS ON...

COMMON TENANCY ISSUES TO  
HELP YOU UNDERSTAND YOUR RIGHTS AND RESPONSIBILITIES

## **Smoke Alarm Responsibilities & Home Safety**

All tenants in Queensland are responsible for ensuring the smoke alarms installed in their home are tested and cleaned at least once every 12 months. It is recommended by the Queensland Fire and Emergency Service (QFES) that smoke alarms are tested once a month.



Tenants are required by law to replace a battery that is flat or is almost flat during your tenancy. If you become aware that a smoke alarm your home is not working, other than because the removable battery is flat or chirping, you must let Coast to Country know ASAP.

QFES can provide a home visit through their Safehome initiative. Safehome is designed to assist all householders with fire and general safety in the home information. Once the hazards are identified you can then take steps to eliminate them.

Firefighters will visit you upon request at a time convenient to you. To make a booking call 137465 or visit the following link for more information:  
<https://www.qfes.qld.gov.au/community-safety/freeprograms/Pages.safehome.aspx>

# **Your Rights & Responsibilities**

The Residential Tenancies Authority (RTA) looks after the laws which protect the rights and responsibilities of tenants and landlords/agents.

## ***AVOIDING PROBLEMS***

Some general tips to avoid problems with your tenancy include:

- Paying your rent on time
- Taking good care of the property
- Not disturbing the peace, comfort or privacy of your neighbours
- Speaking with your landlord/agent if you have any concerns with your tenancy, including changing who you will be living with
- Keeping all documents about the tenancy (e.g. entry condition report, tenancy agreement, letters and receipts) together in a safe place



## ***TYPES OF TENANCY AGREEMENTS***

- A tenancy agreement (also known as a lease) is a legally binding, written agreement between a tenant and a property manager/owner.
- An agreement must be used even if it is between family or friends.
- A tenant without a written agreement still has legal protection.
- A tenant should be given the tenancy agreement before paying any money or being committed to the tenancy

*Types of agreements can be found on the RTA at:*

<https://www.rta.qld.gov.au/Renting/Before-you-rent/Types-of-tenancy-agreements>

## ***ENDING A TENANCY***

At the end of a tenancy agreement, the tenancy can be ended, or it can continue as either a fixed term or periodic agreement.

A tenancy agreement is a legally binding agreement that can only be ended in certain ways.

An agreement may end:

- When a fixed term has ended (correct notice has been given)
- During a periodic agreement (correct notice has been given)
- If the property manager/owner and tenant mutually agree in writing to end a fixed term
- There is a serious unremedied breach (for example: unpaid rent, damage, illegal use of property)
- A serious breach of the agreement occurs in the same way more than twice in one year (QCAT orders)



For more information regarding your rights and responsibilities when ending a tenancy, visit: <https://www.rta.qld.gov.au/>







***Some additional handy tips regarding tenancy inspections from our friends at Ray White Geaney Property Group...***

## Ray White Geaney Property Group



### What are the Property Managers looking for in an inspection?

#### **Don't freak out**

Routine inspections can be daunting, with the idea that the PM will be coming through your home and judging the situation. But there is no need to stress. A routine inspection often only lasts about 10-15 minutes and consist of the agent doing a quick turnaround of the property checking for any major damage or potential problems. We only ask you present the property clean & tidy and make sure there is access into the property.

#### **Pets**

Rental inspections can be very stressful for pets, especially if you're not present while the landlord or agent is there. Make arrangements for your pets to visit a friend or family member for the day and save them the stress of having a stranger wandering around inside the house.

#### **Do any necessary minor repairs**

Here we are talking about things like dings in walls, carpet stains and blown light bulbs. There seems to be a bit of grey area with whose responsibility it is to fix things in the home, but a good rule of thumb is that if you are the cause of any damages, the responsibility to rectify the issue lies with you.

#### **If there's a garden, look after it**

Gardens and landscaping are a huge investment of time and money for landlords which is why they're often so strict about the maintenance of the gardens on their properties, landlords strongly favour tenants who do a good job maintaining the landscaping, so make sure you keep everything watered, fed, happy and trimmed so it looks good for the rental inspection

# Homelessness Week 2019

On the 6<sup>th</sup> of August Coast to Country Housing, Althea Projects, Sharehouse Youth Programs, The Women's Centre and Australian Red Cross worked together to put on our first Annual Community Services BBQ to bring together our various community stakeholders and raise awareness of Homelessness.



Thank you to Celie for organising a wonderful event and to all the staff members across the organisations who provided and prepared food. We would particularly like to thank Whites Northward Grocer for their kind donation of these beautiful platters.



# Have your say!

Each year, C2C asks you for your feedback on the things that matter most to you about our service. The feedback you provide tells us what we're doing well and helps us to improve our services in the future. We have included this year's survey with this newsletter, along with a reply paid envelope.

If you return the survey you will go into the draw to win one of these great prizes:

- **FIRST PRIZE:** One-week free rent, paid by C2C
- **RUNNER UP PRIZE:** One of two \$50 vouchers for either Woolworths, Coles or IGA (your choice)

**Surveys must be returned by FRIDAY 25th OCTOBER.**

You can return your survey in any of the following ways:

- **By post:** PO Box 1252, Aitkenvale QLD 4814
- **In person:** Drop in your survey to **Scarlett** at our office reception
- **Home visit:** Give it to a staff member when they visit your home
- **By phone:** If you can't return your survey using the above methods, call our office on 4772 5530 and ask to speak to **Tiahna**

*Thank you!*





# Water Smart Package

*Townsville's BIGGEST ever water wise campaign has launched!*

*The Water Smart Package will provide rebates of **up to \$500 to homeowners and renters** and up to \$1000 for body corporates for the purchase of water smart products.*

*Residents **MUST** register before purchasing water saving products like low-flow sprinklers, tap timers and native plants to be eligible for the rebate package.*

## Key points

- Register and apply online at [watersmart.townsville.qld.gov.au](http://watersmart.townsville.qld.gov.au)
- People must register first before purchasing water saving products if they are interested in the rebate package
- People can also register and receive advice at the council's customer service centres and libraries and by calling 13 48 10.
- Rebates of up to \$500 for individual households, \$1000 for body corps.
- products and services including low-flow sprinklers, tap timers, native plants, compost bins, irrigation optimisation and lawn care packages.





# In the kitchen with Mel!

## CURRY COB

### INGREDIENTS

- 1 large round cob loaf bread
- 1x 200g tub of sour cream
- 1x 250g Philadelphia cream cheese
- 200g tasty shredded cheese
- 200g diced bacon
- 1x medium sized onion, thinly sliced
- 3x tablespoons of sweet chilli sauce
- 1 pkt spring vegetable instant soup mix



### METHOD

1. Cut the top off the cob loaf and cut to bite sized pieces and pull the soft bread out
2. Place the top of the loaf and stuffing aside
3. Fry onion and bacon, place in a bowl
4. Add the block of softened cheese, cream and grated cheeses
5. Add the curry powder, sweet chilli sauce, onion and bacon to the cheese mix
6. Microwave the cheese filling for 2 minutes and stir
7. Place cheese filling into the cob bread bowl
8. Bake at 180C for approximately 15 minutes
9. Add small pieces of bread to the oven tray and bake for a further 5 minutes until slightly toasted



# SAVING TIPS

## 1. Have a written budget

Really – the easiest way to cut your costs is to know where you are spending your money. Having a written budget and tracking your expenses to ensure that it's accurate is half the budgetary battle.

## 2. Get your partner on board

If you have a partner then making sure that you're both communicating and agreeing about your financial priorities is important.

## 3. Reduce your vices

Do you smoke? Drink? Have an addiction to coffee? Whatever your vice, make a conscious effort to cut back. Healthy and wealthy – a double benefit!

## 4. Learn how to cope with stress without spending

Buying things can be an easy way to relieve stress, but it's not always good for your wallet or your mental state. Find a healthy and sustainable way to relieve stress and both your mind and your wallet will thank you.

## 5. Say no and don't feel pressured to do what everyone else is doing

Don't feel pressured by friends, kids or colleagues into spending money you don't have. It's okay to say "no" now and then!



# SAVING TIPS

## **6. Stick to one shop a week**

Doing one large shop rather than several small ones cuts down on impulse buys, takeaway and wastage. Plan ahead and write a weekly meal menu so you can get all ingredients you need at once.

## **7. Make use of leftovers**

Cook larger portions of your meals and freeze them to use as leftovers. Pizzas, bolognaise sauce, curries, lasagne and soup all freeze well and can also be handy lunch options.

## **8. Use a shopping list app**

It's easy to keep a running shopping list on your smartphone. Shopshop is one example of an easy-to-use shopping list.

## **9. Taking a cut lunch to work**

Packing your own lunch or snacks a few times a week could save you a whole lot of cash. You will also be more inclined to make healthier choices when you prepare your own lunch and could cut back on your calorie intake.

## **10. Make school lunches at home**

If you have children, making school lunches at home rather than using the tuckshop could save hundreds of dollars and give you more control over what your child is eating.



# CATERPILLAR CRAFT



## KIDS ACTIVITY

### You will need:

- Coloured paper – green, red and black
- Glue
- Googly eyes
- Stapler
- Scissors



### STEP 1

Cut the paper into 2-inch-wide strips - we used 5 green strips and 1 red strip for our caterpillars!

### STEP 2

Making this caterpillar craft is the same as making a paper chain. Create a circle with one green strip of construction paper and staple the ends together. Next, thread another strip through the circle you just created and staple it together in a circle shape just as you did the last one. Continue until you have a chain of green circles stapled together.

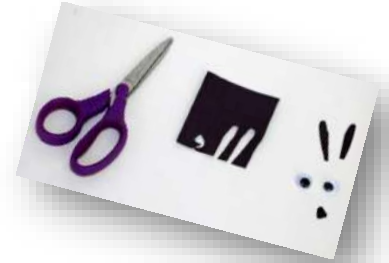
Attach the red strip of construction paper last.





### STEP 3

When you are done stapling the construction paper together it's time to make the features for your caterpillar's head. From the black construction paper cut out a mouth and two antennae.



### STEP 4



Glue mouth, antennae, and googly eyes onto the red construction head. We pinched the back of the red construction paper together slightly so that the antennae would stick out over the head. You can also wait until the glue dries and then bend the antennae piece upwards to create the same effect. Once the glue is dry you have a super cute caterpillar craft to display in your home!



*Happy crafting!*

# What's On TOWNSVILLE

## **Free Family Fun Day – 3<sup>rd</sup> Sunday of the month Until 15<sup>th</sup> December**

Perc Tucker Regional Gallery

Cost: FREE

Free art making activities for families

All materials are provided

Drop in for 5 minutes or 2 hours

Children must be accompanied by an adult at all times



## **Fire in the Sky – Saturday 19<sup>th</sup> October 4 – 9pm**

Strand Park, The Strand

Cost: FREE

This year Townsville City Council in collaboration with Star 106.3 are bringing back Fire In The Sky to help celebrate the birthday of one of Townsville's most iconic landmarks! The Strand turns 20 this year and on Saturday October 19 the sky will ignite, as Townsville comes together to celebrate our slice of paradise.

Come and join in on the festivities from 4pm - grab a bite to eat and marvel at the fireworks display synchronized to a Star 106.3 soundtrack.

## **Family Fun Day – 12<sup>th</sup> October 9:00 – 12:00pm**

The Townsville Toy Shed, Fitzroy Street, Heatley

Cost: FREE

To celebrate 10 years at the Shed we are hosting a Family Fun day! Come on down and help us celebrate. Activities for the kids including free BBQ, jumping castle, face painting, Cajam circus and more! There are prizes to win and lots of toys for the kids to play with and enjoy!



## **Riverway Movie Night – Friday 15<sup>th</sup> November 6:30-8:00pm**

Riverway Oval

Cost: FREE

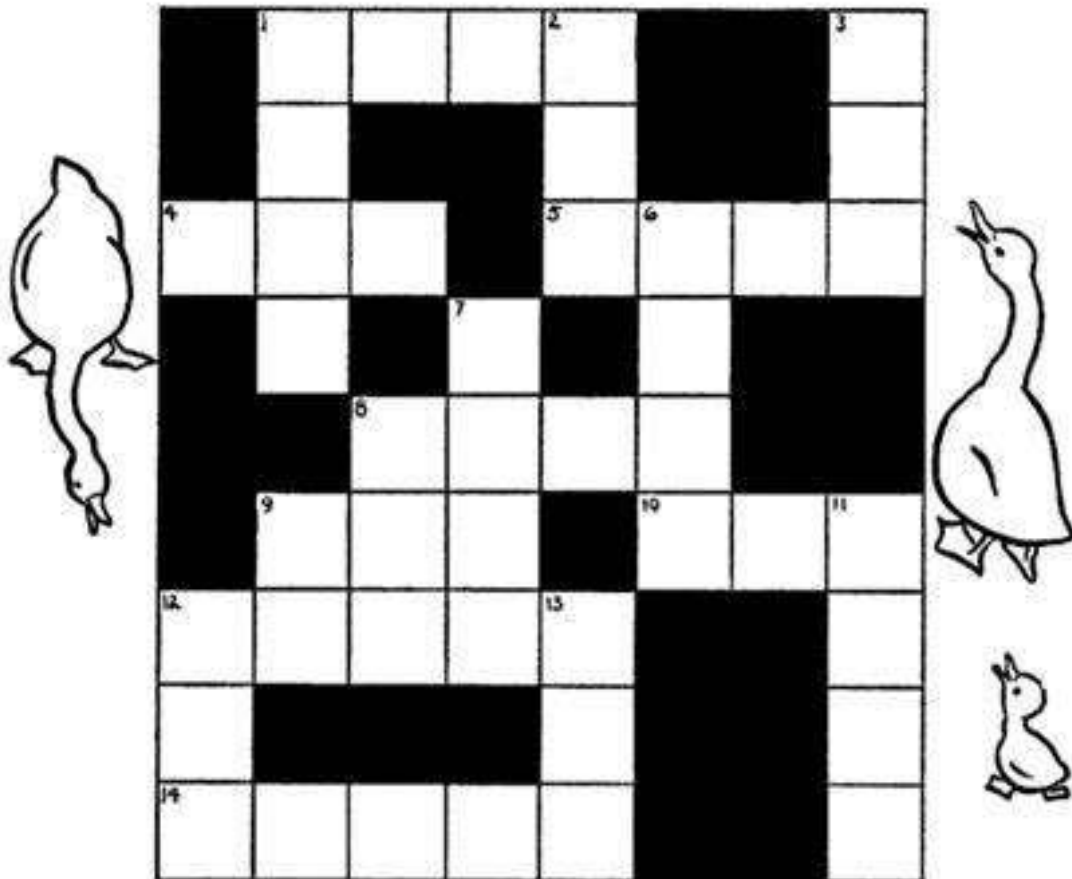
Bring a blanket and set up your perch for the FREE screening of Flying the Nest!

Help Ploey, a plucky little plover chick who can't fly, embark on a brave adventure to find his family from 6:30pm Friday 15 November at Riverway Oval.

# PUZZLE TIME!

Can you solve this puzzle?

## A FARM CROSSWORD PUZZLE



### Across:

1. Yield of a planted field
4. A kind of tree, like oak
5. This machine digs up fields
8. A place where animals and crops are raised
9. Opposite of stand
10. Sack to carry feed in
12. An animal to ride on
14. A long-necked bird which honks

### Down:

1. A baby horse
2. A baby dog
3. An animal that gives milk
6. A baby sheep
7. Animals that chase mice
8. A kind of evergreen tree
9. Word that rhymes with go
11. Animal with horns
12. Another word for pig
13. What we see with

Across: 1. crop, 4. elm, 5. plow, 8. farm, 9. sit, 10. bag, 12. horse, 14. goose  
Down: 1. colt, 2. pup, 3. cow, 6. lamb, 7. cat, 8. fir, 9. so, 11. goat, 12. hog, 13. eye

# OFFICE CLOSURE

Please be advised that our office will be closed  
**Monday 7<sup>th</sup> October**  
due to the Queen's Birthday Public Holiday.

If you are unsure about your Emergency maintenance contact numbers,  
please call the office on (07) 4772 5530 ASAP.



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