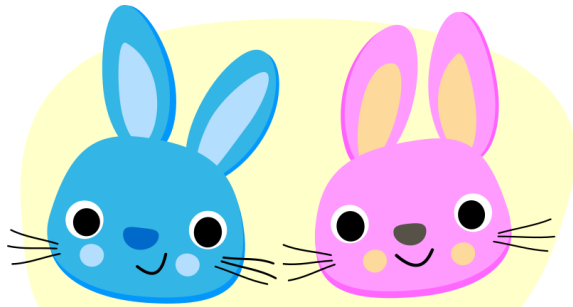




Newsletter

Autumn
2017

TALKABOUT



Happy Easter!

*Happy Easter from
Tableland Community Housing*

Our Office will be closed
on the following dates

17th April	Easter Monday
25th April	Anzac Day
1st May	Labour Day

Remember to use your Emergency Contact List if you have an emergency situation when the office is closed.

Emergencies are when Health, Safety and/or Security are at risk.
For example, a burst water pipe or a dangerous electrical fault.
You can get further information from your Tenant Information Book.

TENANT CONTACT DETAILS



It's really important to let know about any change to your contact details.

- ⇒ If your phone breaks or is lost or stolen—PLEASE LET US KNOW
- ⇒ If you get a new phone and number—PLEASE LET US KNOW
- ⇒ If your Emergency contact or 'Next of Kin' changes—PLEASE LET US KNOW

Cleaning Tips

We have a Cleaning Tips fact sheet for new tenants, with ideas for keeping the Kitchen and Bathroom clean. We have enclosed this factsheet with this newsletter and hope you also find it useful.



Maintenance Issues

Things go wrong from time to time in any home. If there is anything that needs repair, get in touch with the office straight away and we will make sure it is dealt with as quickly as possible.

For example, it is better to fix a dripping tap, or suspected water leak quickly to avoid excess water charges.

Do you know what to do if you feel you have been treated unfairly by us?

We endeavour to use any complaints to improve our housing service. Any tenant grievance will be promptly acknowledged and investigated. Tenants will not be penalised in any way if they do make a complaint and will continue to receive respectful service.

Please feel welcome to come into the office or phone us if you have any concerns. You are also welcome to make a complaint directly to the Management Committee. Complaints may be made anonymously.

You can lodge a written complaint to TCHA. This can either be in the form of a letter or on a Complaint Form. These forms are available at the office or from our website.

Please post the complaint to **Attention: Management Committee, TCHA, P.O. Box 917, Atherton Q 4883** or hand deliver it to the office.

You may also request external mediation to help you, or request support from our Tenant Representatives. More information can be found in the Tenant Information Booklet.



Always do your best. What you plant now, you will harvest later.

LEVEL 2 WATER RESTRICTIONS ARE NOW IN PLACE.

Due to the extended dry season and the current above average demand on our water treatment and reticulation systems, Level 2 water conservation measures are now in place across the Tablelands region.

Residents are urged to conserve water, with sprinklers only able to be used between 6:00am – 7:00am and 6:00pm – 7:00pm:

- **odd numbered houses** Tuesday, Thursday and Saturday
- **even numbered houses** Wednesday, Friday and Sunday

No manual or automated sprinklers, microspray or drip watering systems to be used on Mondays.

Hand held hoses fitted with a trigger nozzle, watering cans or buckets can be used at any time.

Here are some Water Saving tips from Tableland Regional Council

- Get to know your water meter. If the numbers on it are turning while no water is being used in your home, you could have a leak. Replace washers as soon as taps begin to leak.
- Use water efficient products. Install water efficient taps or flow regulating aerators.
- Have a short shower instead of a bath.
- Keep a water bottle in the fridge for drinking instead of running the tap until the water is cool.
- Thaw food in the fridge or microwave instead of under running water.
- Wait until you have a full load in your dishwasher or washing machine and use the economy mode.
- Turn the tap off while you brush your teeth.
- Choose the right plants and soil for your area and use compost and mulch to improve the soil.
- Water the base of plants, not the leaves. Place plants with similar water needs together.
- Wash your car on the lawn instead of the driveway.