



# Newsletter

Winter  
2017



TALKABOUT

## Tenant Survey—Prize draw

Enclosed with this newsletter is the Annual Tenant Survey for you to fill out and return to our office.



***Your feedback is very important to us.***

We are committed to delivering a great service and keen to know how where we can do better.

Don't be afraid to say what you think. Your positive comments and constructive criticism helps us to improve this valued Community Service.

By completing and returning the form, not only will it help us understand our service to you, but you will also be entered into a draw for a **\$50 IGA Voucher**.

## **Is your home Ambulance friendly?**

- \* Make sure your House Number is clearly visible from the street on or near your letterbox. Let us know if you think this needs improving.
- \* Consider access into and inside your house :
  - Is there room for a stretcher to get through the front or back door?
  - Are there pot plants in the way?
  - Are there bookcases blocking hallways etc..
- \* If someone is unwell they could consider sleeping closest to the door in the bedroom.
- \* Keep your medical records and medication list together in a RED folder on top of the fridge. Ambulance officers know to look for these!



## ***Rats, Mice and Cockroaches***

Vermin control is the tenant's responsibility, so avoid any damage to the property from pests such as rats, mice and cockroaches by keeping your property clean and advising us if there is a problem. If there is a cockroach infestation due to a tenant's failure to keep the property clean, you will be charged for the pest control.



## **Smoke Alarms**

### **Working smoke alarms save lives.**



Winter is a timely reminder to check your smoke alarms as the risk of house fires increase during the cold months. Take steps now to make sure your home is protected.

- Clean smoke alarms by vacuuming or dusting.
- Test by pushing the test button on the smoke alarm. If alarm does not sound, you will need to change the battery. This is a tenant's responsibility.
- If the smoke alarm begins to "chirp" every 20 seconds or so, it means the battery needs replacing. This is most likely to start in the middle of the night when the temperature in the house drops, causing you to get up and remove the battery so you can sleep. Don't forget to replace the battery the next day. The required battery type (usually 9 volt), is marked on the alarm.

**Consider using Lithium batteries in your smoke alarm as these last longer.**

- Advise us if there is any issue with the alarm (apart from batteries).

## **Women's Welcome & Wellbeing**

Women of ALL ages are welcome for a morning of socialisation, fun and information. This friendly group meets Tuesday mornings at the Girl Guides Hall in Atherton for a range of activities such as cooking, art therapy and yoga.

For more information contact the NILS office on PH: 0428 915 102 or email [twc.wellbeing@gmail.com](mailto:twc.wellbeing@gmail.com).



"Today you are You,  
that is truer than true.  
There is no one alive  
who is Youer than  
You." - Dr. Seuss

## **Winter Fire Safety Tips**

- Make sure your smoke alarm is working.
- Keep lit candles in sight.
- Always extinguish candles or any other open flames before going to bed.
- Don't drape shawls or fabrics over lamps.
- Keep curtains, tablecloths and bedding away from portable heaters.
- Don't overload electrical sockets.
- Take care with heat bags. Do not overheat or place them in a confined space like your bed, as they can catch fire.
- If you use a clothes dryer, clean the lint filter every time you use it.