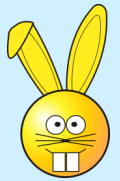


# Tenant Newsletter

Autumn 2019



## Happy Easter

Please note our office will be closed on the following dates:



Monday 22 <sup>nd</sup> April 2019	Easter Monday
Thursday 25 <sup>th</sup> April 2019	Anzac Day
Monday 6 <sup>th</sup> May 2019	Labour Day

For any emergency when the office is closed, call 0497 192 135  
or call the contractors on your emergency list on your  
fridge or detailed in your lease.

Only use these numbers for **Emergencies out of office hours**.

Emergencies are when Health, Safety and/or Security are at risk.



## EMERGENCY CONTACTS

If there is an emergency we may need to contact someone you trust.

Please complete the enclosed form and return it to our office so that we have  
up to date information for your emergency contacts.

## Electricity Rebates

Queensland pensioners and seniors may be eligible for an  
Electricity Rebate of \$340.85 per year

People who may be eligible include those who have a:

- ◆ Pensioner Concession Card
- ◆ Queensland Seniors Card or
- ◆ Commonwealth Health Care Card (Electricity Rebate only)



You can apply for this rebate by calling ERGON Energy on Ph: 131046  
You will need to provide certain details and have copies of your bills and  
concession card handy so you can verify your eligibility.

Rebates are automatically deducted from your bill.

## 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 that we fix a dripping tap, or suspected water leak quickly to avoid excess water charges.

If further damage occurs because we have not been notified of an issue, you may be responsible for the repair costs.

Doing repairs yourselves, e.g. patching holes in doors, will cost you more because the repairs will be redone by a qualified tradesperson.



### Did you know we have a website?

You can go to [tch.org.au](http://tch.org.au) or search Tableland Community Housing.

As well as general information, you can find past newsletters and factsheets as well.

We welcome any comments on our website,

### ***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.