



Happy Easter



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

Monday 13th April 2020 *Easter Monday*

Monday 4th May 2020 *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.

Your Recycling Bin

Please make sure only the correct items go into your yellow lid recycling bin.

This includes glass bottles and jars, aluminium cans, steel food cans, plastics marked with recycling symbols and paper.



Do remove any lids and put them in the recycling separately if allowed.

Do NOT put in any other items. UNACCEPTABLE ITEMS include Plastic bags, Nappies, Medical waste eg syringes and Garden clippings.

If incorrect items are in your recycling bin, the council may refuse to collect the contents of the bin. You will then need to empty the bin yourself into the general waste bin (red lid) or we will arrange for the rubbish to be removed at your expense.

Think before you Flush

Did you know wet wipes don't disintegrate when flushed like toilet paper, even the ones labelled *flushable*? Wipes can cause blockages in household plumbing, potentially costing thousands of dollars to repair.

Please do not flush anything but the 3 P's:

- Pee
- Poo
- Paper

(Toilet paper only)



Items **NOT** to flush include:

- ◆ BABY WIPES
- ◆ FACIAL WIPES
- ◆ CLEANING WIPES
- ◆ NAPPIES
- ◆ SANITARY ITEMS
- ◆ FATS, OIL or GREASE
- ◆ CAT LITTER
- ◆ HAIR BALLS FROM HAIRBRUSHES
- ◆ DENTAL FLOSS

If repairs need to be made because you put unacceptable items in your toilet, you will be responsible for any costs.

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 a 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.

All you need is love.
But a little chocolate now and then
doesn't hurt.



Charles M. Schulz

Did you know we have a website?

You can go to 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 Representative. More information can be found in the Tenant Information Booklet.