



SUMMER
2020
EDITION

INCH-BY-INCH

I.N.C.H INCH HOUSING INC.

Location:

1/525 Samford Rd
MITCHELTON 4053

Mail:

PO Box 6223
MITCHELTON 4053

Ph: 1300 780 296

Email: admin@inchhousing.org.au

Website: www.inchhousing.org.au
Tenant Information available here

Normal Office Hours:

Mon to Fri*.... 10am -12.30pm

After 12:30pm by appointment Only



CALLING INCH OFFICE

INCH values your call to our office. Sometimes we are not immediately available to take your call, as we are working out of the office or attending to appointments. We have an automated voice mail service, so as not to miss your call. **Please leave your name, address and a brief message.** You can also send us an email at admin@inchhousing.org.au

WHO IS IN THE OFFICE

Management Team

Tracy
Charlene
Daisy
Peter

CEO
Accountant
Operations Manager Assistant
Association Secretary

Tenancy Team

Julie
Seta
Jamie

Snr Tenancy Manager
Tenancy Manager
Tenancy Manager

Property Team

Andrea
Chloe
Sancheti

Senior Property Manager
Property Manager
Property Manager



2020

What a challenging year it has been, bushfires, floods, disasters and a Global Pandemic – COVID-19 even stranding families overseas!

But what an achievement it has been too, community spirit, tenant engagement, helping the homeless get off the streets and a community garden designed, built and officially opened in one of our long term complexes.

Everyone should be very proud of how flexible and resilient you have been as part of our INCH community. Its not over yet so take care of yourself and loved ones.

Remember to : **1.Wash your hands**
2.Use a mask in crowds **3.Use gloves**
www.health.gov.au

Managing your Rent and Water bills

One of our main goals at INCH is to help you sustain your tenancy by working together and empowering you with the tools to solve any problem that may arise (independent living).

As a tenant, the worst thing you could do is stop paying rent and water charges. If you are late with your rent or water payments your account will be in arrears and you will be in breach of your tenancy agreement.

INCH is reliant on the income received from rent and water usage payments to ensure there are adequate funds for maintenance and to keep this and other important programs and services running.

INCH staff will write to you or call or email you if in arrears to avoid it accumulating beyond repair. However, keeping a check on your rent is your responsibility. If you are struggling, **before** falling behind, talk to our Tenancy Managers, who can discuss ways to be proactive with your bills and other commitments moving forward.

Volunteering Opportunities

Volunteering is a choice made by you to help your community

You can make a difference!

Millions of Australians make a difference by Volunteering each year, by helping with a huge range of organisations. People like to volunteer for different reasons. Some do it to meet new people and friends, some do it to learn new skills to help toward paid employment, others simply want to try something new and give back to their community at the same time.

So the best two ways to choose who to volunteer for is, to either choose an Organisation or cause that is close to your own heart that you want to help, the other is to choose an Organisation or role based on the skills you want to learn.

So, think about your own motivation, how much time can you commit and what you want to get out of it? No matter what you choose you will be helping out.

If you are not sure, have a look at Volunteering Qld -
<https://volunteeringqld.org.au/>

INCH recognises our Volunteers

Thank you to the 44 wonderful volunteers this year, who have given their time, skills and hard work to assist INCH services and/or tenants with the many tasks and activities that make for a successful high-quality housing service.

During 2020, as a result of Covid-19, INCH's Volunteer Program was only operated for 6mths to ensure the safety of staff, volunteers and tenants.

Some Volunteers worked from their homes making calls assisting staff with our new remote Tenant Engagement Program – Wellness Calls Program.

The Volunteers assisted staff to make over 600 calls to our tenants to ensure their safety during this Global Pandemic.

Repairs and maintenance

What do I do if there is maintenance in my home?

Report it to the property department as soon as possible. When reporting maintenance it is best to follow these guidelines –

1. Identify what and where the repair issue is – example: kitchen sink tap is leaking.
2. Take a photo or video of the maintenance issue.
3. Complete INCH Housing's maintenance request form which can be downloaded from our website.
4. Email or post completed maintenance request form ensuring your current phone number is written on the form.
5. Email or text photos/video of the repair issue clearly advising your name and address. INCH's mobile maintenance number is Ph. 0430 161 863.
6. INCH Housing will contact you should any further information be required and/or to advise you when a contractor will attend and who will be attending.
7. Make sure you have informed INCH Housing of your current phone number. This is important because the contractor will call you on this number. If your number has changed or been disconnected, the contractor and INCH will not be able to contact you to have the repair completed.
8. Tenants to follow the Code of Conduct re contractors attending your property. Any safety risk to contractor they will leave the property and return when it is safe to do so.
9. Once the repair is completed, let INCH know if you are happy with the service.

Office Closure - Emergency contractors, if needed

IN the EVENT THAT YOU have an EMERGENCY REPAIR, INCH Office is closed from 12 midday on **Thursday 24th December 2020** until 10am on **Monday 4th January 2021.**

WHAT DO I DO?

If I have a RTRAA listed emergency repair – please follow the below steps –

Step 1 – Use your emergency contractors (listed in attached letter).

Step 2 - Use INCH Housing's emergency contractors (listed in attached letter).

Step 3: Tenant can seek own emergency repairer as per *RTRAA 2008*.

Step 4: Leave a message on INCH's Office phone message bank.

NOTE: INCH Housing staff will be monitoring the office phone messages during our close period and only on business days, to see if any emergency matters has occurred.

INCH Housing will only be responding to emergency repairs as per the RTRAA 2008.

Any other non-urgent matters will be responded to when INCH Housing re-opens in the New Year.

INCH Office – Holiday Closure

Close - 24th December 2020 – Midday

Re-Open – 4th January 2021 – 10am



To all INCH's families, our heartfelt wishes for this Festive Season.

Look forward to being together in 2021 – INCH Staff

What's OnCommunity events

Museum of Brisbane

COST Free
VENUE Level 3, Brisbane City Hall, King George Square
NOTES Various exhibitions and tours
WHEN Daily 10:00am-5:00pm, Fridays 10:00am – 7:00pm
WEBSITE <https://www.museumofbrisbane.com.au/>

QPAC Green Jam Sessions

COST Free
VENUE Melbourne Street Green, cnr Melbourne and Grey Streets, South Brisbane
NOTES Looking to jazz up your Fridays? Take a seat and enjoy live music on the Melbourne Street Green every Friday!
WHEN Every Friday from 5.30 – 7.30pm
WEBSITE <https://www.qpac.com.au/green-jam/>

Queensland Art Gallery/Gallery of Modern Art

COST Free (Entry charges apply to special events)
VENUE South Bank Cultural Precinct, South Brisbane
NOTES Various exhibitions and tours. All ages
WHEN Daily 10:00am – 5:00pm
WEBLINK <https://www.qagoma.qld.gov.au/whats-on/exhibitions>

Mitchy Book Club

COST Free
VENUE Mitchelton Library, 37 Heliopolis Pde, Mitchelton
NOTES Read, discuss and debate a selection of books with a friendly group. New members welcome
WHEN Various days and times.
WEBLINK <https://www.brisbane.qld.gov.au/whats-on-and-events/search?venue%5B0%5D=30>

Family Film Festival

COST Free, Bookings required.
VENUE slq Auditorium 1, level 2, State Library of Queensland Stanley Place
NOTES These sessions will bring films to life with everyone in the audience invited to play, laugh and dance along. Keep an eye out for the full program to be released online in early January.
WHEN Various days. 1pm – 2:30pm
WEBLINK <https://www.eventbrite.com.au/e/family-film-festival-tickets-130342791799?aff=ebdssbdestsearch>

UQ Sport Aquatic Centre Free Swim

COST Free. Bookings required
VENUE UQ Sport Aquatic Centre Cnr Blair Dr and Union Rd St Lucia, QLD 4067
NOTES Drop in between 2-6pm on Saturday 16 January 2021 for a FREE swim to celebrate summer and the reopening of our 50m Pool!
WHEN Sat., 16 January 2021
2:00 pm – 6:00 pm
WEBLINK <https://www.eventbrite.com.au/e/uq-sport-aquatic-centre-free-swim-tickets-130530826215?aff=ebdssbdestsearch>

INCH Tenant Satisfaction Survey

Thank you to all our wonderful tenants who took the time to complete and return the 2020 INCH Tenant Satisfaction Survey. You can read the results in the INCH Annual Report that is on its way to each household.

The survey is a great way to get involved in how INCH is run and suggest improvements. As usually there is a draw for a **Gift Card** to one of the participants.

The winner of the 2020 Draw is:
Ruta K – Northgate

INCH AGM

A very successful Annual General Meeting was held by INCH on Wednesday 16/12/20 at Geebung RSL. All tenants who attended will **receive a Movie Ticket** in the mail, in lieu of a Christmas Party this year, due to COVID-19 restrictions.

INCH Tenant's Cute Pet Competition winners were announced at the AGM and appear on the calendar being sent to all tenants.

The winners:
1st place – Abbey
2nd place – Leo & Chester
3rd place - Susie

Emergency Contacts:

Brisbane City Council – community safety, traffic
07 3403 8888

Energex – Power outages
131962 or www.energex.com.au

SES – flooding, roof damage – tarp needed etc
132 500

Life line - 13 11 14

DV Helpline – 1800 811 811

Emergency Services – 000
Police, Ambulance, Fire