



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

Fax: 07 33544871

Email: admin@inchhousing.org.au

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

Normal Office Hours:

Mon to Fri*... 9:30am to 4:30pm

After 12:30pm by appointment

*** Wednesdays closed**



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 and a brief message. You can also send us an email at admin@inchhousing.org.au

WHO IS IN THE OFFICE

Tracy CEO
Charlene Accountant

Stacey Administration

Property Team

Andrea Snr Property Manager
Billie Property Manager
Daisy Assistant Property Manager

Tenancy Team

Julie Snr Tenancy Manager
Seta Tenancy Manager
Debbie Tenancy Volunteer Co-ordinator



TRENDING TOPICS

INCH continues to seek to partner with other agencies and services who can assist our tenants.

INCH is now able to offer a new FREE Utility Connection Service

If you require electricity, gas, phone, broadband or pay TV connections when you move in or are moving out, we can help.

Please ask INCH Tenancy Managers and we can provide you the forms, fill out the free utility connection section (On the Move) of the application.

If possible, request connection for one day prior to moving in, after you have signed up and got your keys. Connection can be any time on the requested day. The best part is its FREE.

Celebrating our Volunteers and Tenants



Fair Expectations of Behaviour

When you signed your fixed term tenancy agreement, it was explained to you that you have certain rights and responsibilities as a tenant. These include:

- Considering your neighbours and respecting their right not to be disturbed (eg: by loud music or yelling)
- Ensuring other household members and visitors also behave appropriately
- Obeying the law and reporting any illegal activity you see to the Police
- Telling your tenancy manager if you need support to meet your tenancy responsibilities as soon as possible
- Working with your tenancy manager to solve any issues as soon as possible
- Avoiding any damaging the property, and reporting any damages or maintenance asap
- Paying your rent and bond on time (ie: being 4wks in advance at all times)

Most tenancy issues can be easily resolved and a tenancy manager is available to talk to you when issues arise, just contact our office and make an appointment.

Your tenancy manager can:

- Work with you to resolve tenancy or neighbourhood issues as quickly as possible
- Refer you to other services that can help with any issues ie: budgeting, behaviour management, health management, cleaning assistance etc.

Your tenancy manager can take steps to end your tenancy if you or other members of your household or visitors continue to disrupt your neighbourhood, If you need help to prevent this happening you must let your tenancy manager know.

Changing circumstances

If you find there are any changes in your current circumstances, eg: going on holidays, new occupants moving in or moving out, or coming to stay for more than 2 nights per week in your property (including children), an increase or decrease in income. Please notify INCH within 28 days of any changes so we can update our records and advise you of any processes that need to be followed. ****Please note: any decreases in rent, will be adjusted from the date ALL relevant documents required are received by INCH.**

Department of Housing and Public Works (DHPW) - Ongoing Eligibility

The department of housing regularly review all applications, to make sure you are still eligible for housing assistance if you are in transitional housing.

If you're in CRS/Transitional Housing – this review occurs every month after the first 6 months. If you're sent a Review Form, please make sure it is completed and returned to your nearest Housing Service Centre with all the relevant documents before the due date.

If you do not return your forms your housing application may be cancelled and you may need to start the whole process again and you may no longer be eligible for housing assistance. If you need help with this, please contact your support worker in the first instance, or family and friends. If you still have questions, please make an appointment at the Department of Housing to discuss it further.

Rent Payments

INCH provides subsidised housing to allow individuals and families. Your tenancy agreement shows how much rent you must pay, when you must pay the rent and how you can pay rent. It's important that you pay your rent on time and not miss any payments. If you fail to pay rent this will result in a Notice to Remedy breach being issued. If you are issued with 2 breach notices within 12 months, an immediate Notice to Leave can also be issued for repeated breaches. If you cannot pay your rent on time, please contact a Tenancy Manager to discuss your situation.

Water charging compliant properties -

Owners are able to pass on the full water usage consumption charges to tenants if:

- the rental premises are individually metered (or water is delivered by vehicle), and
- the rental premises are water efficient, and
- the tenancy agreement states the tenant must pay for water consumption.

If your property is water compliant, as per your tenancy agreement, INCH Housing will issue you the Water usage Bill giving you 30 days plus postage and handling time to pay the water usage bill. If payment is not received, then a Notice to Remedy Breach will be issued. If you are not able to pay the water usage bill in time, then it is recommended that you contact the property department as soon as possible to discuss. For further information on water charging, you can either contact the RTA on Ph. 1300 366 311 or visit their website at www.rta.qld.gov.au.

Pet Requests

INCH Housing recognises that Pets may contribute to the Health and wellbeing of tenants.

Pets allowed in INCH properties may be either **one** of the following: a bird (2 small birds or 1 medium sized bird), a cat or a dog. Other type of pets will be reviewed as per individual application.

If you would like to have a pet at your property, you must have written permission from INCH Housing to have the pet **before** the pet can be brought into the property.

To apply for a pet, please contact our office for a pet application form to be emailed to you.

What's OnCommunity events

Steam Train Sunday

COST Free
VENUE Qld Rail
 Train Adventure for the whole family

Take a one-hour steam train adventure, you will travel over the Brisbane River and through some of Brisbane's train stations in vintage carriages pulled by a coal-fuelled steam train. With the breeze from the open carriage windows and the sound of the whistle blowing, you will think you are aboard the Hogwarts Express.

NOTES are aboard the Hogwarts Express.
WHEN Sunday 4th November 2018

FREE Screening - Intelligent Lives

COST free
VENUE The Autism Hub and Reading Centre
 141 Merton Rd Woolloongabba 4102

Qld Collective for inclusive education presents: **Intelligent Lives** stars three pioneering young American adults with intellectual disabilities – Micah, Naieer, and Naomie – who challenge perceptions of intelligence as they navigate high school, college and the workforce.

NOTES
WHEN Thurs 29 November 10am & 7pm sessions

Counselling and Support Services

DV Connect	1800 600 636
1800RESPECT	1800 737 732
Lifeline	13 11 14
Men's Referral Line	1300 766 491
Mensline Australia	1300 789 978
Kids Help Line	1800 551 800
Relationships Aust	1300 364 277
Suicide Call Back	1300 659 467

BE A VOLUNTEER

Its nearly Christmas, how about giving a little of your most precious possession, your time. Giving back to your community is a great reward and makes such a difference to other lives.

Contact: Volunteering Qld – 07 3002 7600
<https://volunteeringqld.org.au/>

SAVE THE DATE:
INCH AGM & CHRISTMAS PARTY
SAT 8TH December 2018

Brisbane City Hall Heritage Tour

COST Free
VENUE Brisbane City Hall

Join a tour of Brisbane City Hall and explore the much-loved, heritage listed building, which is seen as the heart of Brisbane.

Bookings can be made – Call 07 3339 0845

For more information visit:
Brisbane.qld.gov.au/what's-on/featured/events-in-Brisbane

NOTES
WHEN 7 days week at 10.30am, 11.30am, 1.30pm, 2.30pm, and 3.30pm...

Local Farmers Markets

COST Free
VENUE Jan Powers Powerhouse Farmers Markets,
 New Farm

Colourful, bustling venue selling fresh farm produce, flowers, breads, artisan wares, meat, fish, poultry, plants, organics.

NOTES
WHEN Every Saturday

TENANTS NEWS... – suggest a name

3 INGREDIENT FLOURLESS CHOCOLATE CAKE

6 Large Eggs
 12 oz milk chocolate chips
 6 tbspn unsalted butter

1. whip eggs on high for 8-10 mins
2. put choc chips and butter in glass bowl, melt, keep stirring so it doesn't burn
3. Preheat oven 350F
4. Slowly add egg mix to your chocolate bowl, stir until combined, by hand only.
5. Grease and line 7inch spring form pan. Pour batter in. Bake for 40-45 mins, until top of cake is puffy and cracked and fully cooked. Remove from oven, let it cool in pan, then serve and decorate. Cake flattens when cooling.
6. Enjoy!!!!



Julie.. INCH Staff