



# ACCESS COMMUNITY HOUSING

## TENANT NEWSLETTER DECEMBER 2014

Wishing all of our Tenants and families a Merry Christmas and Happy New Year

### Office Hours for Christmas and New Year

**Our office will be closed from Thursday 25 December 2014 and re-opening on Monday 5 January 2015.**

**Welcome** to our last newsletter for 2014 and our first newsletter from our new office at 5 Anderson St, Manunda. It has been an exciting time and already we feel comfortable in our new space. We hope this location is easy to find and is convenient for you if you need to visit any of our staff. We also have a new tag line for our company, *Better Homes, Better Futures* and we hope this will be reflected in everything we do, now and in the future. We will soon be launching our new website that will also make information more available to clients, tenants and people interested in finding out more about our services.



Last month we had the privilege of being chosen by the Hilton Hotel for their Global Week of Service, where staff from all areas of the hotel gave their time to undertake a number of projects for residential facilities that are managed by Access Housing. Their efforts are mentioned later in the newsletter and we know the facilities at Pease St and Murray St are looking great due to their efforts and generosity. Despite the heat during the week, the staff all contributed to some great improvements. Seeing the many children playing on the basketball court at Murray St with members of the Cairns Taipans, was a highlight for me.

I am excited about the gardening competition and plans to hold an art competition in the New Year and I look forward to seeing these entries. As the end of the year approaches, I would like to take this opportunity to wish you and your loved ones a happy and safe Christmas and I look forward to seeing you and working with you in 2015.

Best wishes, Donna-Maree, CEO



#### Going away for Christmas?

Don't make it obvious- keep your yard tidy and have your mail collected.

#### Rent

At Christmas time, don't leave yourself short. Have your rent paid up to date.

#### Remember

It's the season to be merry, but if you are having visitors over Christmas please be considerate of your neighbours and keep the noise to a reasonable level, especially after 10:00pm.



### Emergency Repair Contacts

If you have an emergency plumbing or electrical problem over the holiday period, please use the contractor phone numbers provided in your tenancy agreement. Please **ONLY** use if you have a problem that is dangerous, a threat to your health or may cause substantial property damage.

### Christmas Hamper

#### Draw!

If your rent is two weeks in advance on Monday 15th December 2014, you will go into the draw to win a Christmas hamper.

## Tenant Gardening Competition - Coming Next Year



### Show us your gardening skills!

Many Access Housing tenants are keen gardeners and have created fantastic gardens in their house or unit. In recognition of their gardening skills, Access Housing will be holding a gardening competition in August 2015 for tenants.

A group of interested tenants helped to decide the following categories:

- Best overall garden
- Best creative garden
- Best tub/hanging basket
- Best edible garden

There will be independent judges and prizes for each category. Look out for full details in the next newsletter in March 2015.

## Tenants benefit from Hilton's Global Week of Service

### Painting at Pease Street

Senior tenants from Pease Street were treated to a facelift of their gazebo and community hall. Hilton staff sanded and repainted the gazebo, the community hall security grills, replaced the timber facade and generally tidied up the hall. All in time for the Christmas party, and it's a pleasure now to sit outside under the shade.



### Basketball hoop and training with Taipans

Murray Street has a brand new solid basketball hoop. While Access Housing paid for the hoop, staff of the Hilton Hotel donated their time during the week to install, repaint and clean the court. On Friday, Donna-Maree, CEO of Access Housing, presented a certificate of appreciation to John Lucas, the General Manager and staff of Hilton Hotel for their hard work.

Torrey Craig, Mitch Young and Kerry Williams from the Taipans treated the Murray Street kids to a fun filled basketball clinic.



## Art Competition—Coming Soon!

Show us your passion for art

Access Housing is holding an art competition for our tenants. The winner will receive a prize as well as have their art work displayed in the reception of our new office.

Look out for more information in the new year

# Quick & Easy Recipes for Christmas

## 3 Ingredient Potato Salad

Ingredients:

Servings: 4

4 potatoes, boiled in skins

4 hard-boiled eggs

3/4-1 cup mayonnaise

salt and pepper—to taste

Directions:

1. Boil potatoes in skin, allow to cool, then peel and chop into big chunks.
2. Shell eggs and chop into big chunks.
3. Put all together in a big bowl and add mayo, salt and pepper.
4. Mix lightly and put in the fridge to cool



## Apricot Balls

Ingredients:

500 grams dried apricot chopped

395 grams condensed milk

2 1/2 cups coconut

1 cup coconut (extra for rolling)

Directions:

1. Combine all ingredients.
2. Wet hands and roll mixture into small balls then coat in extra coconut.
3. Refrigerate or freeze for later.



## What's On

### Cairns Regional Council Carols by Candlelight

14 Dec 2014 6pm – 8pm, Fogarty Park, the Esplanade, Cairns.

For more info call 4044 3044

### Ravizza Playtime in the Park

10 Dec 2014 Christmas Party / Excursion.

Hambledon House Communities for Children Activities i.e.

playgroups, 123 Magic Parenting Program, family Support, active games

Contact: Roz Metcalfe 40443410

### Free Story Time Activities for Children aged 3 - 5 years

Edmonton and Earlville libraries

Edmonton Library: On the 1<sup>st</sup> Thursday of every month

Earlville Library: On the 4<sup>th</sup> Thursday of every month. Next one will be Thursday 22<sup>nd</sup> January 2015





## Homestay Service



Homestay supports people to maintain successful tenancies. Support is provided to clients who are at risk of homelessness (e.g. received a notice to remedy breach; behind with rent, facing financial difficulties, property damage etc). Support is also provided to clients where a tenant has not held a lease before and requires support to establish the tenancy – set up electricity, assistance with budgeting, understanding rights and responsibilities in relation to a lease etc. The service is available to all tenants who think they may benefit .

Referrals can be made in person, by phone or email.

For assistance please contact Ozcare on 40406150 or Anglicare on 40468050 or your Housing Manager

## Ozcare’s ACHA program

(Assistance with Care and Housing for the Aged)



Ozcare’s ACHA service provides assistance for seniors who are at risk of homelessness to find safe, secure and affordable accommodation. Where appropriate the service will also aim to link people with appropriate care services so that they may remain living in the local community (e.g. referrals for HACC support, meals on wheels, assistance to link in with appropriate health services etc.)

Referrals can be made in person, by phone or email.

For assistance please contact Ozcare on 40406150

## Crisis Services

While the Christmas holidays are a time for everybody to enjoy, for some it can also be a time of stress. The following services are available:

**Women’s line** 1800 811 811 (call not recorded on your phone account) 24hours/7 days

**Men’s line** 1800 600 636 9am to midnight /7 days

**Lifeline** 13 11 14 is a confidential telephone crisis support service available 24hours/7 days from a landline, payphone or mobile. Anyone experiencing a personal crisis or thinking about suicide can contact Lifeline

### Contact Us

Give us a call at the office  
Tel: 4031 6702 Fax: 4051 0743

**Access Community Housing  
Company Ltd.**

5 Anderson Street  
Manunda 4870

#### Postal Address

Po Box 7381  
Cairns 4870

**Send Emails to:**  
admin@achc.org.au

**Visit us on the web at [www.achc.org.au](http://www.achc.org.au)**

#### Office Open Hours:

Mon, Wed, Thurs, Fri 9:00am– 4:30pm  
Tuesday 9:00am— 12:30pm



Access Community Housing  
Company Ltd

### Be water wise

To help reduce water use, Cairns Regional Council have the following watering and sprinkler times in place for gardens.

- **No sprinkler use permitted on Monday**
- **Odd-numbered houses** permitted to use sprinklers on Tuesday, Thursday and Saturday between the hours of 5am - 9am and 5pm - 9pm.
- **Even-numbered houses** permitted to use sprinklers on Wednesday, Friday and Sunday between the hours of 5am - 9am and 5pm - 9pm.
- Hand-held hoses with a trigger nozzle, watering cans and buckets can be used at any time.

### Be prepared for cyclone season

Heavy rain can cause problems so keep yards clean, free of leaves and rubbish.

If you notice anything that you think may need to be fixed, please contact your Housing Manager before the office closes for the Christmas and New Year holidays.

In a Cyclone you could lose power and water. Make sure you have: containers of water, torches and listen to the radio for information.

