

## Tenant Newsletter March 2018

### Meet the Housing team

### Issue 1

#### Inside the issue

Page 1 Meeting the team, tenant meeting.

Page 2, from the RQ housing Manager, from RQ housing officer.

Page 3 handy tips.

Page 4 What's happening in Gladstone, What's happening in Emu Park.



Kaitlyn: Housing Trainee- maintenance Rhiannon: Housing officer – tenancy

Sherrie: Housing Manager

**Tenant meeting for Gladstone will be held on the 3rd of April 2018 at the William St complex community room.**

**Address: 41 William St Gladstone Q 4680**

**Time: 1PM**

**AGENDA ITEMS.....**

**Introductions of staff to tenants**

**How to complete non urgent maintenance forms**

**Gardening Competition**

**Tenant survey and feedback**

**Tenant meeting for Emu Park, Yeppoon and Rockhampton date to be advised**

## From the Housing Manager

It has been sometime since Roseberry Qld has provided you all with a newsletter. I am hoping to resume newsletters again, commencing with this edition and every 3months thereafter.

I really encourage any of you who wish to contribute to please do so— short stories, photos, recipes, gardening tips, whatever it may be, I would love to have your input!!

I am going to take some time in each newsletter to provide you all with information on handy tips and hints as well as tenant's rights and responsibilities.

My role as a Team Manager for RQ is not only to manage the Housing side of our service, I also manage Roseberry House youth shelter and the Transition to Independent Living program and the Roseberry Dignity Hub. These programs make up Roseberry Housing.

In case you were wondering where the free bread comes from that we leave on the table, it is from the Dignity Hub.

Peace Out

### RENT PAYMENTS

Reminder to all tenants to please pay their correct rent to avoid getting into arrears. If you are, for some reason, cut off from payments or between jobs, please let the RQ housing staff know.

We can organise an arrears repayment plan to help you pay back the arrears to avoid being breached. This is to protect you from losing your property and also helping keep the housing staff updated on your current circumstances so that we can find a solution that works for all involved. It is also a requirement at the time of your sign up that you be two weeks in advance.

### Maintenance Issues

With maintenance issues, non urgent maintenance is to be filled out onto the form that was sent to all tenants. Urgent maintenance during office hours to be phoned through to Kaitlyn. After Hours emergencies to be called through to **0409587439** either text the issue or phone and leave a message and someone will contact you back within the hour.

## Handy Tips

### What to do in a crisis

A crisis can present in many different forms, from the death of a loved one, to loss of a job, to collapse of a marriage, to financial disaster. When you are hit by a crisis, an emotional storm is likely to whip through your mind and body, tossing painful thoughts and feelings in all directions. Here's what you can do to survive and thrive: **S.T.O.P.**

**Slow your breathing**—Take a few deep breaths, and mindfully observe the breath flowing in and flowing out. This will help to anchor you in the present.

**Take note of your experience in this moment.** Notice what you are thinking. Notice what you are feeling. Notice what you are doing. Notice how your thoughts and feelings are swirling around, and can easily carry you away if you allow them.

**Open up around your feelings.** Breathe into them and make room for them. Open up to your thoughts too: take a step back and give them some room to move, without holding onto them or trying to push them away. See them for what they are and give them space, rather than fusing with them.

**Pursue your values**—once you've done the above three steps, you will be in a mental state of mindfulness. The next step is to respond to the crisis by pursuing a valued course of action. Connect with your values: ask yourself, 'What do I want to be about, in the face of this crisis? What do I want to stand for? How would I like to act, so that I can look



159 Goondoon street  
Po Box 1439  
Gladstone QLD 4680

Ph: 4972 0047

Fax: 4972 0917

Website: [www.roseberry.org.au](http://www.roseberry.org.au)

Follow us on Instagram

#Roseberry QLD



Like us on Facebook to keep up to date  
with latest news and activities.



HAPPY EASTER



### ***What's happening in Gladstone....***

Held from Wednesday 28th March - Sunday 1st April 2018, the 56th annual Gladstone Harbour Festival program will once again entice, excite and engage the Gladstone community and visitors to the region.

2018's program will include a fantastic variety of quality entertainment on the GPC Marina Main Stage each night, fun rides for the kids, mardi gras, a great selection of tasty food court treats, Marina Markets, fabulous fireworks displays and plenty of novelty events and attractions.

### ***What's happening in Emu Park..***

Festival Of The Wind - Emu Park - alcohol free, family fun day

**(Where):** Fishermans Beach Emu Park ...

**(Time):** From 8am (Markets) FOW runs all day ... **(Date):** 8th April

The 2018 Festival of the Wind which will be held on 8th April with monster markets, hundreds of kites, good food and entertainment. This alcohol free, family fun day is run by Emu Park Lions and is a great day out for young and old and everyone in between. Mark our 2018 Festival of the Wind on your calendars!