

# Welcome to our YASC Housing Newsletter.

2019 is nearly at an end and the new decade is about to dawn.

We would like to thank all our tenants who have taken the trouble to put up some deadly Christmas decorations for the festive period.

Special shout out to those who have worked hard to keep their houses and gardens clean and tidy, and to those who have kept up with their rent.

The rent you pay goes toward repairing properties managed by Council, new construction and the employment of our community housing and building teams.

We encourage any tenant who is in debt to make an appointment with the Housing Team to go through their options.

Rental debt affects the whole of the community and prevents Council from developing land and building much needed houses.

As you are aware we have serious overcrowding in our community and we have insufficient houses to assist with our growing population.

We have no more land to develop and we encourage our waiting list applicants to seek accommodation in neighbouring towns.

We can and do provide letters of support to help with this process.

Don't forget to update your waiting list details every 6-12 months, or whenever changes occur

in your personal circumstances, or your file may be archived and you may lose your place on the list.

We encourage all our tenants to take care of their properties.

As a tenant you are responsible for ensuring your property is clean inside and out, and that your yards are clean and free from rubbish and clutter.

In this YASC Housing News we remind you about pets, parking, keys, damage to property, swimming pools, to burn or not to burn, house parties and how to get on with your neighbours.

Most importantly we need to remind tenants that during the hours of Sunday to Thursday there are to be NO NOISY PARTIES after the hours of 9pm and on Friday and Saturday evening there are to be NO NOISY PARTIES after midnight.

Please be mindful and respectful to your community, especially you neighbours.

Everyone is entitled to live with peace and quiet.

We hope this newsletter will serve as a reminder to you to be a responsible tenant so you can stay safely in your home for a long and happy tenancy.

Your tenancy is your responsibility

– be a responsible tenant.

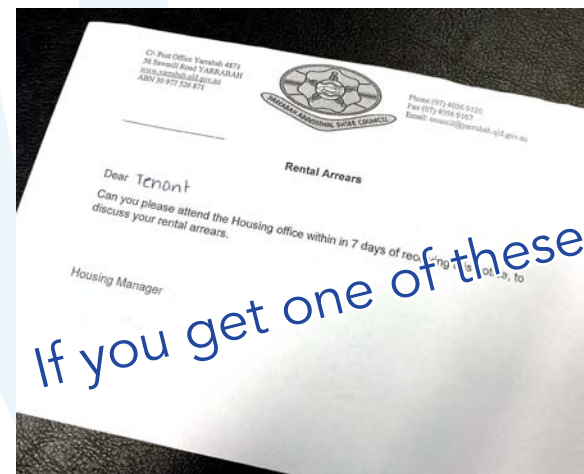
*Yarrabah Aboriginal Shire Council Housing Team*

You need to come and see us...

An arrears notice is a notice to inform you that your rent is 'not paid up to date' and is in debt or arrears.

If you have an 'arrears notice' please come to the YASC Housing Office as soon as possible.

That way YASC Housing staff can discuss a repayment plan that will suit you and YASC Housing to help bring down your rent arrears.



# We need our sleep!

*Kids need sleep to learn!  
Tiredness affects everybody!*

*High volume sound can affect kids hearing!*

**Keep your music to yourselves because we don't want to hear it.**

*Tenants hosting noisy parties could be prosecuted for a number of offences!*

*It is a risk to our Paramedics and their patients if they have not had adequate sleep!*

Your music affects everyone around you in more ways than you can imagine. Council doesn't want to make more rules but we will if it doesn't stop. Think about it and think about the people around you!



# YASC Housing News

December 2019



The YASC Housing Team: L-R: Housing Officers Greg Miller, Wayne Ah- Wong, Caitlyn Mossman, Chynnai Kynuna & Christine Neal with Community Services Director Vicki Jones (3rd from right) & YASC Cr Michael Sands (Housing Portfolio - on the far right)

## Contacts

Yarrabah Aboriginal Shire Council Housing Team: 4056 9120

### Tenants Queensland

Tenants Queensland (TQ) is a specialist community and legal service that has been providing services to and representing the interests of residential renters in Queensland since 1986. Call 1300 744 263 9am – 5pm Monday to Friday; extended to 7pm Tuesday & Wednesday For more information visit [www.tenantsqld.org.au](http://www.tenantsqld.org.au)

### Residential Tenancies Authority (RTA)

The RTA is the Queensland government authority for landlords and tenants. Call 1300 366 311 or you can find RTA tenancy information and forms at [www.rta.qld.gov.au](http://www.rta.qld.gov.au)

### Queensland Statewide Tenant Advice and Referral Services (QSTARS)

QSTARS provides specialist tenancy advice, advocacy support and referral for Queensland renters. Contact QSTARS for tenancy advice on 1300 744 263 or visit [www.qstars.org.au](http://www.qstars.org.au) for fact sheets and information.

### Queensland Civil Administrative Tribunal (QCAT)

QCAT hears tenancy matters at the QCAT registry in Brisbane or in your local Magistrates Court. To get QCAT forms or find your local Tribunal call QCAT on 1300 753 228 or visit [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)



# Backyard Burning

In recent months there have been periods of extreme fire danger where predicted conditions and weather forecasts indicate that fires may be difficult to control and pose a danger to communities.

If there is a rising fire emergency, the Council or State Government may impose a Local Fire Ban or declare a State of Fire Emergency.

A Fire Ban or State of Fire Emergency can be declared to parts or all of the region and remains in force until cancelled.

All Fire bans are advertised widely and there is an Information Hotline - free call 1800 020 440 – to use at any time.

Local Fire Bans – A local fire ban can be declared over an entire or part of a local government area and generally prohibits the lighting of all or certain types of fires.

What restrictions are in place during a local Fire Ban or during a State of Fire Emergency?

- The lighting of fires in the declared fire ban areas is prohibited, subject to any special conditions or exemptions.
- All open fires are prohibited (Gas and electric barbecues may be used).
- All Permits to Light Fire issued in the declared area are cancelled.

As a tenant you have a responsibility to make sure your yard and home is free of any fire hazards.

**This includes removing – not burning – garden waste and disposing of any waste or rubbish that could cause or contribute to a fire.**



# Damage to Property

Head Tenants are responsible for the safe keeping of your property.

If you, a family member or guest deliberately damages the property in anyway the Head Tenant is responsible for all repairs and replacements.

You will be required to pay for damages to the property that do not apply under 'fair wear and tear'.

If there is damage to your property, contact the Works Department who will arrange for someone to inspect the damage.

You will receive a quote for the damages or replacements.

Quotes can be paid for at Council before works can start.

You can call BAS are for emergency and general repairs.

If you have rent credit in your rental account you can contact the Tenancy Team to discuss options around using that credit towards repairs.

# Parking

**For health and Safety reasons please remember unused vehicles standing idle attract:**

- Cockroach, mice, rats and snakes;
- Cats are known to make homes in unregistered/unused vehicles; and,
- Children to playing in and around old cars and can injure themselves.

Cyclone season is approaching and old unregistered vehicles can become a hazard.

YASC requires all Tenants to:

- remove any vehicles in their yard; or,
- ask Council to remove them.

**Failing to comply with the above is a breach of Local Government Local Laws and the Tenancy Management Policy Framework: Schedule 5 at 2.11: Breaches which is about failing to keep the inclusion (kerb) clean; example...car wrecks...and by keeping...large quantities of hazardous goods.**

# Swimming Pools

Swimming pools are fun and yes, it is hot!

But we all need to be aware that drowning is one of the leading causes of death in Queensland for children under the age of five years.

YASC has provided the Community with a PUBLIC POOL with LIFE GUARDS and has introduced new safety laws.

**No above ground swimming pools are to be erected within the yards or surrounding area of YASC Housing.**

The Queensland Government Building Code advises pool builders and the public through Legislation of the Building Act 1975 (BA) and the Standard Building Regulation 1993 (SBR) in regard to swimming pool fencing.

The laws require all swimming pools ...

- "on" residential sites are to be fenced.
- have a compliant swimming pool fence erected on the site and the fence be certified by a building certifier
- residents must ensure a compliant pool fence is in place and maintained to appropriate standards at all times while the pool is filled with more than 300mm of water
- The Building Act requires a sign to be placed near a new pool with instructions on the application of Cardiopulmonary Resuscitation (CPR).

**Stay safe this holidays – please do not erect an above ground pool, take your children to the YASC Community PUBLIC POOL where there are trained LIFE GUARDS to ensure yours and your family's ongoing safety.**

# House Parties

**We understand that the Christmas and New Year celebrations are approaching fast.**

Some have already started.

We are asking you for your respect and kindness towards other people's quiet comfort and peace.

Everyone likes music and a party, but with respect and care for others, please do not use excessive loud music and play it all night into the next day.

The older Elders, children, workers and sick people find excessive loud music and after midnight parties are beyond what they can handle.

Please check the notes below and kindly consider others the next time you have a party or attend a party.

The Residential Tenancies and Rooming Accommodation

Act 2008 states the Head Tenant has an obligation to make sure members of the household or visitors do not disturb the peace comfort or privacy of neighbours.

The Head Tenant is responsible for the behaviour of everyone in their house, including elders and young children.

Restricted hours + What should not be heard in your neighbours' house.

When either you or your family or your guest use musical instruments and/or electrically amplified sound equipment (for example radios, TVs, tape recorders, CD and DVD players, and home theatre systems, band equipment) neighbours should

not be able to hear them.

There are time restrictions for when noise should not be heard in your neighbours' houses.

They are:

- From 9pm to 8am on Sundays, Monday, Tuesday, Wednesday, Thursday and public holidays
- Midnight to 8am on Friday, Saturday or any day preceding a public holiday

As a Tenant of Social Housing within Yarrabah, YASC would like to remind all tenants about noise pollution, which is very serious and impacts on our community neighbourhoods every week.

**We look forward to your kind cooperation, respect and consideration in relation to this matter.**

# Keys

**As the tenant you are responsible for the safe keeping of the house keys allocated to you.**

If you lose, damage or break them you must have them replaced.

You will be asked to pay for two sets of keys and new locking barrel if required.

If you have lost your keys, contact the Works

Department, who will arrange for someone to inspect the lock and have it replaced, through a locksmith if needed.

You will receive a quote for the damages or replacements.

Quotes can be paid for at Council before works can start.

**If you have rent credit in your rental account you can contact the Tenancy Team to discuss options around using that credit towards repairs.**

**We all contribute to creating a safe, healthy and peaceful community, but this can sometimes be disrupted by disagreements.**

You should firstly try to talk to each other about any problems - the other person may not be aware of what's going on.

If you cannot agree do not worry, keep talking - discussing the problem may help you better understand each other's point of view.

The YASC Housing Team doesn't intervene in one-on-one disagreements, we intervene only where required as a lessor (landlord) under the Residential Tenancy and Rooming Accommodation Act 2008.

We don't tolerate disruptive behaviour, deliberate or reckless property damage, or illegal activities at a public housing property.

These actions are a breach of your Tenancy Agreement.

As a responsible tenant you play an important role in maintaining a peaceful environment in your neighbourhood.

By signing your Tenancy agreement, you are saying you understand you have certain rights and responsibilities as a tenant.

These include:

- considering your neighbours and respecting their right not to be disturbed (for example, by loud music or yelling)

**WE KNOW** dog numbers are on the increase in Yarrabah.

**WE KNOW** several dog bites have been reported around Yarrabah.

**WE KNOW** young children are 'skitching' their dogs onto people and other dogs.

**WE KNOW YOU KNOW THE RULES:**

- o Register your animal
- o De-sex your animal
- o Keep your animal outside of the house
- o Tie your dog up when you are not at home
- o Control your animal (good ways!)

**If you don't follow the rules you may lose your animal, and possibly your tenancy as well.**

# Lateral Violence

- ensuring other household members and visitors behave appropriately
- obeying the law and reporting any illegal activity you see or suspect
- telling the YASC Housing Team if you need support to meet your tenancy responsibilities
- working with the YASC Housing Team to resolve any issues as soon as possible.

Most issues can be easily fixed and the YASC Housing Team is available to talk to you when issues arise.

We can:

- work with you to resolve tenancy issues as quickly as possible
- refer you or other tenants to services that can help such as mediation, healthcare or counselling services
- help you resolve behavioural problems that may be placing your tenancy at risk.

Unacceptable behaviour includes any activity that disturbs the reasonable peace of others in your neighbourhood.

If we receive a complaint about behaviour at your home, you can expect a fair response.

The YASC Housing Team will investigate the complaint and if confirmed, and will talk to you about how you can fulfil your

role as a responsible tenant.

This may include referring you to support services that can help you.

A formal warning or a Notice to Remedy Breach may be issued to you if the disruptive behaviour continues.

If the behaviour is serious or dangerous, you may be given a Notice to Leave.

The YASC Housing Team can take steps to end your tenancy if you or members of your household continue to disrupt your neighbourhood.

If you need help to prevent this happening you must let us know.

The YASC Housing Team will not accept domestic violence and will offer support and referral where appropriate.

Illegal or criminal behaviour has no place in Yarrabah and the YASC Housing Team will consider ending your tenancy should we become aware your house is being used for these purposes.

If your neighbour's behaviour is disturbing your right to live in peace, please report this to YASC Housing Team who will investigate your complaint.

You should also advise the YASC Housing Team if you suspect your neighbour is involved in illegal or criminal behaviour, however, this sort of activity should first be reported to police.

**For more information, please visit [www.qld.gov.au/housing](http://www.qld.gov.au/housing)**