

Autumn 2024

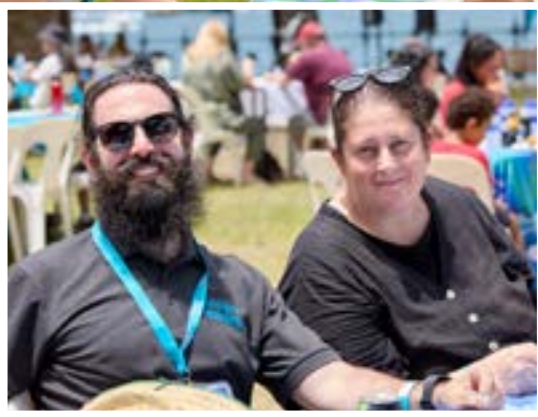
**We acknowledge
Aboriginal people as
the traditional owners
of the land, and pay
our respects to elders
past and present.**

End of year tenant party

Last December 13th, we threw our End of Year Tenant Party under the iconic Harbour Bridge in Milson's Point. A dazzling sunny day by the water; the atmosphere was magical.

Laughter echoed as tenants of all ages engaged in lively games and creative craft activities, working up an appetite for the delicious BBQ spread. The Ben and Jerry's ice cream stand proved a winner under the blue skies. Gifts and prizes were also taken home as mementos.

A big thank you to everyone who joined us and turned a sunny day into a sunnier memory.



Chair update

As you may be aware, our CEO, Rebecca Pinkstone has moved on from Bridge Housing and is now the CEO of Homes NSW which is the new Department of Communities and Justice to drive positive change in the housing and homelessness sector. Rebecca has been an innovative and involved leader who has made some positive changes and growth during her time as CEO. We are very proud of Rebecca and wish her all the best in this new role.

As we bid farewell to Rebecca, we also welcome a temporary CEO, Stephen Bull, who is our current chairperson for the Bridge Board of Directors. Stephen has been on the Board for 3 years, sharing over 32 years' experience in real estate, community creation and finance roles.

We are also delighted to welcome Simone Parsons into the Chief Operating Officer role at Bridge. Simone started her career in community development in local government before moving into NSW government roles. She practised consulting for the next 15 years, specialising in social housing policy and practice, stakeholder engagement and working with people with lived experience to ensure their voices were heard in the delivery of housing and homelessness services and system. With extensive experience working in the areas of domestic and family violence, and women's and children's homelessness, she is also the current chair of Shelter NSW. Simone looks forward to meeting tenants at our community events and meetings. Welcome Simone!



Stephen Bull

Advance Scholarship

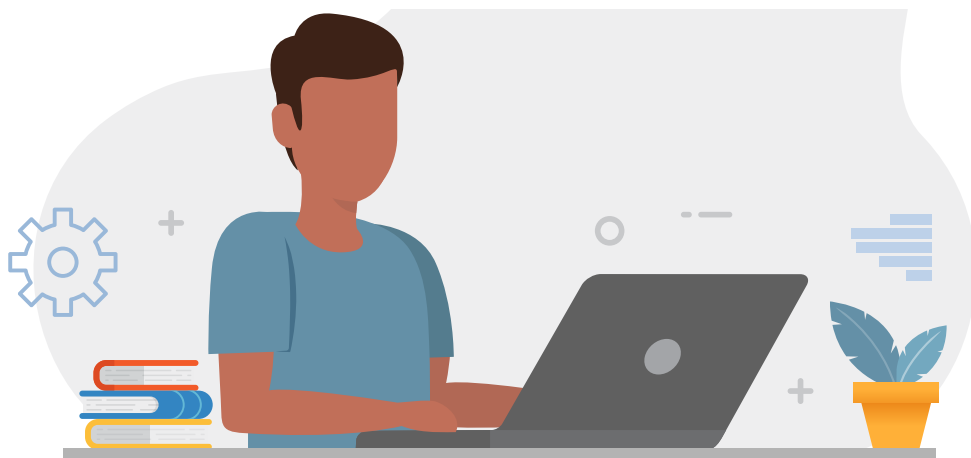
Susan received a scholarship for her son, aged 16, who is studying in year 11 this year. The scholarship funds were used to purchase a new uniform and textbooks for her son. Susan says that her son would like to go to university after he graduates from year 12 and hopes to be a doctor or an engineer.

How has receiving an Advance Scholarship affected you and your son?

Thank you very much we are very happy. Uniforms are very expensive, so it is a very big help to receive the scholarship.

How did you find the scholarship process?

The process is very easy, Bridge Housing helped me to apply. It's good.



Do you have any advice for other tenants with children who might like to apply next round?

If anyone in your household is at school or wishing to study further, contact Bridge Housing. I didn't know about the scholarships until I went to the meeting (West outreach), so keep an eye out for Bridge Housing meetings in your area.

*not real name

Homes upgrades in the last 6 months



Internal paints - 65

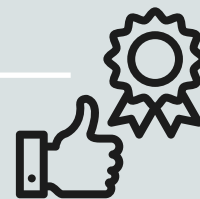
Kitchens - 33

Unit Carpet- 1572 m² replaced

Vinyl flooring - 596m² replaced

Great Properties Prize Draw

Every month we conduct a prize draw for all tenants who have completed their Wellbeing Inspection and are looking after their homes.



Congratulations to Odile Kazzi and Tracey Murray who were the winners of our most recent monthly prize draw for completing a satisfactory Wellbeing Check.

Want to be in the prize draw? If you receive a satisfactory Wellbeing Check, we will automatically enter you into the draw to win a \$100 voucher.

Assets update

NEW DIGITAL ID CARD

From 22 January 2024 Assett Group Services has implemented a Digital ID card for all new trades. This will mean Trades who come to your door will start showing you ID cards on their mobile phones and eventually plastic cards will be phased out. Their digital card will still have all the details you need.

You will notice a clock in the middle of the screen. If the time is ticking over, this means the card is legitimate. You will also be able to see the Companies they are authorised to work for.

If you would like to see a close-up of their ID, they are able to click on the card and it will appear on a new screen which can also be rotated so the card appears on the full screen if needed. Here is a sample of the new Digital ID card.



How We Calculate Rent

Your rent is calculated based on your household income.

The subsidy varies according to your housing program as well as the source and level of your household income. This determines your eligibility for a rental subsidy.

The subsidy calculation includes 25% - 30% of your assessable household income and 100% of the Commonwealth Rent Assistance received by your household.

As an example this is how we would calculate your rent based on a single person receiving disability support pension:

Household assessable income, per week;	\$250.00
25% of the household assessable income, per week;	\$62.50
+ 100% Commonwealth Rent Assistance, per week	+ \$50.00
Total Rent charge, per week	= \$112.50

Why does my rent change?

1

The Rent Review

Bridge Housing ensures tenants are paying the correct amount of rent by conducting a rent review assessment twice a year.

2

When there is a change in your household

When your income changes you must notify Bridge Housing within 14 days and provide all of the required information we need to calculate your rent subsidy.

3

Tenant Sign up/Transfer

Rents for all new tenants and those who are changing address due to a transfer will be calculated during your sign-up.

Give us your feedback (please!)

Bridge Housing has a strong focus on customer service. To help us maintain this focus we rely on tenant feedback to tell us when things are going well (and not so well). We use this feedback to inform service delivery initiatives, to plan for engagement and community building, and to help us deliver the best possible service we can to you.

Some of the ways we ask for feedback:

How	When	What
Tenant Satisfaction Survey	Every two years	Paper/Web survey
Tenant Repairs SMS	Whenever you report a responsive repair	SMS/Web survey
Compliments, Complaints & Appeals form	Whenever you want	Paper/Web form/by phone/by email/walk-in
Phone Survey	Any time you call Bridge Housing's Repair, Housing, Pathways or Reception lines	Phone survey

How do we use your feedback?

	We report some results to our teams on a daily or weekly basis so they can see how they are doing in answering your queries.
	We use other results like the Tenant Satisfaction Survey to a deeper dive to help plan customer-focused initiatives and activities in regions for the coming year.
	We use our repairs survey data to monitor contractor performance and repair quality.



Give us a call!

We have recently updated our phone system. This means you can now request a callback if your matter isn't urgent, or you if would prefer not to wait on the line - without losing your place in the queue. There's no need to call us back - we call you back when your turn in the queue is reached. - Just make sure to keep your ear out for our call.

Each time you phone us, you will be invited to give us feedback on your experience through a quick telephone survey. We encourage you to complete this quick two question survey each time you call - doing this helps us track how we're doing and improve our service to you.

Good Neighbour Champions

GIVE YOUR GOOD NEIGHBOURS A SHOUT-OUT!

Bridge Housing wants to recognise our tenants who look after their blocks, go above and beyond for their neighbours, and help to create positive community energy.

Do you have a Bridge Housing neighbour who:

- ▶ Does a great job of taking care of the common area?
- ▶ Helps keep the gardens at your block looking beautiful?
- ▶ Goes above and beyond to help other people?
- ▶ Is a great neighbour to have around?
- ▶ Contributes to creating a positive community to live in?
- ▶ Is a bin legend?

You can nominate them to go in the running to become a Good Neighbour Champion and receive a \$50 gift card! What better way to thank your amazing neighbour than to nominate them to become a Champion! Call our Community Team 8324 0836 or email community@bridgehousing.org.au.

Congratulations to our latest Good Neighbour Champions Linda Mc Fadden and Heather Navarrete.



Tenant Advisory Group (TAG) Meetings

Our TAG or Tenant Advisory Groups are organised by tenants for tenants. It's a great opportunity to meet your neighbours, socialise and stay informed. TAG meetings cover a variety of topics, including updates on community events, local services, and changes to policies and to plan social activities. At the meetings, a local Housing Manager and sometimes a guest speaker will attend. Afterwards, tenants enjoy a catered lunch, have a good time, and catch up with each other.

If you're interested in joining, check out the meetings listed below or get in touch with us at 02 8324 0836 or email community@bridgehousing.org.au.



Remember to tell your neighbours about TAG too! **Scan for TAG membership**

Upcoming TAG meetings:

Group	Next meeting	Location	Your Tenant Representatives
West & Bankstown TAG	Thursday 11th April 10:30am - 12:00pm	TBC - Yagoona Community Centre	Chair - Hugh Miller Vice Chair - Carol Kassabian
Vietnamese TAG	Wednesday 17th April 10:30am - 12:00pm	Bridge Housing -Level 9, 59 Goulburn St, Haymarket	Contact Bridge staff for details
Central & East TAG	Thursday 18th April 11am - 1pm	Redfern Town Hall	Chair - Norbert Kisnorbo Vice Chair - Noel Jeffs
Northern Beaches TAG	Tuesday 30th April 11:30am - 1pm	Warringah Mall Library	Chair - Robby MacLaurin Vice Chair - Grant Bannakin
Elger Street Community (ESC)	Tuesday 16th April 11am - 1pm	Elger Street Community Room	Rotating Chair - Ericka Jane Boidin, Tania Thompson, Johnathan Foulds
Aboriginal and Torres Strait Islander TAG	Wednesday 24th April 10am	Redfern Youth Connect	Contact Bridge staff for details
People with Disability Meet up	Tuesday 9th April 11am - 12:30pm	Brookvale office, Haymarket Office & Online	Bridge Staff

TAG Updates

Building Bridges workshops

The February TAG meetings were focused on the Building Bridges strategy, our framework for how we engage tenants and the services and initiatives we offer. We conducted these groups as workshops and received some valuable information from tenants that will help to guide our work in putting together the next edition for 2025-2028. Thank you to all the tenants who contributed to these workshops!



Shout out to all writers!

We love to share the talent of our tenants. We welcome stories, poetry, recipes or helpful tips for your home to publish in the newsletter. Please email community@bridgehousing.org.au

Our Handyperson Pilot Lifts Off

Meet Odin, Bridge Housing's first handyperson to join the Homes team.

You may see Odin around your complex attending to non-urgent handyperson jobs. He is part of a 1-year pilot program to improve our service delivery for minor works in your community. The idea is to catch those small repairs before they snowball into something bigger.

Odin is keen to meet our tenants, so please say hi. He joined Bridge because "I've been looking for a rewarding position & the satisfaction of helping others along the way."

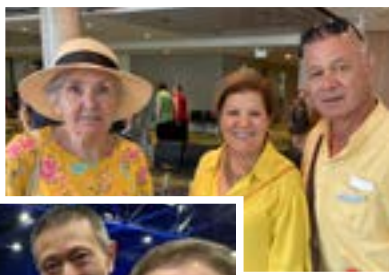
We will regularly ask for your feedback on Odin and our new process to understand what works or needs some tweaking.



Odin with Jessica (Customer Service Officer, Homes) and Hannah (Team Leader, Assets)

Bridge Housing at the Seniors Expo and Gala Concert

Bridge Housing tenants and staff attended the NSW Seniors Expo and Gala concert on 13th March. There was a wide range of useful information available at the stalls in the expo and the talent on the stage was incredible. The concert was in the ICC theatre in Darling harbour, which has capacity for 9000 people! It was a great day and we highly recommend checking it out next year.



Bridge Housing Opening Hours & Location

Goulburn Street Office

Our Head Office is at Level 9, 59 Goulburn Street Haymarket. When visiting the Goulburn Street office, please use the lifts that face the street to get to Level 9.

We are open 9am - 4.30pm Monday, Tuesday, Thursday, and Friday and 1pm - 4.30pm on Wednesday.

Brookvale Office

You can find our Brookvale Office at Level 1, 660-664 Pittwater Road, and Brookvale. You can take the lift or the stairs when visiting the Brookvale office.

We are open 9am - 4:30pm Monday, Tuesday, Thursday and Friday and 1pm - 4.30pm on Wednesday.

Outreach Details

Elger St - Mondays 12:30 - 3pm & Wednesdays 1:30 - 4pm in the Community room in 3 Elger St

South Coogee - Wednesdays 3pm to 4pm alongside Junction Neighbourhood Centre at 3 Yamba Place, South Coogee, in the Orange Room.

Waverley - 1st Wednesday of the month, 2pm to 4pm at 59 Newland St Bondi Junction, Waverley.

Call Us!

General enquiries - 8324 0800
Repairs - 8324 0800 the press 1 for Repairs
Housing Management team - 8324 0885
Communities team - 8324 0836
Leasehold Manager - 8324 0858

Contact the Communities Team

For more information about anything you've read in the newsletter, please contact the Communities team! Email: community@bridgehousing.org.au Ph: 8324 0836