

69% Tenants who say life has improved since becoming a Bridge Housing tenant

78% Tenants who say they are satisfied with Bridge Housing services

66% Tenants satisfied that Bridge Housing listens to tenants' views and acts on them

House and Home

Our performance against the top 3 reported tenant priorities

83% Tenant satisfaction with the suitability of their home to their circumstances

81% Tenant satisfaction with the condition of their home

74% Tenant satisfaction with repairs and maintenance



Service experience
Our applicants and tenants experience good quality customer service

80%

Tenant satisfaction with responsive repairs~



Tenancy success
Our tenants can sustain tenancies and get support

99%

Tenants sustaining tenancies for 12 months+~



Housing experience
Our tenants have good quality, appropriate housing

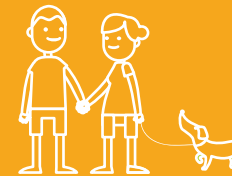
1.22%

Arrears as a total of rent~

Social and Community

978

Attendances at Building Bridges events*



Voluntary/Leisure
Our tenants can engage in meaningful activity

30

Tenant led initiatives*



Empowerment
Our tenants can take action to improve their lives and participate in decision making

66%

Tenants who feel connected to their family, friends & community



Community connections
Our tenants feel socially connected with their friends, family and communities

345

Bridge Housing Tenant Advisory Group members*

bridge housing linking people to a better future

THE DIFFERENCE WE MAKE

Health and Safety

77%

Tenants who feel safe in their homes

64%

Tenants satisfied with their lives overall

77%

Tenants who feel safe in their neighbourhood



Safety
Our tenants feel safe in their homes and neighbourhoods and feel culturally safe

196

Tenants attended good neighbour events*



Health
Our tenants can better manage their health outcomes

851

Tenants working with support agencies~



15

Tenant forums for specific cultural groups



Work, Learning and Financial Wellbeing

72%

Tenants who say living in their home helps them manage money



Workforce participation
Our tenants can engage in the labour market

27%

Tenants who report improvements in employment since becoming a Bridge tenant



Learning
Our tenants can access education and learning

154

Positive exits from Bridge social housing~



Financial wellbeing
Our tenants can access financial resources when they need them

10

Tenants directly employed through Bridge Housing initiatives*