

**INSIDE**

National Reconciliation Week	2
Digital Discoveries	2
Changes to how you report repairs in the Northern Beaches	3
Property Upgrades	3
What's On	4
TAG	5
Good Neighbour Champion Winners!	6
Noisy Neighbours	6

# NAIDOC WEEK 2021 - HEAL COUNTRY!

## Tenant Art Exhibition

Heal Country! is this year's NAIDOC Week theme and these two words have huge meaning.

**Heal Country!**  
**Heal our land.**  
**Heal our communities.**  
**Heal our identity.**

This year's theme calls for us to embrace First Nations culture and knowledge, to help enshrine protections for our land and for First Nations culture and heritage. It asks us to face the truth of our history so we understand injustices and work to correct them. Heal Country means healing our nation.

To celebrate NAIDOC Week, we've invited tenant artists to participate in an art exhibition. The idea for the art exhibition was developed by the Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG) to commemorate NAIDOC Week and build links between our tenant communities.

This is the third art exhibition we will hold. Tenants will have the opportunity to showcase their amazing talent and to generate income by selling their works. Most importantly it celebrates our Aboriginal and Torres Strait Islander community and builds links between our tenant community.



Blak Douglas

**Blak Douglas** will be curating the exhibition. Blak Douglas is an artist originally trained in illustration, photography and graphic design. He describes himself as being

"self-practiced in painting with a style influenced by the study of graphic design and devoutly politicised per social justice." A four-time Archibald finalist, Douglas was awarded the 2019 Kilrour Prize for figurative and portrait painting. We are very excited to have him on board to assist us to curate the exhibition.

### Tenant Artists have been busy!

Our local community room in Glebe holds a weekly tenant-led art club for residents. But throughout June, the doors to the art club were flung open every Friday to allow people to prepare for the special art exhibition.

When we popped in, the room was abuzz with tenant artists from across Sydney coming together to create artwork. Some artists were painting, some artists

sketching and one artist was using various tools to create multi-layered textures. Although each artist was driven by their own skills and individual style, they are creating works under one important and significant theme - **Heal Country!**

### Heal Country! Tenant Art Exhibition

The exhibition runs from Wednesday 7 July to Saturday 17 July at 107 Projects, 107 Redfern St Redfern. 107 Projects is a non-for-profit gallery and open 11am to 5pm, Tuesdays to Saturdays. Some of the artists will be selling their work.

### JOIN US FOR THE OPENING NIGHT!

Wednesday 7 July, 5.30pm to 8.00pm

Call the community team on **02 8324 0836** or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

**General Enquiries** - 8324 0800  
[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

**Repairs** - 8324 0886  
[repairs@bridgehousing.org.au](mailto:repairs@bridgehousing.org.au)

**Community** - 8324 0827  
[community@bridgehousing.org.au](mailto:community@bridgehousing.org.au)

**Housing Pathways Applications**  
8324 0890  
[pathways@bridgehousing.org.au](mailto:pathways@bridgehousing.org.au)

**Housing Team & Tenancies**  
8324 0885  
[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

Follow us    



Luisa, tenant artist

## CEO Update

Welcome to the Winter 2021 edition of Our Place.

We provide housing to over 400 First Nations people and their families. We have strong ties to local Aboriginal services and groups and we have a Reconciliation Plan which we work with our residents, partners and communities to design and deliver. So at this time of year, with National Reconciliation Week and NAIDOC Week so closely together, we prepare celebrations and activities for tenants, staff and the community. It is an exciting time and one of many to learn and reflect on First Nation culture, knowledge and injustices. I hope those who joined us for the Q&A session with Bruce Pascoe enjoyed the thought-provoking discussion. The NAIDOC Week tenant art exhibition is just around the corner and I hope to see many of you there.

It is good to stop and see how far you've come with something. Often there is lots of work and hope involved but when you see positive results, it motivates you to continue. We've been working hard to support people through the Bridge to Work program and the Together Home program. We had such positive outcomes and engagement from people that we were able to secure funding and carry on with these programs, each aimed to support and improve the lives of people. To date the Bridge to Work program has helped 66 people find work or study. Through the Together Home program we have housed 25 people who were homeless and ensure they have the support they need to transition in to their new home.

Announcing our contract with Asset Group Services to deliver maintenance services in the Northern Beaches is a great step forward for us but especially for tenants. We move to having more control over maintaining properties and minimising maintenance issues. It will be a busy time for our Asset Team, but we're ready for it.

I hope you enjoy this newsletter.

**John Nicolades, CEO**



# National Reconciliation Week - A Q&A with author Bruce Pascoe.



Bruce Pascoe

The theme for National Reconciliation Week (NRW) 2021 is More Than a Word. Reconciliation takes action. To celebrate NRW this year, we facilitated a one hour online Q&A session with author, Bruce Pascoe and provided tenants and staff who registered a copy of his book, Dark Emu. Pascoe has won numerous

awards for his work including the Australia Council Award for Lifetime Achievement in Literature. We were honoured to sit with Bruce and discuss his book, Dark Emu. Over 70 people attended and there were questions presented from tenants and staff. To continue the celebration of NRW, we held a quiz for staff where we asked a series of questions about local Aboriginal history. These activities supported learning and increased knowledge about Aboriginal history, issues facing Aboriginal people in Australia today, and about the role that we can all play in reconciliation. We held a colouring competition for children using resources from the NRW website. Prizes for children included a family pass to Taronga Zoo. Here is an entry by Sheehan who coloured an artwork designed by Jessica Johnson.



Colour for Reconciliation poster

## Digital Discoveries "I'm definitely learning"

Every Thursday morning in Manly, a group of tenants over 65 years old come together to learn how to use their electronic devices and go online safely. Leading the learning are Michaela and Felix, providing step by step support and instructions on how to complete a function on a device. There are refreshments on the side and tenants have got to know each other quite well. Some have a tablet, some have a laptop but many use their smartphone.



Michaela and Phil



Felix and Jarred

This particular day, tenants learnt how to join a zoom meeting. With different levels of digital knowledge, no one was left behind as Michaela and Felix walked everyone through the steps. There was cheer in the room after everyone successfully joined the zoom meeting. This program in Manly has since finished but we're looking to expand this program to more people in the future, so watch this space!

# Changes to how you report repairs in the Northern Beaches

From Thursday 1 July 2021, Bridge Housing will take over responsibility for all repairs and maintenance for properties in the Northern Beaches.

This means that you will no longer report your repair issues to Broadspectrum's Contractor Call Centre.

**From 1 July, call (02) 8324 0800 and PRESS 1 to report all repair and maintenance issues.**

This number is available 24 hours a day, seven days a week for emergency repairs.

We encourage you to report any necessary repairs as soon as possible. This helps us to maintain your property well and minimise future maintenance issues!

## Our Maintenance Program



We ensure that your property is clean, safe and habitable before you move in and must ensure

that it is kept at this standard during your tenancy. To do this, we will carry out regular inspections of your property to confirm that it is safe and well-maintained.

Each year we carry out planned maintenance works on our properties, based on the condition of each property and any legislative requirements, such as fire safety. Every three years we will also carry out an independent review of every property, which helps us prioritise and plan our maintenance program to maintain your home to a high standard and prevent future problems. For a full

description of what and how we undertake maintenance, please check out our Repairs and Maintenance Policy on our website.

## The Asset Team

In preparation for us taking over maintenance responsibility in the Northern Beaches, we have increased the number of staff in our Asset team. There are additional staff to answer phone calls and address any repair issues you have and we've increased our technical staff to deliver our planned maintenance program.



## Providing us with feedback on your repair job

Your feedback helps us to know how we are doing and where we can improve. For every repair job, we will send out a short survey to ask you how we have performed by SMS. If there is an issue with our service, it is important to provide your contact number so that we can follow up and make any improvements needed. It is also important to know when we have done a good job so that we can continue to deliver the services that are most useful for you. Please let us know!

You can also provide feedback on our repair service through the Tenant Advisory Groups (TAG) and our Maintenance Management Committee. The Maintenance Management Committee includes tenants and oversees our contractor performance. If you are interested in becoming a member, please contact our Communities team on **02 8324 0836**.

## Mould

As we head into the colder winter months after a particularly wet summer, it is important to be mindful of mould. The best way to stop mould from growing is to let in fresh air and light, clean regularly, minimise clutter and control moisture in your home.

It is important that you report any signs of mould to our Repairs Team so that we can investigate the cause of the mould and develop an action plan to fix it. We are responsible for treating any mould caused by structural issues in the building, such as leaks or rising damp; and you are responsible for helping to prevent mould by keeping your home clean, including minimising clutter and ensuring good ventilation.

We have introduced a new policy to help us respond to reports of mould:

- 1. Investigate** – we will contact you within one week of reporting mould to arrange an inspection to investigate the cause of the mould.
- 2. Act** – we will write to you within three weeks of visiting you to let you know the outcome of our investigation and any actions needed to address the mould. Usually there will be some simple actions that we need to you to take to address the mould and prevent future occurrences and we appreciate your cooperation in taking these steps.
- 3. Review** – we will follow up with you one month after telling you the actions required to address the mould to make sure they have been effective.

If left unaddressed, mould can cause serious health problems, so it is very important that you take steps to stop mould from growing and report any signs of mould to our Repairs Team as soon as they appear. You can contact the Repairs Team to report mould by calling **02 8324 0800** and pressing '1' for Repairs, or by emailing [repairs@bridgehousing.org.au](mailto:repairs@bridgehousing.org.au).

## Property Upgrades

To date, we completed internal and external upgrades on over 100 properties on the Northern Beaches including 48 May Rd Narrabeena which included new kitchens and bathrooms, painting, new floor coverings and new roofs.



48 May Rd, Narrabeena

## 105 Elliot St upgrade

We've also recently completed \$1.8 million worth of upgrade works at 105 Elliot St, Balmain, including a new roof, internal upgrade of units, a new concrete staircase, storm water improvements and structural repair works.



105 Elliot Street, Balmain

# What's On

If you're struggling to make ends meet or need support purchasing food, take a look at these low cost markets available around Sydney.

## Vivid Sydney 6-28 August

[www.vividsydney.com](http://www.vividsydney.com)



Prepare for the light, music and ideas at this year's Vivid festival. There are over 40 free events across multiple locations which will get you out and about! Check out the website for a full list of programs and heaps of fun.

## Sydney Opera House: Badu Gili: Wonder Women

Every day, 6pm to 9pm

<https://whatson.cityofsydney.nsw.gov.au/events/badu-gili-celebrating-first-nations-culture>

A six-minute animation on the Sydney Opera House featuring the work of artists from across Australia: Wadawurrung elder Marlene Gilson; Yankunytjatjara woman Kaylene Whiskey; Luritja woman Sally Mulda; and Western Arrarnta women Judith Inkamala and Marlene Rubuntja and the late Kamilaroi woman Elaine Russell.

## Go4FUN - free fun and fitness for kids

Go4Fun is a free program for NSW children aged 7 to 13 who are above a healthy weight, and their families. Run by trained health and community professionals, it's a fun way to build self-esteem and learn about eating well, staying active and living a healthy life. More information <https://go4fun.com.au/>

## Free online Qi Gong classes

Monday evenings

[whatson.cityofsydney.nsw.gov.au/events/free-online-qigong-classes](http://whatson.cityofsydney.nsw.gov.au/events/free-online-qigong-classes)

Tailored for all ages, fitness levels and at-home training, learn basic breathing, movement and meditation and improve your coordination and balance. Call **Choy Lee Fut** for more information **0466 273 630**.

## Movies at the library: Bankstown and Campsie

FREE movie screenings at Bankstown and Campsie libraries. Each month there will be a variety of films suitable for ages 18 years and over. Bankstown Library 80 Rickard Rd Bankstown, first Wednesday of every month, 10.30am-12.30pm. For more information, call **9707 9708**. Campsie Library and Knowledge Centre, 14-28 Amy Street, Campsie. Fourth Friday of every month, 10.30am-12.30pm. For more information, call **9789 9405**.

[www.cbccity.nsw.gov.au/community/library-knowledge-centres/programs-events-calendar/show-me-the-movie](http://www.cbccity.nsw.gov.au/community/library-knowledge-centres/programs-events-calendar/show-me-the-movie)

## Soulful Sounds at World Square

Listen to different bands, duos, trios and solo artists performing different styles of music including 90's, Jazz, Blues, Pop, Rock, R&B, Funk and more! 13 May to 27 August, Thursdays & Fridays from 5pm to 9pm.

## Randwick Library Urban Walkout Exhibition

This exhibition explores what it means to be fully present in one's local environment and includes work from artist Marie Dalliston. Closes 11 July.

## Walking club Northern Beaches

Next meeting up for Christmas in July, the Walking Wanderers Monthly Walk is on Wednesday 07 July from 9.30am to 2.30pm. Bring a plate and meet at Katoa Close Car Park. (Off Garden St, Warriewood). Please contact Doreen **9997 6221** or Helen **0426 820 060** to confirm your attendance.

## Teddy Bear Sleepover

Dee Why Library, Thursday, 1 July 2021 - 5:00pm to 5:30pm. Bring your teddy bear or soft toy friend along for an evening story time at the library. Your teddy is then welcome to have a sleepover at the library and you can collect teddy the next day at 9am. Enquiries call **8495 5028**.

# Residents can now GoGet around town!

We've partnered with GoGet to make travel for residents even easier! Residents are eligible to receive a FREE membership and a special discounted rate when you sign up to GoGet using the unique Bridge Housing plan.

When you sign up to a GoGet plan, your membership will give you access to any vehicle in their fleet. No need to worry about car registration, petrol, insurance or maintenance as it's all included in the fee.

## I already have a car why would I sign up?

GoGet membership gives you access to a range of vehicles including a variety of cars,

vans, SUVs and utes. So when you a couch to move and need a Van or have family are visiting and need an 8 seater vehicle you can make a booking without any hassles.



## How do I sign up?

To receive the Bridge Housing free monthly membership and discounted ongoing rate head to: [www.goget.com.au/bridge-housing-residents](http://www.goget.com.au/bridge-housing-residents). Once registered Bridge Housing staff will need to confirm with GoGet that you're a resident. You will be sent your own Tag and can start using their website or app to book vehicles whenever you need. Contact the Communities Team if you have any questions on P: **8324 0836** or via E: [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

# Bridge Housing Tenant Advisory Groups (TAGs)



**TAG meetings for 2021 are well under way. Find a TAG meeting near you and come along.**

## What is TAG?

If you enjoy meeting new people, catching up with friends and finding out what's on in your local community then you would enjoy TAG meetings! Tenant Advisory Groups (TAGs) are tenant-organised groups which meet every two months to learn about a wide range of topics such as information on community events or local services, as well as hear an update from us on changes to policies or fun events we have coming up. Sometimes groups run outings or games too. We support the TAG meetings by making sure they are COVID Safe and providing refreshments. A housing manager attends as well as a guest speaker. Following the meeting, tenants share a catered lunch and often have a laugh or two as they catch up. So if you're interested, take a look at the meetings below or contact us on 02 8324 0826 or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

Don't forget to tell your neighbours about TAG too!

## Upcoming TAG meetings:

Group	Next meeting	Location	Chair and Vice Chair
Aboriginal and Torres Strait Islander TAG	Thursday 1 July 5.00pm to 7.00pm	Redfern Oval Community Room	Rotating Chair
West TAG	Friday 09 July 10.30 - 12.30	Granville TAFE tour followed by lunch	Chair - Danielle Condry Vice Chair - Hugh Miller
Bankstown TAG	Tuesday 13 July 11.00 - 1.00	Yagoona Community Centre	Chair - Abdel Rahim Alsayed Vice Chair - Carol Kassabian
Vietnamese TAG	Wednesday 14 July 11.30 - 1.00	TBC	Rotating Chair
East TAG	Friday 23 July 10.30 - 12.30	School of Arts Bondi	Chair - Julie Bryant
Northern Beaches TAG	Wednesday 28 July 11.30 - 1.00	Warringah Mall Community Room	Chair - Robby MacLaurin Vice Chair - Kathryn Pritchard
Central TAG	Friday 06 August 10.30 - 12.30	Redfern Oval Community Room	Chair - Rodney Hollis



## TAG TIPS! - by Julie, East TAG Chair

In a recent TAG meeting, Julie explained the use of clove oil in killing mould! So we did a little research online and found that by adding just 1/4 teaspoon of clove oil to 1 litre of water, you can spray and clean mould off walls, tiles, leather goods, fabric lounges, carpets and wood furniture. Will you try it? Let us know if it works for you.

\*Please note that clove oil is not recommended for use during pregnancy: please seek advice from your doctor before using clove oil in a home occupied by anyone who may be pregnant.

## Water charge update - no changes as yet

In the last newsletter, we explained that changes will be made to water charges with the introduction of a flat fee to make things clearer and fairer for all. Before we make this change, we want to make sure that we've considered all tenant circumstances. We're still analysing things but be sure that we will update all tenants before we make changes. So for now, stay tuned.

# Good Neighbour Champion Winners!

A very big thank you to everyone who nominated Bridge Housing tenants in their community who are making their neighbourhood special.

We've received wonderful examples of how tenants are coming together and supporting each other to help create communities. Congratulations to Inner City tenants Thi, Lan and Xiao as well as Northern Beaches tenant, Peter! Good Neighbour Champions receive a \$50 gift card.

Do you have an awesome neighbour? Contact us to nominate them and let us know why they should be a Good Neighbour Champion.



## Noisy Neighbours

Being a good neighbour means being mindful and respectful of others. This includes minimising noise, especially at night.

As a landlord, we can take action where there is evidence of excessive noise that interferes with the reasonable peace of neighbours.

**If you are having problems with noisy neighbours there are some steps you can take:**

1. Talk to your neighbour about the noise.
2. Organise mediation with the Community Justice Centre if you can't come to an agreement.
3. Contact the police who may be able to issue a warning or noise abatement direction.
4. Contact your local council who may be able to issue a noise abatement direction.

A noise abatement direction is evidence of excessive noise, which is a breach of tenancy. It is important that you tell us if the police or council issue a noise abatement direction against your neighbour so that we can act on it.

## BHL Opening Hours & Location

### Goulburn Street Office

You can find our Head Office 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. When visiting the Brookvale office you can take the lift or the stairs from outside Centrelink.

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

## Outreach Times and Locations

**Mill Hill Outreach** - Waverley Council, 1st Floor, 31-33 Spring St. Bondi Junction 2022 **Hours:** Temporarily closed

**South Coogee Outreach** - 3 Yamba Place, South Coogee 2034 **Hours:** 3.00 pm to 4.30 pm

## Contact Us

If you wanted more information about anything you've read in the newsletter, contact us!  
Email: [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au) Ph: **8324 0836**