

## Tenant Wellbeing

Bridge Housing staff understand that every tenant and household is individual, with different life experience and circumstances.

Sometimes, families, households and individuals may need some extra support to manage challenges and issues that can come up during your tenancy.

We do this through wellbeing visits, and if needed, developing a wellbeing plan.

### Wellbeing and Your Tenancy

#### What is a wellbeing visit?

A wellbeing visit happens when your Housing Manager from Bridge Housing comes to visit you in your home and find out how things are going in your tenancy. They see if you are settling into your tenancy, if you need any help from Bridge Housing or if you are experiencing problems or concerns that might need help from another service.

#### When do wellbeing visits happen?

Wellbeing visits happen 8 weeks after the start of your tenancy, and then once a year.

You can ask for a wellbeing visit at any time.

Sometimes, if there have been complaints, or you are behind in your rent payments or experiencing any other tenancy issues Bridge Housing may contact you to arrange more regular wellbeing visits. The purpose of the visit to find out what support or assistance you might need. Our approach is to support you to solve the issue before it becomes a bigger problem and places your tenancy at risk.

#### What is a wellbeing plan?

A wellbeing plan is how Bridge Housing can support you to make the most of your tenancy, and address things that can place your tenancy at risk. It lists the issues you want help with, the actions we can take together and the services or referrals we can make to make sure you get the right support you need.

#### What does an at-risk tenancy mean?

If your tenancy is at risk, this means something is happening that is a breach, or suspected breach of your tenancy agreement. Tenancy breaches will generally be about paying rent on time, property damage, behaviour to your neighbours or behaviour of your visitors.

We understand that sometimes problems can feel overwhelming, especially if there is more than one issue happening in your life. Bridge Housing wants to work with you to reduce those risks for your tenancy, and support you to access help to sort out any problems in a way that works for you.

### How can a wellbeing plan help me?

A wellbeing plan is created to help you solve a major issue that is placing your tenancy at risk or more than one issue that is having an impact on your wellbeing or you family or household wellbeing.

Here are some things that may help:

<b>My experience</b>	<b>What can Bridge Housing offer you?</b>
<b>I owe a lot of money in rent. I'm worried I will be evicted.</b>	We can help you to access financial counselling and join our Hand Up Program to can assist you to pay down your debt and keep your tenancy.
<b>My property is messy, and it is too hard to clean up. I can't throw anything away.</b>	We can refer to services that work with you to organise your belongings and clean your property.
<b>I want to study or find work.</b>	We can help you access employment and training programs to meet your goals.
<b>I have a lot of things going on at once, I'm worried I will lose my home.</b>	We can visit you to assist you to identify the services you need and help you to access them.
<b>My visitors cause problems for me but I don't know how to ask them to leave.</b>	We can support you to be a good neighbour and helping you set limits on who can stay in your house and for how long, and how your visitors behave.
<b>I have started using drugs again after being clean for a while and now I can't stop. Will I lose my house?</b>	We understand that many people struggle with alcohol and drug use, and can make referrals for you to access services that are understanding, and non-judgemental. It is always better to ask for help before things spiral out of control.
<b>I am getting older and struggling to undertake day to day activities in my home.</b>	We can help you access aged care services in your home, including help with cleaning, shopping and personal care.

### **I don't want a wellbeing visit. Is it compulsory?**

Bridge Housing respects your right to choose to access support and use our services. You don't have to accept a wellbeing visit, but you do need to agree to regular property inspections as part of your tenancy agreement.

### **How does Bridge protect and share my personal information?**

Bridge Housing respects your privacy. We ask your permission to share your information with support agencies to coordinate referrals and help you access the support you need when you need it. This is called informed consent.

The only time we share information without your consent is if we believe you are at risk of hurting yourself or another person, or there are children and young people at immediate risk of harm.

### **Complaints**

Bridge Housing respects and values the views of all customers. Complaints about wellbeing services can be lodged over the phone, mail, in person or via a form. If you have any questions about accessing the help you need, or making a complaint, the first step is to contact your Housing Manager on **02 8324 0800**.