

Tenants in Operations & Planning (TOP)

The TOP (Tenants in Operations and Planning) initiative aims to support tenants to get involved and have a say in the way Bridge Housing does business. It builds on the work we have been doing with the Tenant Advisory Group since 2009. There are now lots of different ways to have your say:

- **Tenant Advisory Group (TAG):**

The TAG's meet once every 2 months and there are 4 branches – Central (Redfern), Rozelle, West (Granville), and East (Bondi Junction).
- **Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG):**

The ATTAG meets every 2 months and discusses issues relevant to Aboriginal and Torres Strait Islander tenants.
- **Your Views e-panel:**

The Your Views e-panel reviews tenant communications and is also involved in making sure we ask potential new staff the right questions about what they think is important for tenants. It's all done by email so it's easy!
- **Conferences and Training:**

Bridge Housing provides funding for tenants to attend relevant housing conferences and seminars. Opportunities will be advertised in the Newsletter and/or at the TAG/ATTAG meetings.
- **Recruitment:**

Your Views e-Panel members have the opportunity to comment on the questions we ask in interviews for new staff.
- **Strategic and Business Planning:**

Bridge is working with tenants to get their views on what's important in the overall running of the organisation. If you are interested in being involved in these discussions please go on our mailing list for tenant events (details below).
- **Our Place - Tenant Newsletter:**

Our Place comes out 4 times a year and tenants and household members are very welcome to contribute.
- **Tenant Surveys:**

Our Tenant Survey is a great way to have your say on our services and your home. It's completely anonymous so you can feel comfortable to give us honest feedback on our services.
- **Tenant Workshops:**

Tenant Workshops are held 5 times a year. Tenants have the opportunity to comment on Bridge Housing policy, to learn new skills, and update their knowledge.

Information about all these opportunities to get involved is available on the website at:

www.bridgehousing.org.au/pages/getting-involved.html

No computer, smartphone or tablet? If you can't find what you are looking for, or would like to be listed on our mailing list for tenant events, please call the Community Team on **8327 0851**.