

## About us

Bridge Housing improves lives and strengthens communities by providing housing and services for low to moderate income households.

We provide homes for vulnerable people and their families disadvantaged in the housing market and provide practical support and referral to sustain tenancies and build community wellbeing.

We are a nationally registered Tier 1, not-for-profit community housing organisation based in Redfern, with outreach offices in Parramatta, South Coogee and Bondi Junction.

### Our award winning services include:

#### ▶ **Housing assistance & applications:**

our dedicated Housing Pathways Team manages applications, assessments and allocations for all social and affordable housing.

▶ **Tenancy management:** we have a dedicated phone line, low staff-to-tenant management ratios and proactive staff who work locally to resolve neighbourhood issues.

▶ **Repairs & maintenance:** a dedicated 24/7 maintenance line, clear repair timeframes and a proven track record of maintaining properties to a high standard.

▶ **Community building & engagement:** we work with residents to access opportunities in their local community and have a real say in how we deliver our services.

▶ **Support & referral services:** our housing and support specialists work with residents and service partners to provide practical support to sustain tenancies and support wellbeing.

## Learn more about us

Visit us online at [www.bridgehousing.org.au](http://www.bridgehousing.org.au) to:

- ▶ Read Our Place newsletter
- ▶ Report a repair
- ▶ Get involved
- ▶ Contact the housing team



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Follow us



# Improving lives

## strengthening communities



12/18

## Our portfolio

Bridge Housing owns and manages a significant portfolio across Greater Sydney, from Waverley in the east to Blacktown in the west. From August 2019, we are also managing 1,200 public housing properties on the Northern Beaches.

We partner with government, support agencies, private developers and others to build, fund, manage and support our residents in quality, secure social and affordable housing.

	<b>2,244 Homes</b>
	<b>18 Local government areas</b>
	<b>1,966 Social housing properties</b>
	<b>250 Affordable housing properties</b>
	<b>270 New homes developed</b>
	<b>28 Disability group homes</b>

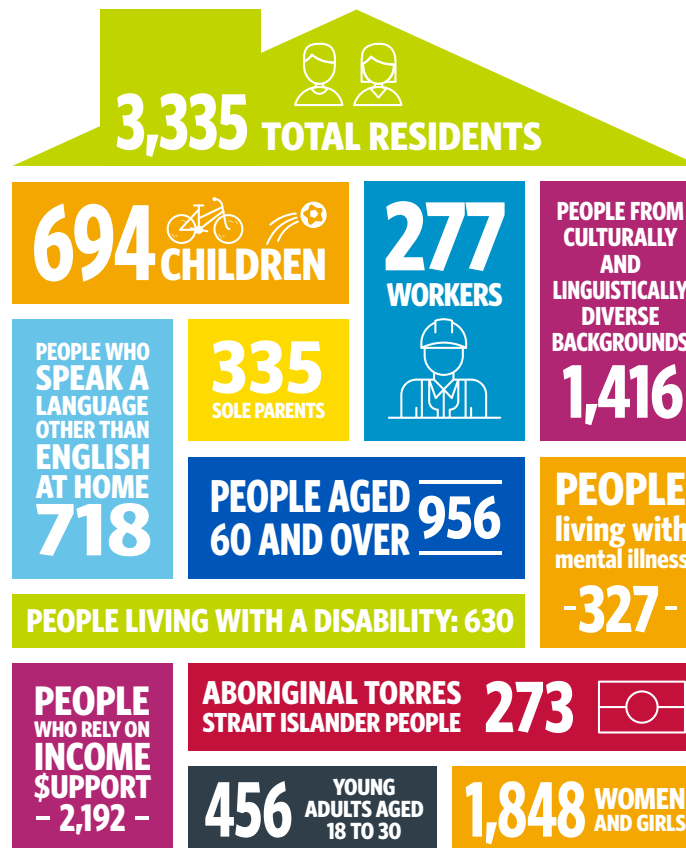
June 2018

## Our residents

Bridge Housing's residents come from all walks of life and all backgrounds. Building Bridges, our community building and engagement strategy, provides a clear framework for our work.

**We work in partnership with our residents and partner agencies to:**

- ▶ Increase opportunities for residents
- ▶ Strengthen local community connections
- ▶ Support successful tenancies
- ▶ Ensure our residents have a real say in how we do things.



February 2018

## Our innovation

Bridge Housing is an award-winning, housing provider innovating to create great outcomes for tenants and our business.

### Building Bridges

An award-winning capacity building and tenant engagement program that empowers tenants to engage with their community and access opportunities.

### Hand Up Tenant Arrears Program

A New South Wales first initiative to help at-risk tenants "repay" their rent arrears and get their lives back on track through financial counselling, life skills and education support.

### A Housing First Approach

Bridge Housing piloted Platform 70, a ground breaking, housing first program to link people experiencing chronic homelessness with secure private rental housing and support services to address their underlying issues. We have now embedded a housing first approach into our business.

### Fee for service tenancy management

Specialist end-to-end expertise in managing affordable housing for local government and private developers.

### Rent online

An Australian first in community housing to provide tenants with access to their rent, water and maintenance statements from their smart phone or PC any time, any place.