

Transitional Housing

What is transitional housing?

Transitional accommodation is short term accommodation linked to a support service. Transitional accommodation is not permanent and usually is only provided for clients for 12 – 18 months maximum.

Transitional housing provides a platform for people to actively engage with support services and to find long term accommodation suited to their particular needs.

What are Bridge Housing's responsibilities?

Bridge Community Housing provides tenancy and property management services for clients in transitional accommodation after a referral has been made from a support partner. Our responsibilities are to:

- provide and maintain the premises in a good state of repair
- provide reasonable security with locks in good working order and keys supplied for each lock
- respect your right to quiet enjoyment in the premises
- ensure the premises are vacant, clean and in good repair at the start of the tenancy
- reimburse the tenant for money spent on emergency repairs subject to certain conditions
- ensure residents in rooming accommodation have reasonable access to bathrooms and common areas and that these areas and any inclusions should be clean and in good working order
- pay all charges, levies, premiums, rates and taxes for the premises and cover the costs of preparing the tenancy agreement
- comply with the laws regarding health and safety of people using or entering the property
- lodge all bond monies

Bridge Housing will issue you with a termination notice at the end of the fixed term, once your transitional housing has come to an end and this will mean you will be required to move to alternative accommodation.

Some of Bridge Housing's transitional housing is in leasehold properties. This means Bridge Housing rents properties in the private market and then rents them to tenants. Occasionally Bridge Housing has to hand back those properties to their owners and in these cases, we will always attempt to re-house our tenants in another suitable and appropriate property. If this happens you will sign a new lease with Bridge Housing and the lease length will be based on your previous lease at the old property.

What are your responsibilities as a tenant?

You must meet all of the terms of the Residential Tenancy Agreement including:

- pay the rent on time and in the way agreed
- keep the premises clean and undamaged and leave it in the same condition it was in when you moved in, less wear and tear
- keep to the terms of the tenancy agreement
- respect neighbours' right to peace and quiet
- not use the premises for illegal purposes

In addition, in order to maintain eligibility for the transitional housing program, you are expected to actively engage with your support provider and to actively work with them to identify appropriate long term accommodation in order to exit the transitional housing. This may mean securing rental accommodation in the private market.

As transitional housing is not a long-term option, you will need to maintain an up-to-date application on the NSW Housing Register and complete a change of circumstance form if there are any changes that would impact on your application.

What are your support provider's responsibilities?

Your support provider will work with you to develop an agreed Support Plan. Support Plans have been devised to identify areas where support is needed and to agree goals and outcomes that will help to address the problems.

Things that a Support Plan may cover include:

- Access to correct benefit entitlements
- Budgeting
- Accessing specialist support/advice
- Accessing health care services
- Daily living skills
- Emotional well-being
- Accessing longer term housing options

Your Support Plan should clearly identify how the service will work with you to exit from the transitional housing to a longer term housing option. The housing options available to you will be based on your needs and circumstances. Bridge Housing will work with you and your support provider to identify suitable options.

If you have any problems during your tenancy you should contact your support provider or Bridge Housing. By acting early we can work together to resolve problems so that you can sustain your transitional accommodation and meet your support needs.

Translation Service

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131-450 and ask them to contact on 9699-6055 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难，请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing，电话 9699-6055。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。 要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 9699-6055. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 9699-6055. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131-450 και ζητήστε τους να επικοινωνήσουν με το 9699-6055 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 9699-6055 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.