

**INSIDE**

Maintenance Myth Busters	2
Fire Services Safety Notice	2
Expression of Interest	3
Facebook Giveaway	4
TAG in 2018	4
Bridge on the Northern Beaches	5
What's On	6

# Enjoy Summer in Sydney



The coming months are a great time of year to get out and about and it doesn't have to be expensive! Check out our list of interesting, low cost ideas for enjoying the summer in Sydney. And don't forget that exercise, a healthy diet, sleep and socialising with friends and family all contribute to good mental health and wellbeing!

- ▶ Hit up a local beach like Manly, Bondi, Coogee, Balmoral or Clovelly
- ▶ Get active at Sydney Olympic Park, where Kids in The Park offers a range of free and low-priced activities for kids
- ▶ Visit Berry Island Reserve, 10 mins walk from Wollstonecraft station, and take in the beauty of the Gadyan track and its significance to the Aboriginal people who once inhabited the Harbour foreshores
- ▶ Go for a bike ride or bush walk along the harbour, or through some inner-city parklands like Centennial Park or Sydney Park
- ▶ Invite your neighbours to gather together for a BBQ or picnic at a local park
- ▶ Join a local walking group, check out the City of Sydney website for details of specific groups

- ▶ Travel all day on Sunday on trains, buses, ferries and light rail using your Opal card and pay no more than \$2.60 per person
- ▶ Bushwalk in Sydney Harbour National Park, where there's plenty of tracks to choose from varying in length and difficulty
- ▶ Join in the Yabun Festival on Friday 26 January. Entry is free and the festival celebrates Aboriginal and Torres Strait Islander culture by showcasing some of the best Indigenous music, dancing and entertainment in the country
- ▶ Explore the Art Gallery of New South Wales or the MCA's free exhibits.

**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)

**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    

## Keep Bridge Updated

It is really important that we have your correct email addresses and phone numbers so you don't miss out on important information relating to your tenancy. Update your contact details by phoning Reception on 02 8324 0800 or email [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au).

# Maintenance Myth Busters

## Emergency repairs Always call the repairs line immediately on 02 8324 0886

Emergencies repairs are things like a major water or gas leak, a sewer or waste pipe blockage, a dangerous electrical fault or structural damage. The response time for emergency repairs is **4 hours**.

## Urgent repairs Always call the repairs line immediately on 02 8324 0886

Urgent repairs include smoke alarm failures, no power to the property, no hot water and trip hazards in your home or common area. The response time for emergency repairs is **24 hours**.

## Routine and Non urgent repairs

Can be reported via the maintenance line on 02 8324 0886 or via the online Report a Repair service on the Bridge Housing website. The response time varies between **5 and 21 days** depending on the issue.

## Screen doors and fly screens

Bridge Housing will only maintain screen doors that were already there when you moved in. New screen doors will not be installed by Bridge on existing properties. If you would like to install a screen door at your own cost, complete the Alterations Application Form. You will then be responsible for all maintenance for the items you install.

## Air-conditioning

Bridge Housing will only maintain air-conditioning units that were there when you moved in. If you would like to install air-conditioning at your own cost, you must submit an Alterations Application Form.

## Carpet and flooring

Carpet is replaced based on our technical scoping and life cycle upgrade program over a 10-15 year cycle. If you wish to remove or replace the carpet in your home at your own cost, please complete the Alterations Application Form.

## Pay TV and antennas

Complete the Alterations Application Form to request approval for installation before you sign a contract with a Pay TV service provider.

## Contractors

Our contractors have signed up to a Code of Conduct (you can read this on our website) and they must adhere to safety standards including attending your home within the designated response times, completing subsequent works and wearing identification.

## Smoke Alarms

We complete annual checks on your smoke alarms. If you have any concerns about any fire related equipment within your home please call the repairs line on 02 8324 0886.

**For more information about maintenance and repairs, please visit our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au) and click on the Repairs tab.**

# Fire Services Safety Notice - Door Self Closers

Do not remove the self-closer from your door, it is designed to automatically close the door so if a fire occurs within your unit it is contained. This gives you and other people more time to escape.

If you are experiencing issues with your door closer please call the Repairs Team on **8324 0886** who will be able to assist with any repairs.



If you have a medical condition which causes you to struggle with the current closer in place please call the asset team who can provide advice and discuss options to assist you.

If the fire safety contractor attends your home for the annual inspection and you have removed or disconnected your closer, you will be charged for the re-installation or replacement.

# Bond Refunds

Bridge Housing is no longer taking bonds for social housing tenancies. We will be refunding all bonds for social housing tenants in the near future. If you are a social housing tenant, please keep an eye out for communication from us. To ensure your bond is refunded to you as quickly as possible, make sure you take any action required from you.

## CEO Update

It is already November and I'm catching my breath on how fast Bridge Housing has moved through 2017 and what an exciting and successful year it has been.



The big news is that in October the Minister for Family and Community Services, the Hon. Pru Goward announced that Bridge Housing, in partnership with Women's Housing Company, secured the Social Housing Management transfer tender for the Northern Beaches portfolio of 1200 properties. The transfer of tenancy management will begin in 2018 and take place over a period of 18 months. We have planned well ahead to make sure that the transfer will go smoothly for our new Northern Beaches tenants to ensure they will feel welcome and supported by Bridge Housing. As importantly, we will continue to deliver the same level of customer service to our existing residents.

Domestic violence is a dreadful scourge and Bridge Housing is committed to its elimination and recognising

it as a workplace issue. We have recently completed an 18-month process developing a comprehensive response to violence against women in the workplace and I am proud to say that Bridge Housing has achieved White Ribbon Accreditation and joins 122 workplaces across the private, government and not for profit sectors.

I am also very proud that Bridge Housing's groundbreaking Hand Up rent arrears management program was recognised with an industry award at this year's Australasian Housing Institute NSW awards in July 2017.

We were very busy this year improving our properties with new bin bays and fencing at Wauhope Cres South Coogee, upgrades at Laggan Ave Balmain, PVC window and door frames at Henson

St Summer Hill, all in addition to the regular responsive repairs and maintenance and cyclic upgrades.

I want to personally thank tenants who attended our workshops and meetings this year and all those who have taken time out of your busy schedules to assist with our Reconciliation Action Plan, provide feedback, share your views and attend Bridge Housing events.

We are making increasing use of social media to advertise and publicise our activities. I invite you to sign up to Bridge Housing on the web; Facebook, Twitter and LinkedIn.

Wishing you and your families a happy festive season and I look forward to another fantastic year in 2018.

**John Nicolades, CEO**

## Expression of Interest

### Tenant Representative for Bridge Housing's Maintenance Management Committee

Bridge Housing is looking for a second tenant to participate on our Maintenance Management Committee. The committee is an internal working group who are responsible for overseeing the delivery of our repairs and maintenance contract.

The successful tenant will be asked to attend up to 6 meetings per year and work with Bridge Housing staff to review our head maintenance contracts. Tenants will be required to sign a confidentiality clause in relation to their participation.

If you are interested in participating, please submit a brief response of no more than one page to [l.pitwell@bridgehousing.org.au](mailto:l.pitwell@bridgehousing.org.au). In your response please outline:

- ▶ Why you are interested in participating on the Committee
- ▶ Any relevant experience in asset maintenance delivery, and
- ▶ Indicate your agreement to abide by the terms of the confidentiality agreement.

Preference will be given to tenants with experience and understanding of maintenance service delivery.



Clive is the current tenant member representative on the Maintenance Management Committee. Here he tells us what the experience has been like for him:



Clive Matthews

*"As a tenant member of the Bridge Maintenance Management Committee, I have found it interesting and can appreciate the complexity in the management of the two contractors now employed. There are always issues with any operation, however it's good to see that both Bridge and the contractors are very open to resolve any issues, and put in place actions to prevent any reoccurrence. The number of issues are surprisingly small, but can be complex, so it is important to have a committee to discuss and find resolutions to these problems.*

*I have enjoyed my time on the committee and would encourage any interested tenants to apply."*



# Like the Bridge Housing Facebook Page to win a \$100 gift voucher!



Our Facebook page is a great place to find useful and interesting information and updates about things happening at Bridge and in your local community. We will be using our Facebook page to communicate information to tenants and provide you details about upcoming events. You can find our page at: [www.facebook.com/BridgeHousingAU](http://www.facebook.com/BridgeHousingAU).

Tenants and residents can WIN one of two \$100 Coles Myer Gift Vouchers. Simply find us on Facebook and

1. Like or follow the Bridge Housing Facebook Page AND
2. Like the pinned post entitled "Like this post to Win!"

It couldn't be easier! Jump online before 30 January 2018 to be in the running to win and to keep up to date with all of Bridge Housing's posts.

*The winners will be contacted by email and phone so don't forget to keep your contact details up to date!*



## TAG in 2018

Our tenant advisory and discussion groups (TAG) are a great way to get involved with your local community, meet other tenants, hear from guest speakers and chat with Bridge Housing staff.

The Chair of the TAG is Pamela Pryor and she looks after the Central and West meetings. Pamela can be contacted on **0409 047 301** or email [ladybushranger@bigpond.com](mailto:ladybushranger@bigpond.com).

The Vice Chair of the TAG is Julia Nunes and she looks after the East TAG meeting. Julia can be contacted on **0423 451 188** or email [julianunes56@hotmail.com](mailto:julianunes56@hotmail.com).

Tenants living in the Rozelle / Balmain area are invited to join the Central or West TAG meetings for 2018.

**Aboriginal and Torres Strait Islander TAG**  
Bridge Housing, Redfern | 10 - 12pm  
RSVP to Francesca Cathie  
Phone: 02 8324 0844  
Email: [f.cathie@bridgehousing.org.au](mailto:f.cathie@bridgehousing.org.au)

Thursdays	22 Feb	26 Apr
28 Jun	23 Aug	25 Oct



### Pamela Pryor Update

Another year is drawing to an end. It has been a busy year as usual but I have enjoyed meeting you all at the meetings. I hope you have also enjoyed attending.

Next year we will have more guest speakers and the staff from Bridge will also be attending all the meetings. The staff are attending the meetings so that any questions or repair issues you may have can be logged straight into the computer at Bridge and dealt with.

Julia Nunes will be the Chair of the East meeting next year, so that she can gain experience in this role. I will still be attending the meetings to support her.

Don't forget that Bridge has three outreach offices, one in Parramatta, one at South Coogee and the one at Bondi Junction. These offices will be advertised in the newsletter regularly so please use these offices as it will save you a trip into the Bridge office.

The TAG meetings will start again in February of 2018. The dates for all the meetings for the first quarter are listed on this page, please put them in your diary or on the fridge so that you can join us on these dates.

Have a happy and safe festive season. I will be looking forward to seeing you all at the meetings next year.

<b>Central: Small Room, Redfern Town Hall</b> 73 Pitt St, Redfern   10am - 11.30am RSVP to Pamela Pryor	<b>Fridays</b>	<b>2 Feb</b>	<b>6 Apr</b>
	<b>1 Jun</b>	<b>3 Aug</b>	<b>5 Oct</b>
<b>West: Location to be confirmed</b> Address to be confirmed   10am - 11.30am RSVP to Pamela Pryor	<b>Fridays</b>	<b>9 Mar</b>	<b>11 May</b>
	<b>13 Jul</b>	<b>14 Sept</b>	<b>9 Nov</b>



### Julia Nunes Update

Hi everyone, I would like to introduce myself to you. I am Julia and I have been part of the Tenant Advisory Group for about 5 years. It has been a pleasure to meet so many lovely people from the West, Rozelle, Central and East groups over this time. From now on, I will be leading the East meetings. My goal is to work together in a relaxed and happy environment and to give the group information and knowledge to help you live a healthy, peaceful life.

Please don't be afraid to ask questions as your voices are important to me, and Bridge staff will be at our meetings to take and solve any emergency issues. So come along and let all of us be one.

Wishing you all a Merry Christmas and a prosperous, healthy 2018.

<b>East: Theatrette, Waverley Library</b> 32-48 Denison St, Bondi Junction   10am - 11.30am RSVP to Julia Nunes	<b>Fridays</b>	<b>2 Mar</b>	<b>4 May</b>
	<b>6 Jul</b>	<b>7 Sept</b>	<b>2 Nov</b>

# Bridge Housing on the Northern Beaches

Bridge Housing was recently announced as the successful winners of the Northern Beaches package in the Social Housing Management Transfer program. The Northern Beaches portfolio includes more than 1,200 properties and will expand our current housing portfolio from around 2,000 to more than 3,100 properties.

Over the last year we have been talking to staff and tenants about preparing for growth. Tenants gave us great feedback about what we need to concentrate on - both for new tenants transferred from Housing NSW and for existing tenants. We will continue to focus on providing a high level of customer service for all households, suitable housing and support services, and ensuring that tenants and household members have a real say in the way we do things.



Women's Housing CEO Debbie Georgopoulos with John Nicolades in Manly

The transition phase will begin in 2018 and will be completed by mid-2019. Watch this space as there will be opportunities for tenants to get involved in making the transfer a positive experience for our new residents.



## A Christmas Free December 25th

For those who have Christmas-free traditions, why not take advantage of the smaller crowds on December 25th and enjoy a day in the city!

- ▶ Most restaurants in Chinatown stay open so you can wander around Sussex and Dixon streets and find some delicious noodles and dumplings
- ▶ The ferries will be cruising around the harbour on a Sunday timetable. You can catch a ferry to many lovely places including Manly, Watsons Bay, Parramatta and Barangaroo.
- ▶ Taronga Zoo is open on Christmas Day with less crowds than usual. Tickets can be expensive but you will save a few dollars by pre purchasing your ticket online.

## Summer Safety



Sydney's beaches are at their busiest and best over the summer months. Keep these top tips in mind when visiting the beach so you and your family stay safe this summer.

1. Always swim between the red and yellow flags
2. Read and follow safety signs
3. Never swim alone
4. Apply sunscreen before and after swimming, wear a shirt and hat and get out of the sun if you start to feel unwell
5. Keep a look out for rips and fast moving currents - ask the lifeguards if you're not sure

## Repairs at Christmas



The Bridge Housing office will be closed from Monday 25 December 2017 and will re-open on Tuesday 2 January 2018. If you need to report a repair during this time please contact our out of hours call centre 24hrs a day on **8324 0886** or alternatively log your non urgent repair via our website.

During this time only emergency and urgent repairs will be attended to. All non-urgent repairs that are reported during the office closure will be actioned by the Repairs Team on the 2nd January 2018. If you would like further information regarding our repairs service please contact us on **8324 0886** or visit us online at [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

# What's On

## Yabun Festival

Yabun Festival is the largest one day gathering and recognition of Aboriginal and Torres Strait Islander cultures in Australia, held annually on the 26th of January (Survival Day) upon the traditional lands of the Gadigal people in Sydney.

**Where:** Victoria Park, Camperdown **When:** Friday 26 January 2018 **Cost:** Free



## Christmas Day Street Party

Head down to the Wayside Chapel in Kings Cross on Monday 25 December for a Christmas Day Street party with Christmas lunch, live entertainment, presents for the kids, a DJ, carol singers and much more. The day is completely free and brings together people from the community from all different backgrounds and walks of life.

**Where:** Hughes St, Kings Cross

**When:** Monday 25 December 2017 from 10am

**Cost:** Free



## Symphony Under the Stars

This free concert at Parramatta Park is the perfect evening for family and friends to pack a picnic basket and settle back in a beautiful location to enjoy music by the Sydney Symphony Orchestra. The Sydney Festival runs from 6-28 January 2018, check out their website for all the events happening across the city.

**Where:** Parramatta Park, Parramatta

**When:** Saturday 20 January 2018

**Cost:** Free



Housing Manager Sage Lukacs  
AKA Santa Claus

## Season's Greetings from Bridge Housing

Bridge Housing would like to thank tenants for your excellent contributions to Bridge Housing and your local communities this year. Whatever it is that you do to enjoy this time of year, we wish you a very happy, safe, and joyous time with your loved ones.

**Merry Christmas and Happy New Year!**

Chúc Giáng Sinh vui vẻ!

Schastlivogo Rozhdestva!

Feliz navidad y Próspero año Nuevo!

Buon Natale!

圣诞快乐 新年快乐

Maligayang Pasko at Manigong Bagong Taon!

聖誕快樂 新年快樂

ريخب متنأ و ماع لك

### Outreach Times and Locations

#### Parramatta Outreach

106-108 Church  
Parramatta 2150 NSW

**Hours:** All day Tuesday

#### Mill Hill Outreach

Waverley Council  
1st Floor, 31-33 Spring Street  
Bondi Junction 2022 NSW

**Hours:** Monday 1.30pm to 4pm

#### South Coogee Outreach

3 Yamba Place  
South Coogee 2034 NSW

**Hours:** Tuesday 9.30am to 12.30pm