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Hello Northern Beaches

Bridge Housing is delighted to be sharing our regular Tenant Newsletter with the Northern Beaches tenants who will be joining Bridge Housing in August 2019. Our Place Summer 2018 is the first edition that has been sent to Northern Beaches tenants. This newsletter is distributed quarterly by post or email and is a great source of information for Bridge Housing tenants. Bridge Housing uses this newsletter to report on events and activities that have been held across our operating area, provide useful information and keep you updated on events near you.

Bridge Housing and the Women's Housing Company have been working hard to prepare for the transfer of 1,200 properties in the Northern Beaches, covering Mosman

to Warriewood and Forestville. We have been delighted to meet the 200 Northern Beaches residents who came along to our Meet and Greet sessions on the Northern Beaches over the last few months. The Social Housing Management Transfer Team is growing quickly and the new Housing Managers are all looking forward to meeting more Northern Beaches residents over the coming months.

There will be more information available coming soon about the transfer and what we are doing to ensure that this is a smooth transition for all tenants. If you have any questions about the Social Housing Management Transfer, please contact **8324 0856** or email northernbeaches@bridgehousing.org.au.



You can also find more information on our website at <https://www.bridgehousing.org.au/tenants/my-tenancy/northern-beaches-tenants>.

General Enquiries - 8324 0800
customerservice@bridgehousing.org.au

Repairs - 8324 0886
repairs@bridgehousing.org.au

Community - 8324 0844
community@bridgehousing.org.au

Housing Pathways Applications
8324 0890
pathways@bridgehousing.org.au

Housing Team & Tenancies
8324 0885
customerservice@bridgehousing.org.au

Follow us    

BRIDGE HOUSING HAS MOVED!

Bridge Housing has moved to Level 9, 59 Goulburn St, Sydney. The office is located opposite the World Square Shopping Centre and is walking distance from Museum Station, Town Hall Station, Central Station and the bus stops on Elizabeth and Castlereagh Street. Our phone numbers and email addresses will remain the same.

We look forward to seeing you at the new office sometime soon!

CEO Update

As 2018 draws to a close, I am reflecting on the wonderful and busy year we have had at Bridge Housing. I want to acknowledge and thank all of the Bridge Housing residents who have contributed, volunteered and given up their time to help us improve our services over the past year.

This year, Bridge Housing launched Building Bridges – Bridge Housing’s Community Building and Engagement Strategy 2018 to 2021. Building Bridges outlines our responsive approach to addressing community building priorities based on feedback from tenants and staff. At the heart of our approach is the concept of working together with tenants and our partner support organisations. I am delighted that we have had over 500 residents engaged with our tenant participation initiatives in 2018, providing their feedback and getting involved in different ways that suit them.

2018 also saw the completion of the Elger St Glebe development, providing 158 social housing dwellings for 173 residents. We have been working closely with the Elger St tenants to ensure that the new community is settling in well. We are also pleased to have established a partnership with Uniting who are now delivering support services on site at Elger St one day a week.

August 2019 is fast approaching and the Social Housing Management Transfer team is working hard to ensure that the transition for the incoming Northern Beaches tenants goes smoothly. I have thoroughly enjoyed meeting many of the Northern Beaches tenants at the Meet and Greets held over the last few months.

Bridge Housing is finishing the year in a new office space at Goulburn Street. We have enjoyed ten years in Redfern and are now looking forward to many years in the new larger space. It was a big task for the organisation so thank you for your patience as we worked hard behind the scenes to pack and move with as little disruption as possible.

I hope you all enjoy a wonderful festive season however you choose to celebrate.

John Nicolades, CEO



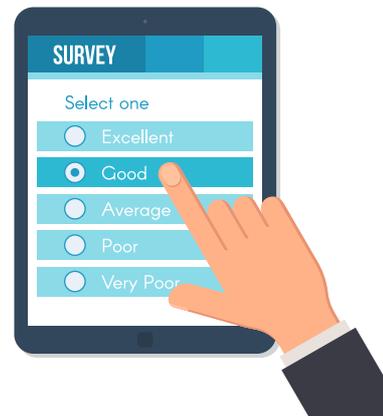
bridgehousing.org.au

Tenant Satisfaction Survey - Coming Soon!

The Tenant Satisfaction Survey will be landing in the mailbox of all current tenants in late January 2019. The Tenant Survey provides an opportunity for Bridge Housing residents to give their feedback and let us know what they think about Bridge Housing services. The survey is anonymous and administered on behalf of Bridge Housing by CHIA (Community Housing Industry Association) NSW. The survey results are provided to Bridge Housing and we use the results to improve our services.

Bridge Housing is committed to providing tenants with opportunities to have a real say in what we do and all residents will be invited to complete the survey. There will be prizes to be won each week the survey is running so get in quick for more chances to win!

Note: entry in to the prize draw is separate from survey responses and your responses will remain anonymous.



Bridge to Work: Helping tenants transform

Bridge to Work launched in June 2018 and we have had steady engagement from Bridge Housing residents, successfully placing 13 candidates in employment so far!

Setting tenants up for success

Our dedicated team invests in residents participating in the program from the start, providing tailored one-on-one support including help looking for suitable jobs, job search training and tools, as well as work-ready skills and training. We find that revising participants’ resumes and helping set them up with an active online presence are just some of the stepping stones to interviews and potential work. Providing ongoing mentoring and job coaching both pre- and post-placement also ensures our tenants a high level of success finding and maintaining employment.

Helping you focus on what’s important

Bridge Housing has offered a generous incentive to freeze rental payments for the initial six months after placement where the tenants’ rent will not be affected by their change in income. This will allow tenants to save money and focus on other important aspects in their life during their initial employment.

We look forward to assisting more Bridge Housing residents in 2019 – stay tuned for more updates!

Register your interest

If you’re a Bridge Housing tenant wanting to find work or improve your situation, get in touch with Bridge to Work Employment Support Coordinator, Gavin Marks, on **0477 092 194**, register your interest online at www.bridgetowork.com.au or contact your housing manager for a referral.

Sydney Summer Things To Do

Exploring Sydney can be a highlight in the warmer months. We have put together a list of low cost and fun ideas to help you out over the Summer!

- ▶ Make use of the **\$2.70 Sunday travel cap**. Travel every Sunday on trains, buses, ferries and light rails for only \$2.70 per person. Take advantage of the savings and go for a day trip to Blue Mountains, Kiama or Central Coast.
- ▶ **Free water fun** at the Darling Quarter Darling Harbour, Phillip Ruddock Water Playground at Dundas Valley, Francis Park at Blacktown Showground Precinct, Blaxland Riverside Park at Sydney Olympic Park, Bungaribee Park at Western Sydney Parklands or the Walter Gors Park in Dee Why.
- ▶ Get active at **Sydney Olympic Park**, where Kids in The Park offers a range of free and low-priced activities for kids
- ▶ Join a **free local walking group**, such as Long Reef Guided Walk at Fishermans Beach in Collaroy.
- ▶ Join in the **Yabun Festival** on Saturday 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.



Close Down Period at Christmas

The Bridge Housing office will be closed from Tuesday 25 December 2018 and will re-open on Wednesday 2 January 2019. If you need to report a repair during this time please contact our after-hours call centre 24 hrs a day on **8324 0886**.

During this time, only emergency and urgent repairs will be attended to. All non-urgent

repairs that are reported during the closure period will be actioned by the Repairs Team on the 2nd January 2019.

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.

Tenant End of Year Party Recap

On Saturday 24 November 2018, we had a wonderful time celebrating at the annual Tenant End of Year Party at the Olympic Park Aquatic Centre. 90 residents attended and shared a BBQ lunch before heading in to the Aquatic Centre to enjoy the pools and water playground. The face painters and balloon artists were a highlight for all the kids! Thank you to all those who came along and made it such a fun day.



Thank you Pam Pryor for your 10 years of service to the Bridge Housing TAG. You have made such a significant contribution and we are very grateful! Here is Pam receiving a 10 year service award at the Tenant End of Year Party from CEO John Nicolades.

Stay Cool and Save on Energy this Summer

Another very hot summer has been predicted. Here are some tips and tricks on how to keep cool and save on your energy bill, even on the hottest days:

Let the cool air in and keep the warm air out

Opening your windows at night can bring cool air into your home. Closing the windows and blinds or curtains in the morning can help to keep the heat out during the day. Take advantage of any Southerly changes by opening your windows and doors to allow the cooler winds inside your house.

Use less hot water

According to the Department of the Environment and Energy, a fifth of the energy we use goes towards heating water. When washing dishes, rinse them with cool water, rather than hot and keep showers



short. Use a cold water cycle on your washing machine and take advantage of the warm days to dry your washing outside instead of in the dryer.

Check your lights

Turn off any lights not in use, and use lamps whenever you don't need to light an entire room.

Use Fans

Fans are the most energy efficient type of powered cooling costing only 3-5 cents per hour. If you use an air conditioner, set the temperature to 24-26°C in summer. According to

the Energy and Water Ombudsman, every degree outside this range can add up to 10% to your cooling costs.

As always, plan your day around the heat and avoid being outdoors for extended periods between 10.30am - 4.30pm. Check on elderly friends, neighbours and relatives, especially if they live alone. Check on their pets too! Know your medications and check with your doctor for any side effects caused by heat. Keep medications in the fridge if directed.

If you are worried about yourself or others, seek medical attention and in emergency call Triple Zero (000) directly.

Support during Challenging Times

The holiday season can be a challenging time for some people. If you or someone you know needs support, here are some helpful contacts:

- ▶ Lifeline - **13 11 14**
- ▶ Beyond Blue - **1300 22 463**
- ▶ Financial Counselling Helpline - **1800 007 007**
- ▶ Domestic Violence Line - **1800 65 64 63**

For young people up to 25 years old:

- ▶ Eheadspace - **1800 650 890** or chat online at **www.eheadspace.org.au**
- ▶ Kids Helpline - **1800 551 800** or chat online at **www.kidshelpline.com.au**

Remember in an emergency to call Triple Zero (000)

Northern Beaches Update

It was great to meet some of our new residents on the Northern Beaches at the recent Meet and Greet sessions. About 200 people attended and had the chance to get to know us and ask questions about the transition process. Welcome if you have just joined us!

Northern beaches tenants were also formally advised last month of whether Bridge Housing or the Women's Housing Company will be managing their tenancy.

From December 2018 to March 2019 we will be holding Neighbourhood Q & A sessions to explore the changes and opportunities in becoming a Bridge Housing or Women's Housing Company tenant. We have also recruited more new staff to join the housing team to manage the new northern beaches portfolio.

More information about the Social Housing Management Transfer Program can be found on the Bridge Housing and Women's Housing Company websites.

New and Revised Policies

Revised policies include:

- ▶ The Rent Policy now includes changes to the Start Work Incentive which has expanded from a 4 week to a 26 week rent freeze after starting employment. Please speak to your Housing Manager if you start work.
- ▶ The Management Transfer Policy has been updated to provide greater clarity around relocation for tenants when moving from one property to another.

TAG in 2019



It is going to be another great year for the Bridge Housing Tenant Advisory Groups (TAG). We are pleased to introduce your new TAG leaders for 2019!

The Tenant Advisory Groups are made up of Bridge Housing tenants from various areas of Sydney who meet together regularly in their local area. TAG meetings are one of the ways tenants can provide feedback to help Bridge Housing improve the way we do things. TAG meetings are an opportunity for tenants to come together and discuss ideas, hear from guest speakers and share lunch. The meetings are always

informative and interesting and all Bridge Housing residents are welcome to attend.

Bridge Housing currently has five tenant groups that meet regularly. They are the:

- ▶ Central TAG
- ▶ East TAG
- ▶ West TAG
- ▶ Aboriginal and Torres Strait Islander TAG (ATTAG)
- ▶ Vietnamese TAG (VNTAG)

Three of the tenant groups (Central, East and West) have tenant leadership roles that are selected through an election process. The TAG elections are held every two years and the most recent election took place at the Biennial General TAG Meeting that was held on Thursday 22 November 2018.

Following the TAG election, we are pleased to introduce the new TAG leaders:



Central TAG
Chair:
Rodney Hollis



East TAG
Chair:
Julia Nunes



West TAG
Chair:
Clive Mathews
Vice Chair:
Pam Pryor

Tenant representatives from each of the TAG meetings meet with Bridge Housing staff every two months to discuss issues raised at local TAG meetings and provide feedback about Bridge Housing services.

TAG meetings are open to all Bridge Housing residents. If you are interested in becoming the member of a TAG and receive notifications of upcoming meetings and events, contact Tash Sitanala. Call **02 8324 0844** or email community@bridgehousing.org.au.

Central TAG

Small Room, Redfern Town Hall

73 Pitt St, Redfern
10.30am - 12pm
RSVP to Rodney Hollis **0419 260 366**

Friday: 1 February, 5 April, 7 June, 2 August and 4 October 2019

East TAG

Room 1, Mill Hill Centre

31-33 Spring St, Bondi Junction
10.00am - 12.00PM
RSVP to Julia Nunes **0423 451 188**

Friday: 22 March, 24 May, 26 July, 27 September and 22 November 2019

West TAG

Venue to be confirmed.

10.30am - 12.30pm
RSVP to Clive Mathews **0466 392 244**

Friday: 8 March, 10 May, 12 July, 13 September and 8 November 2019

Aboriginal and Torres Strait Islander TAG (ATTAG)

Bridge Housing Office

Level 9, 59 Goulburn St, Sydney - 10.30am - 12.30pm
RSVP to Anna Barker **8324 0851**

Thursday: 2 May, 27 June, 22 August and 24 October 2019

The ATTAG are hosting a Community BBQ for Aboriginal tenants on Saturday 23 February 2019. The picnic will be held at Redfern Park and all are welcome! For more details and to register your place, call Anna Barker on **8324 0851**.

Vietnamese (VNTAG)

Bridge Housing Office

Level 9, 59 Goulburn St, Sydney
11am - 1pm

RSVP to Anna Barker **8324 0851**

The first meeting of the year will be on Wednesday 16 January 2019 from 11am - 1pm. There will be opportunity to discuss and share ideas while having lunch together. Register your place by calling Tash Sitanala on **8324 0844**.

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 26th of January upon the traditional lands of the Gadigal people in Sydney. Established in 2001, Yabun (meaning 'music to a beat' in Gadigal language) is a free event that features

live music, a bustling stalls market, panel discussions and community forums on Aboriginal issues, children's activities, and traditional Aboriginal and Torres Strait Islander cultural performances.

Where:
Victoria Park,
Camperdown

When:
Saturday 26
January 2019

Cost: Free



Are you looking for somewhere to enjoy a Christmas lunch?

City of Sydney Community Christmas Lunch

Tuesday 25 December 12pm - 2pm
122 Johnston St, Annandale NSW 2038
Register at www.villagechurch.sydney/christmas

Salvation Army Christmas Meal

Belmore	Bankstown	Hornsby
Christmas Day 1pm - 2.30pm 286 Burwood Road, Belmore RSVP: 9759 6387	Christmas Day 12pm - 1.30pm 42 Raymond Street, Bankstown RSVP: 9759 6387	Christmas Day 12pm - 1.30pm 29/31 Burdett Street, Hornsby RSVP: 9477 1133

Season's Greetings from Bridge Housing

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

Merry Christmas and Happy New Year!

Outreach Times and Locations

Parramatta Outreach
93 George Street
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