

**We acknowledge Aboriginal people as the traditional owners of the land, and pay our respects to elders past and present.**






# Try the new **MyBridge** Tenant Portal!

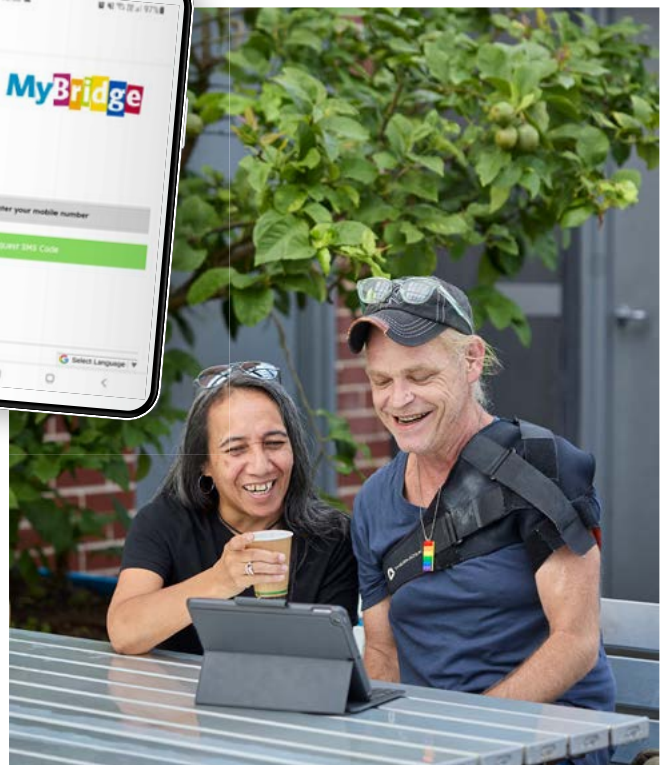
**The tenant portal is now available for use!**  
**You can use the portal to get immediate access to your account.**






To log in to the portal, scan the QR to the right of this page and enter your mobile phone number to get a 4 digit password. You can save the page to your home computer, tablet or mobile phone. This must be the mobile phone number Bridge Housing has on file for you. If you need to update your mobile phone number, please call us on 8324 0800.

## You can use the portal to:

	Report a repair directly to Bridge Housing
	View your rent, water and maintenance accounts
	Email yourself a copy of your rent, water and/or maintenance account statement
	Update contact and emergency contact information directly to our system
	Complete forms to help with your tenancy including payment arrangements, Centrelink consent, alteration and modification forms and document uploads.



## How do I use the MyBridge Portal?

	You will need a mobile phone number to log in each time you access the portal
	You can open the MyBridge portal from a smart phone (iPhone or android) or by going to <a href="http://my.bridgehousing.org.au/">http://my.bridgehousing.org.au/</a> if you have a laptop or home computer connected to the internet
	If you need help to get started call us on 8324 0800.

We would love your feedback on the MyBridge portal and ways it could be improved. Please contact Sarah Barclay on **8324 0896** or by email [s.barclay@bridgehousing.org.au](mailto:s.barclay@bridgehousing.org.au) to get involved

## CEO Update

We have all seen the news about the housing crisis and the cost of living pressures facing our community. At Bridge Housing, we are committed to increasing the number of social and affordable homes for people on low incomes and I am proud to let you know we are delivering on that commitment.

In the first half of the year, we have purchased and upgraded three blocks of units located in Petersham, Leichhardt and Glebe, which we will own outright. We will also be managing new social and affordable housing properties in Granville on behalf of the NSW Land and Housing Corporation. Together these properties will provide an extra 62 homes for over 100 people in need.

I have really enjoyed our Time to Talk meetings. These meetings are a chance to meet me in person, hear an update on Bridge Housing's work and give me feedback on our services directly. I am heartened by the number of tenants that want to get involved and help build their local communities.

We are also experiencing the cost-of-living pressures and shortage of trades in our repairs and maintenance services. I want



to inform tenants that we undertake over 20,000 repairs each year. Tenants are our eyes and ears on the ground. If you are not happy with a repair or the customer service you receive, please respond to our text message survey, call our Repairs Team or email us at [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au).

**Rebecca Pinkstone,**  
Chief Executive Officer



### More money for repairs

We're thrilled to announce that we've secured an additional \$3 million in funding from the NSW Land and Housing Corporation (LAHC) to upgrade properties under our management. This funding will be used to upgrade 152 properties. These have been chosen based on our property inspections.

The program will cover a range of essential works, including the installation of new bathrooms, kitchens, flooring, and internal paint.

This funding is in addition to Bridge Housing's existing budget of \$5.6 million for planned works in 2023/24. These upgrades aim to enhance the properties and provide our residents with improved living spaces.

## From Homelessness to Helping Others

Justin is 44 years old and had worked in management jobs before becoming homeless. He had struggled with mental health since he was young. Eventually, Justin was unable to manage his mental health and he lost his job, his marriage and his home. Justin relied on the kindness of his friends, sleeping on their couches but then had to pay for hostels. When he no longer had the money, he slept on the street.

Justin told us *"When I could afford it, I would get a night here and there in a hostel or motel to clean up a bit. I was lucky enough to find the Salvation Army and they helped me out with some short-term accommodation. Life then took a positive turn in 2020 when I was offered a home by Bridge Housing with support from the Salvation Army through the Together Home program."*

*"Having a roof over my head was such a relief, and the support provided by the Salvos was crucial especially during COVID lockdown periods. My support worker visited regularly and provided strategies to manage my mental health. They have also helped me enrol in my Certificate 4 in Community Services. I hope to go on to complete my Diploma and help others like the Salvos have helped me."*

*"When you're homeless its very hard to find a way out without support. Life is looking positive, but I take it one day at a time. I don't know that I would have gotten here without the home and support provided through the Together Home Program."*



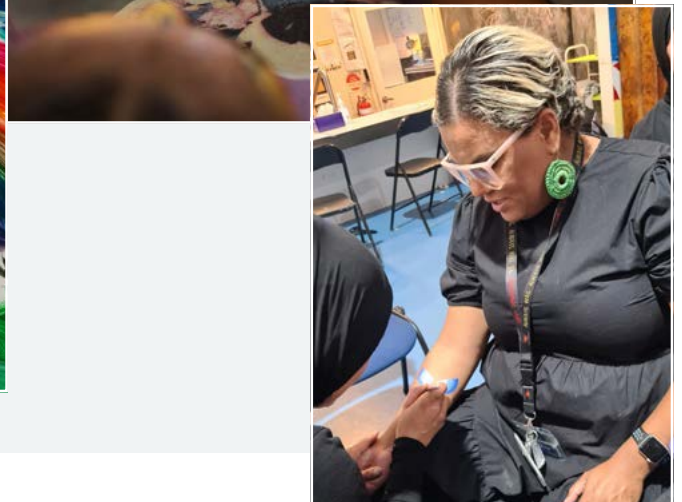
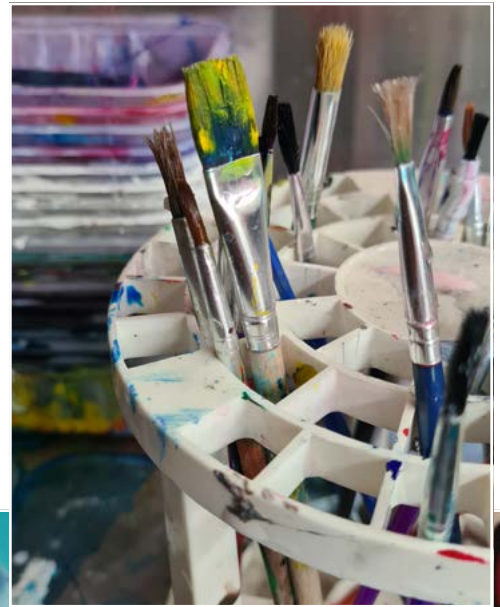
## Celebrating our Young People - ORBIT 2023

In the April school holidays, we held our annual Orbit family fun day event in partnership with The Settlement at their community centre. The partnership is now in its 5th year. It was great to see everyone in person as we have not seen our families due to COVID-19 for the past 2 years.

This year Orbit was jammed packed with a lot of fun stuff to do, whether you're an artist, animal lover or a jumping enthusiast, we all had a blast! The kids jumped and bounced until they were exhausted on the jumping castle, got to meet all the cute animals at the mobile zoo, had their faces painted and devoured delicious snow cones to name just a few of the activities.

A big thankyou to the Settlement for hosting the day and partnering with Bridge Housing every year to hold the event at their community centre.

Hope to see you all at the Orbit Family Fun Day 2024.



# Using Technology Safely

## Can you spot a Scam?

### Types of scams



**Phishing** - Scams appear to be from friends, family or trusted organisations and are designed to trick you into handing

over personal details such as your bank account, credit card number, username and passwords.



**Tax and Medicare** - Scammers often impersonate the Australian Tax Office, Medicare and other government

organisations to gain money and personal information through fake websites, emails, text messages and phone calls.



**Romance and Dating** -

Scammers use fake profiles to gain trust before asking for money. Do a google image

search to see if their images are really theirs. Be suspicious if they start mentioning money problems or an emergency.



**Tech support scams** - Call or email that appears to be from a large organisation that is telling you that there is a problem

with your computer or internet and they can fix it.

### Useful contacts:

ATO Scam Hotline on 1800 008 540.

Australia's National Identity and Cyber Support Service IDCARE on 1300 432 273 or [idcare.org](http://idcare.org)

Reference: Be Connected eSafety Commissioner, Australian Government

### Be Connected Dates

#### August

- 1 - Protect yourself against scams
- 3 - iPhone basics
- 15 - Selling safely online
- 17 - Transport apps

#### September

- 5 - Android phone basics
- 7 - Smart home technology
- 19 - Government websites
- 21 - Technology for health

#### October

- 3 - Wi-Fi and data plans
- 5 - Protect yourself against scams
- 17 - Online shopping and banking
- 19 - Transport apps

#### November

- 9 - Can you spot a scam?
- 10 - Staying safe on Facebook
- 14 - iPhone basics
- 23 - Safer online shopping - Holiday edition

#### December

- 5 - Connecting with others
- 7 - Transport apps
- 12 - Android phone basics

### Remember

- Never give your personal details to anyone online or through text messages.
- Contact organisations or business directly rather than responding to a text/email/link.
- Large organisations would expect YOU to call them if there is a problem. They will not call you.
- Don't buy anything from people you don't know and ignore pop up messages telling you to ring support.
- Do not provide remote access to your device to anyone calling or emailing you.
- Check if it looks like the correct business email address? For example: ending with [@ato.gov.au](mailto:ato.gov.au)

### Attend a 'Be Connected' Session to Find out more

Many tenants want to know how to protect themselves from scams as they have become more frequent and harder to detect. The Australian Government has put together some online presentations to support people to keep safe using technology.

You can book online for these sessions. If you don't have a computer at home, come into one of our offices and you can use ours. You can also bring together some of your neighbours and use our office space. **Our computers are free for tenants to use.**

## Free online presentations



## Be Connected

Every Australian online.

# Be Connected Presentations

eSafety's free online Be Connected presentations provide older Australians with the knowledge and skills to use technology with confidence and keep safer online.

Join our live streamed presentations to be stepped through the essentials, in an easy to understand format with our knowledgeable and friendly presenter.

**Audience:** Older Australians

**Location:** Online

**How to book:** Register to book your spot at [beconnected.esafety.gov.au/bookings](http://beconnected.esafety.gov.au/bookings)

## How Happy are You with Our Service?



We have just introduced a new phone survey to track customer service. When you call our Housing, Pathways and Repairs teams, we will ask you to stay on the line after the call. We will ask you two quick questions using your phone's keypad. The survey will take less than 30 seconds. The questions we will ask are:

- 1) Did we answer your query (Yes/No/Unsure) and,
- 2) Were you satisfied with the service you received today? (Yes/No/Unsure).

We are always looking to improve our services. This is just one of the tools we use to identify our training needs. We'll publish the results from the survey in our next newsletter.

## Tracking Repairs Quality



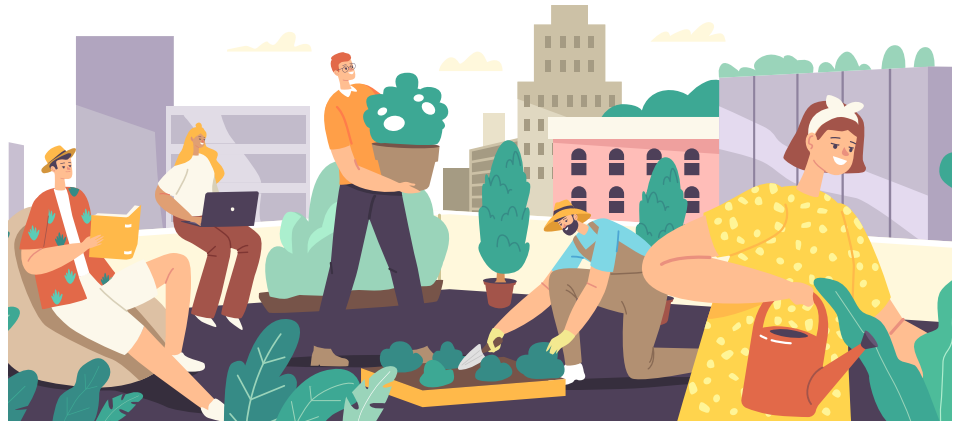
Over the last six months we have visited your tenant advisory groups to talk about repairs. You told us we could improve our repairs service by tracking tenant repair requests and satisfaction with each repair.

If you have a mobile phone, we will send you a text message when we raise a work order for your property. We'll give you the work order number and the time we expect the contractor to come to your home. When the repair is done, we'll send you another text asking for your feedback on the service, the tradesperson and quality of their work.

If you don't have a mobile phone, you can still tell us how your repair went. We will call you when your repair is completed and help you to fill out a short survey over the phone.

We will use the survey results to see what is working and what we need to improve with our repairs and maintenance contractor, Asset Group Services.

## Give Your Good Neighbours a Shout - Out!



**Bridge Housing wants to recognise our tenants who look after their blocks, go above and beyond for their neighbours, and help to create positive community energy.**

**Do you have a Bridge Housing neighbour who:**

- ▶ does a great job of taking care of the common area?
- ▶ helps keep the gardens at your block looking beautiful?
- ▶ goes above and beyond to help other people?
- ▶ is a great neighbour to have around?
- ▶ contributes to creating a positive community to live in?
- ▶ is a bin legend?

You can nominate them to go in the running to become a Good Neighbour Champion and receive a \$50 gift card! What better way to thank your amazing neighbour than to nominate them to become a Champion! Call our Community Team 8324 0836 or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

**Congratulations to our latest Good Neighbour Champions Chloe Brutnell, Marco Belic and Marie Thompson.**

## Great Properties Prize Draw

Every month we conduct a prize draw for all tenants who have completed their Wellbeing Inspection and are looking after their homes.

Congratulations to **Christian Williams** (Freshwater) and **Jarrad Martin** (Glebe), who were the winners of our most recent monthly prize draw for completing a satisfactory Wellbeing Check.

Want to be in the prize draw? If you receive a satisfactory Wellbeing Check, we will automatically enter you into the draw to win a \$100 voucher.

**bridge housing** linking people to a better future **Wellbeing Inspection**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[www.bridgehousing.org.au](http://www.bridgehousing.org.au)



## Shout out to all writers!

We love to share the talent of our tenants. We welcome stories, poetry, recipes or helpful tips for your home. Please email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au)

# Tenant Advisory Group (TAG) Meetings

Our TAG or Tenant Advisory Groups are organised by tenants for tenants. It's a great opportunity to meet your neighbours, socialise and stay informed. TAG meetings cover a variety of topics, including updates on community events, local services, and changes to policies and to plan social activities. At the meetings, a local Housing Manager and sometimes a guest speaker attend. Afterwards, tenants enjoy a catered lunch, have a good time, and catch up with each other.

If you're interested in joining, check out the meetings listed below or get in touch with us at 02 8324 0836 or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

Use the QR code to complete the membership form and be added to the mailing list to receive a personal invitation to your next local meeting.



**Remember to tell your neighbours about TAG too!**

## Upcoming TAG meetings:

Group	Next meeting	Location	Your Tenant Representatives
West & Bankstown TAG	Thursday 31st August 10:30am	Granville Centre 2a Memorial Drive, Granville	Chair - Hugh Miller Vice Chair - Carol Kassabian
Vietnamese TAG	Wednesday 9th August 10:30am	Bridge Housing Head Office -Level 9, 59 Goulburn St, Haymarket	Rotating Chair
Central & East TAG	Thursday 24th August 11am - 1pm	Redfern Townhall	Chair - Norbert Kisnorbo Vice Chair - Noel Jeffs
Northern Beaches TAG	Thursday 17th August 11:30am - 1pm	Warringah Mall Library	Chair - Robby MacLaurin Vice Chair - Grant Bannakin
Elger Street Community (ESC)	Tuesday 1st August 11am	Elger Street Community Room	Rotating Chair - Ericka Jane Boidin, Tania Thompson, Johnathan Foulds
Aboriginal and Torres Strait Islander TAG	Thursday 27th July at 11am	Elger Street Community	Rotating Chair

## TAG Updates

North TAG welcomes a new Vice Chair, Grant Bannakin.  
West TAG welcomes a new Vice Chair, Carol Kassabian



**Congratulations to Grant and Carol!**



**Scan for TAG membership**



## Bridge Housing Opening Hours & Location

### Goulburn Street Office

Our Head Office is at Level 9, 59 Goulburn Street Haymarket. When visiting the Goulburn Street office, please use the lifts that face the street to get to Level 9.

We are open 9am - 4.30pm Monday, Tuesday, Thursday, and Friday and 1pm - 4.30pm on Wednesday.

### Brookvale Office

You can find our Brookvale Office at Level 1, 660-664 Pittwater Road, and Brookvale. You can take the lift or the stairs when visiting the Brookvale office.

We are open 9am - 4:30pm Monday, Tuesday, Thursday and Friday and 1pm - 4.30pm on Wednesday.

### Outreach Details

Elger St - Mondays and Wednesdays 1:30 - 4pm in the Community room in 3 Elger St

South Coogee - Wednesdays 3pm to 4pm alongside Junction Neighbourhood Centre at 3 Yamba Place, South Coogee, in the Orange Room.

Waverley - 1st Wednesday of the month, 2pm to 4pm at 59 Newland St Bondi Junction, Waverley

### Call Us!

**General enquiries** - 8324 0800  
**Repairs** - 8324 0800 the press 1 for Repairs  
**Housing Management team** - 8324 0885  
**Communities team** - 8324 0836  
**Leasehold Manager** - 8324 0858

### Contact the Communities Team

For more information about anything you've read in the newsletter, please contact the Communities team! Email: [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au) Ph: 8324 0836