



Tenant Newsletter

September 2025



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- Sustainability tips
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- Community Gardens



bridge 

Spring 2025



CEO Update

Our first year together

It's hard to believe that it is 12 months since you first welcomed me into the Bridge community. From day one, your generosity and knowledge have inspired me. While so much has happened in that time, our mission to change lives through stable affordable homes remains our North Star.

That includes our commitment to improving our service delivery. Your feedback from the recent Tenant Satisfaction Survey is driving improvements so that you feel supported and heard. You can read more in You Said, We Listened on page 5.

At our Tenant Advisory Group meetings, I heard your ideas and concerns firsthand. These sessions are a great chance learn about issues that matter to you and your community.

Alongside this, we are meeting with State and local government leaders, particularly in areas where density is growing, to make sure the needs of our tenants are heard and represented in these conversations.

[Read Laurie's full reflection on the website](#)

We also launched our Strategic Plan for Purposeful Growth at the recent Spring picnic, setting out the next five years of growth and stronger communities. If you missed the chance to visit the Bridge tent, you can view the [2025-2030 Strategic Plan](#) on our website. Thank you to everyone who joined us at the picnic. The games, garden activities, Express Yourself wall and Polynesian barbecue made it a special day of fun and connection.

Cost of living pressures continue to make it hard to make ends meet. Applications for our Advance Scholarship open in October and can help with the cost of your children's education or career training if you want to upskill. It's a great way to help you reach your goals and open new opportunities.

Finally, I invite you to come along to the AGM on 19 November at the Redfern Community Centre to hear more, share your views and stay connected.

Warm regards,

Laurie Leigh

Chief Executive Officer

Farewell Mel

Many of you know Mel from Bridge events - community gardens, TAG meetings, picnics and parties. For the past 4 years, she's been a key part of our communities team; building connections, encouraging participation, and helping our communities thrive.

We will be holding a farewell event soon, stay tuned for more details to come.

All are welcome to come along and wish Mel farewell.



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

Always was. Always will be. Aboriginal Land.

SPRING is springing!

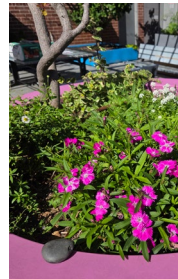
Lawn care

With the warmer weather on the way, our Lawns, Grounds and Cleaning team will be stepping up lawn care. Over winter, lawns are mowed once a month, but from September we are returning to twice-monthly mowing. This means fresher, tidier gardens and welcoming outdoor spaces for everyone to enjoy!

Community gardens

A community garden is a great way to grow fresh food, learn new skills, and connect with your neighbours while creating something positive and sustainable. With help from Bridge and the Botanic Gardens Community Greening Team, gardens are already thriving across our blocks - in shared spaces and even on rooftops!

Want to start one where you live? Speak to our Communities Team, you will need at least two keen neighbours and an appropriate spot. If approved, we'll provide support to bring your garden to life. Call **8324 0800** or email **communities@bridgehousing.org.au**



Spring safety reminder: Please keep common areas clear

Spring is here and it's a great time to refresh your space. That includes shared areas in apartment buildings.

Why it matters: In a fire, every second counts. Hallways, stairwells and exits must be clear so everyone can get out safely. Items like bikes, pot plants, furniture or decorations can block escape routes or fuel a fire.

We're all bound by fire safety regulations: Just like every other apartment building, we must follow strict fire safety rules. These regulations are in place to protect lives and apply to everyone - whether you own, rent in the private market or live in social housing.

What you can do:

- Remove personal items from shared areas.
- Keep exits and fire doors clear - fire doors must stay closed and not be propped open.
- If you see something unsafe, call our Customer Care Hub on **8324 0800**

We know some tenants have put care into decorating their spaces, but safety comes first. If you're unsure what's allowed, get in touch - we're happy to help.

Let's work together to keep our buildings safe for everyone.

Stepping On

Fall prevention workshops



Spring's the perfect time to get moving! Join our weekly Narrabeena workshop by NSW Health to build strength, improve balance, and stay confident on your feet.

Check back page for details.

Bridge office times

Reminder that both our offices open **after 1pm on Wednesdays.**



Angela's Story:

How Advance Scholarships help families dream big

Angela understands what it feels like to worry about cost-of-living pressures.

“

I was working three jobs, and all my money was going to rent. That's how I became a social housing tenant.”

With the foundation of a stable affordable home, Angela can help her twin sons finish high school and give back to her community. The Advance Scholarship gives Angela's boys a strong education pathway. “I value a good education where they are happy in the school they are in. Where that school provides opportunities that they wouldn't get at a government school. Sporting opportunities particularly. So yes, community initiatives like Advance Scholarship are very important,” says Angela.

Advance Scholarships are open for 2026

Advance Scholarship are available for yourself or for your child to support education or work goals. They can be used for lots of different things, like school uniforms, textbooks, laptops, training, art or sporting activities, and more.

Read about the [eligibility criteria and apply](#)

For help filling out the application
Call the Communities team on **8324 0800**



Easy sustainability tips for your home

Simple ways to stay healthy and comfy whilst saving money in your home.

Fresh air / ventilation

- Open windows every day for at least 10–15 minutes.
- Use fans in the kitchen and bathroom to remove steam.
- Keep doors open to help air move around.

Stop mould

- Wipe wet areas like bathrooms quickly – don't let them stay wet.
- If drying clothes inside, ensure windows are open or a fan is on.
- Regularly check behind furniture and inside cupboards for anything damp.
- Tell us if mould won't go away.

Staying warm & cool

- Open curtains in the cold to let sun in, close curtains in the heat.
- Turn off the heater 30 minutes before leaving the house.
- Rug up with warm clothes in winter, wear lighter clothes in summer.
- Position fans near windows to push hot air out of the unit in summer.
- Drink plenty of water to regulate your body temperature.

Rubbish & recycling

- Learn your suburb's bins.
Most bins in Sydney are as:



Yellow bin
Recycling



Red bin
Rubbish



Green bin
Garden waste

- If you have a Blue bin, it is for paper and cardboard while the Yellow bin is for mixed recycling.
- Rinse bottles and cans before recycling.
- Don't put soft plastic, food, or batteries in recycling.
- Reuse containers, bags, and jars when you can.

You said, we listened

Thanks to everyone who joined our recent workshops and Time to Talk sessions! You shared what's working and where we can do better.

Here's what we heard:

★ What we're doing well

- The Handyperson in Northern Beaches
- Wellbeing checks by phone
- Block Blitz and neighbourhood meetings
- Friendly support from Customer Care Hub
- Community events; Spring Picnics, End-of-Year Parties, and cultural celebrations such as our NAIDOC activities and Iftar Dinner

🔧 What you told us needs work

- Clearer communication
- Better access, help getting online
- More block meetings
- Working on ways to keep people informed
- Good Neighbour approach
- Providing more avenues for feedback

📅 Next steps?

We'll focus on projects that make the biggest difference and use your feedback to guide our Customer Strategy.

Your voice matters - we will keep updating you on what we plan on doing in the next tenant newsletter.



End of year party!

Wednesday 10 December
11:30am - 2:30pm

Please register by 26 November

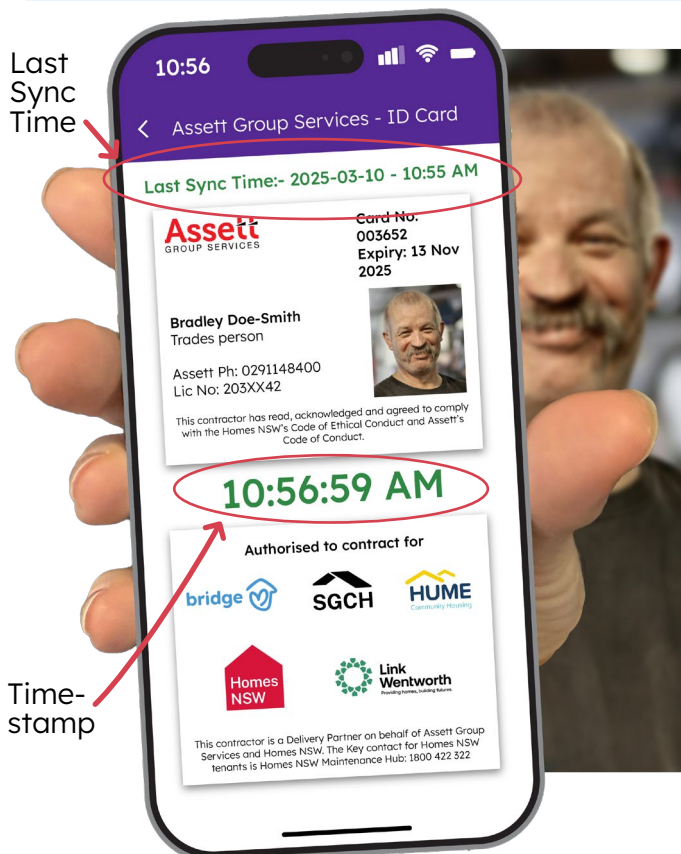
Rent Review



September Rental Subsidy Review has started. Thank you to everyone who has already submitted their **rental subsidy form** and paperwork. We review rent twice a year to make sure you are receiving the correct subsidy. If you have already submitted your income documents, your rent will change from Monday 13 October, 2025.

If you have not yet submitted your rental subsidy form and supporting income documents, please do so as soon as possible. You will need your proof of income documentation to fill out the form e.g. Centrelink income statement, payslips, bank statements etc.

Last Sync Time



Time-stamp

How to check the ID of Bridge approved trades people

Check that the timestamp matches the current time - it will be in large green text in the middle of the screen. Check that the "Last Sync Time" matches the current date and is a recent time. The date format is YYYY-DD-MM.



NAIDOC Week



Elger St tenants

Bridge Photo Album



Narraweena Qigong class



Philippa and Lillie



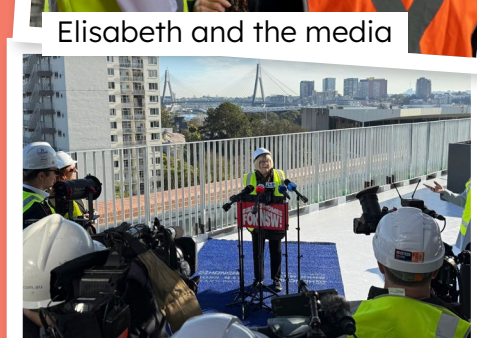
Spring Picnic



Merrylands tenants



Elisabeth and the media





TAG meetings

Time to Talk recap

At recent Tenant Advisory Group (TAG) meetings, Bridge Housing CEO Laurie Leigh and COO Simone Parsons joined tenants for a Time to Talk session. Tenants asked questions, shared feedback, and spoke directly with our leadership team.



Simone with West TAG

Your ideas will help us improve services and community programs - thank you to everyone who took part! One important piece of feedback we heard was people wanted to be kept in the loop when they report a repair that is in the common area and we are now working on changing our system to make this possible. Tenants also enjoyed food, conversation, and connecting with neighbours.

For more information or to join a TAG call the Care Hub on **8324 0800** or email community@bridgehousing.org.au



Bridge 2025 AGM

You are all invited to Bridge Housing's 2025 Annual General Meeting to be held on Wednesday 19 Nov, 10am, at Redfern Community Centre.

If you wish to become a member of Bridge Housing Limited and be able to vote at the AGM please contact us via the Care Hub on **8324 0800**



Sustainability update

Since the Winter newsletter, we have spoken to over 70 tenants across five TAGs about sustainability priorities. We have also continued working with universities and advocating to government to continue making our homes more sustainable. You can [read more](#) information on what we heard and how that has helped us move forward on our website.



Keep your community clean



Last year Bridge spent **\$58,000** clearing dumped rubbish. It blocks access, creates risks, and wastes funds. Use Council clean-ups (your Housing Manager can help to arrange this), recycling centres, op shops, or reuse platforms. Recycle mattresses, e-waste, and green waste.

Don't dump it - dispose of it properly



Judith's \$2 secret to a cleaner home

Forget pricey sprays - Bridge tenant Judith keeps it simple with a \$2 bottle of vinegar.



A splash in hot water makes windows shine and streak-free, a



microwaveable bowl of water with a few drops of vinegar also steam cleans microwaves, and a quick



mix with dish soap and water tackles pet smells. Cheap, easy, and it works.



Quick warning

Never mix vinegar with bleach, chlorine, or ammonia - it makes dangerous fumes. And don't use vinegar on stone like marble or granite, as the acid can mark it. Vinegar can also be harsh on wooden surfaces.

Community Events and Activities!

Community Events

| | |
|-------------------|--|
| 9 October | Financial wellbeing 10 - 11:30am Warringah Mall Library |
| 20 October | Get Online (IT) 2:00 - 3:30pm 3 Yamba pl, S Coogee |
| 21 October | Disability Meetup 10:00 - 11:30am Online, City and Bookvale Offices |
| 24 and 31 October | Get Online (IT) 2:00 - 3:30pm 3 Elger Street, Glebe |
| 19 November | Bridge's 2025 AGM Redfern Community Centre, 29 Hugo St |
| 10 December | End of Year Party! Bradfield Park South (under Harbour Bridge) |

Brookvale Support Hub

2:00 to 3:30pm

Northern Beaches Office
1/660-664 Pittwater Rd

| | |
|------------|--------------------------------|
| 3 October | Paint by numbers |
| 10 October | Paint by numbers |
| 17 October | Animal painting |
| 24 October | Games afternoon |
| 31 October | Games afternoon |
| 7 November | Games afternoon |
| 14 Nov | Animal painting |
| 21 Nov | Care finder information |

Narraweena Social Group

1:30 to 3:30pm

Narraweena Community Centre
74 Oceana St, Narraweena

| | |
|-------------|--------------------|
| 9 October | Stepping On |
| 16 October | Stepping On |
| 23 October | Stepping On |
| 30 October | Stepping On |
| 6 November | Stepping On |
| 13 November | Stepping On |
| 20 November | Stepping On |

Tenant Advisory Groups (TAG)

| | |
|---------------------------|---|
| ATTAG | 22 Oct - 11:00am to 1:00pm Redfern Community Centre |
| West TAG | 16 Oct - 10:30am to 12:30pm The Granville Centre |
| Vietnamese TAG | 23 Oct - 10:30am to 12:30pm Central Office Board Room |
| Elger St Community | 28 Oct - 10:30am to 12:30pm Elger St Community Room |
| Central/East TAG | 30 Oct - 11:00am to 1:00pm Redfern Community Centre |
| North TAG | 14 Oct - 11am to 12:30pm Warringah Mall Community Room (above Library) |

Outreach

| | |
|---------------|---|
| Elger St | Wednesdays 1:30 - 4:00pm 3 Elger St, Glebe |
| South Coogee | Wednesdays 3:00 - 4:00pm Junction Neighbourhood Centre, 3 Yamba Pl, S Coogee |
| Manly Cove | Thursdays 11:00am - 12:00pm Cove Ave & Stuart St, Manly |
| West Outreach | Monday 29 September 2:00-4:00pm The Granville Centre 1 Memorial Dr Granville |

Bridge Housing Offices

Central Office

Level 9, 59 Golburn St,
Haymarket

Northern Beaches Office

Level 1, 660-664 Pittwater Rd,
Brookvale

Opening Hours

Monday, Tuesday,
Thursday, Friday -
9:00am - 4:30pm

Wednesday -

1:00pm - 4:30pm



For all your tenancy needs, call **8324 0800**

Enquiries: customerservice@bridgehousing.org.au

Events: community@bridgehousing.org.au

To report a repair: repairs@bridgehousing.org.au