

Block Meetings

Purpose

This policy provides guidance about how and when Bridge Housing will conduct a Block Meeting.

Scope

This policy applies to all housing managers and tenants living in blocks managed by Bridge Housing and all its related entities (we, our, us).

Policy

We define a 'Block' as any building where there are four or more of our tenants living in the same complex.

We will organise a Block Meeting where:

- A Block Meeting is requested by tenants
- Major repairs or construction are scheduled – to provide information about the work and answer questions from tenants
- There are common area issues that require agreement between tenants, for example management of bins or parking, and/or;
- There is a proposal for a tenant led initiative for the block.

The purpose of a block meeting

Block meetings provide a forum for us to meet with tenants to discuss and resolve shared issues, share valuable information and to support community initiatives.

The purpose of a Block meeting is to:

- Resolve issues raised by tenants on the spot wherever possible
- Provide an opportunity for tenants to ask questions and provide suggestions and workable solutions to shared issues
- Encourage tenants to get involved in community-led initiatives.

Block meetings are not common area property inspections or maintenance audits. Tenants are encouraged to report repairs to the Customer Care Hub. They do not replace the need to report issues to their Housing Manager on an individual basis.

Block Meeting Planning

Meetings are organised by the Housing Manager responsible for the portfolio. Tenants and household members are encouraged to attend. Tenants will receive an invitation and agenda for the block meeting at least 2 weeks in advance.

We will post a written summary of the discussion and actions within 21 days of the meeting.

Related Documents and Resources

| Type | Title |
|-------------|--|
| Legislation | Residential Tenancies Act 2010 |
| Legislation | Residential Tenancies Regulations 2010 |
| Fact Sheet | Block Meetings Fact Sheet |

Updated 14/11/2025

Want more information?

Contact the Repairs Team at 02 8324 0800 or via email on repairs@bridgehousing.org.au
bridgehousing.org.au

English

If you need help to understand this letter, please contact the Telephone Interpreters Service on 13 14 50 and ask them to contact 02 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您需要帮助来理解这封信, 请致电 13 14 50 联系电话口译服务, 并要求他们免费为您联系 02 8324 0800。您也可以来到Bridge Housing办公室, 用您的语言寻求帮助。

Spanish

Si necesita ayuda para entender esta carta, póngase en contacto con el Servicio de Intérpretes Telefónicos en el 13 14 50 y pídale que se pongan en contacto con el 02 8324 0800 para usted sin coste alguno. También puede venir a la oficina de Bridge Housing y pedir ayuda en su idioma.

Russian

Если вам нужна помощь в понимании этого письма, позвоните в Службу телефонных переводчиков по телефону 13 14 50 и попросите их бесплатно позвонить от вашего имени по телефону 02 8324 0800.

Вы также можете прийти в офис Bridge Housing и попросить помощи на своем языке.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε αυτή την επιστολή, επικοινωνήστε με την Τηλεφωνική Διερμηνεία στο 13 14 50 και ζητήστε τους να επικοινωνήσουν μαζί σας στο 02 8324 0800 χωρίς κόστος. Μπορείτε επίσης να έρθετε στο γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu quý vị cần sự hỗ trợ để hiểu nội dung của lá thư này, xin vui lòng liên hệ với Dịch Vụ Thông Dịch Điện Thoại qua số 13 14 50

và yêu cầu họ cung cấp dịch vụ liên hệ miễn phí tới số 02 8324 0800 cho quý vị.

Quý vị cũng có thể đến văn phòng Bridge Housing và yêu cầu được hỗ trợ bằng ngôn ngữ mà quý vị sử dụng.

Arabic

ربيع فين اجملا في روفال قم جرتلا قم دخب لاصتالا ي جري، ةل اسرلا هذه مهفل ةدعاسم لىل ةج احب متنك اذا 13 14 50 مقررلا لىل ع فتاهل

بتكمب صاخلا 02 8324 0800 مقررلاب لاصتالا مهنم اوبل طاو Bridge Housing ةفلكت لىل نود كنن ع ةباين.

بتكم لىل روضح لاضى امكنكم مي و Bridge Housing مكث غلب ةدعاسم لابل طو.

(نمي لىل راسي لىل نم أدبت فتاهل مقررلا) ةظحال