

# Tenant Newsletter

December 2025

## In this edition

- Summer gardening
- Tips for staying cool
- Sustainability update
- Navigating the holidays





## CEO Update

As 2025 draws to a close, we want to thank all our tenants for being part of our community. We've loved seeing neighbours connect, gardens bloom, and new friendships form in our shared spaces.

With the holidays approaching, please remember that our office will be closed over the Christmas period – holiday office hours can be found in the calendar below. If there is an emergency, please call Triple Zero (000). You might also want to download the Emergency Plus app that was created by Australian emergency services that gives vital location information for you to share with Triple Zero (000).

We're looking forward to another great year ahead, filled with new opportunities and improvements.

One of our main projects for 2026 will be our Customer Strategy as we focus on our service delivery. We are always looking for ways to improve the experiences you have with Bridge and we think this work will help us do that. It will show us what things are important to you and give us a better understanding of how we can support you in your homes.



Thank you to those of you who participated in our tenant experience feedback workshops with our consultant, and to those of you who took the time to respond to our tenant satisfaction survey. We really appreciate the feedback and the openness about what we need to be improving.

Wishing you a safe and happy holiday!

**Laurie Leigh**

Chief Executive Officer

### Emergency Plus app

Emergency Plus is a free Australian app that lets you share your exact GPS location when calling Triple Zero (000), helping emergency services find you faster.

Search and download the Emergency Plus app on the GooglePlay or App Store.



### Bridge's holiday office hours

Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
<b>22 December</b> Open 9am-4:30pm	<b>23</b> Open 9am-4:30pm	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>
CLOSED						
<b>29</b>	<b>30</b>	<b>31</b>	<b>1 January</b>	<b>2</b> Open 9am-4:30pm	<b>3</b>	<b>4</b>
CLOSED						

Support is available, you can find a list of phone lines on our website.

[bridgehousing.org.au/support-lines/](https://bridgehousing.org.au/support-lines/)

**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.**



# Summer gardening

Across Bridge Housing communities, tenants are sharing their best summer gardening tips to keep plants thriving under the Aussie sun.

In **Western Sydney**, Armen makes the most of rainwater tanks (underground bladders) to keep his garden green. Armen recommends watering early morning or late evening to reduce evaporation, and planting hardy natives like Grevilleas or established roses. Both plants are low-maintenance, sun-loving, and bee-friendly.

Even small spaces can have big fun with plants, flowers, and containers to grow herbs, veggies, or pretty flowers. The rooftop can become a peaceful place to relax, read, or enjoy the sky.



Armen's garden

Up on the **Northern Beaches**, Philippa says the secret is to “keep it simple.” Start by loosening soil, mixing in manure and straw for nutrients, and planting seeds for a fun, affordable way to grow. Lightly water in the mornings or afternoons, add a dash of liquid fertiliser, and let nature do the rest.



Rooftop garden



Jonathan and community

Gardening **five storeys up** in the air means dealing with strong winds and extreme heat, so Jonathan and his neighbours built their own rooftop ecosystem or ‘biome’ to protect and nourish their plants. Through practical workshops with the Botanic Gardens, they’ve learned that healthy soil is the heart of any garden - it feeds plants, supports tiny organisms, and helps manage water and nutrients.

Their hard work shows in the harvest: five varieties of tomatoes, ‘sugarbaby’ watermelons, goose and blue berries, herbs, cucumbers, zucchinis, Asian and European leafy greens, delicate native flowers and even passionfruit and olives. They’ve also added a thriving worm farm and two bee hotels to support their mini ecosystem.

Whether you're in the west or by the sea, a little care - and smart watering and soil regeneration - goes a long way this summer!



Philippa's garden





## You said, we listened

### Tenant Advisory Groups

In October, we held six Tenant Advisory Group (TAG) meetings across our regions. Tenants heard from CEO Laurie on our new Strategic Plan and the AGM. Guest speakers from local councils discussed waste and recycling, and Money Care Financial Counselling shared practical money-management advice.



Vietnamese TAG

#### What we heard

##### Central/East TAG

Would like a future TAG in the Eastern Suburbs.

#### What we've done

The first TAG for 2026 will be held at Waverley Library.

##### West TAG

Would like to split and be held in two locations.

In 2026 we will trial a second group in Yagoona/Bankstown.

##### ATTAG

Would like more consultation on 2026 activities.

A survey will be sent to Aboriginal tenants.

##### North TAG

Would like more opportunities to advocate on important issues.

In 2026 we will add Local Neighbourhood Groups: smaller, local catch-ups and an Annual Tenant Forum.

Thank you to everyone who attended - your feedback helps shape our services.

For more information, or to join a TAG call the Care Hub on **8324 0800** or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).



## Tips for staying cool in summer

And reducing your energy bills too!



Close curtains and blinds early to block sunlight - windows let in up to 87% of a home's heat.



Use fans near windows to push out hot air.



Open windows when it is cool, then close them as it warms up.



Drink plenty of water to regulate your body temperature.



Take cool showers and wear loose, breathable clothing.



Turn off unused electronics and lights.



Schedule errands or outdoor activities early morning or evening.

## Advance Scholarships are open for 2026

You can get financial assistance for your children's schooling costs, after school activities or your own work education goals.

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

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

*"The Scholarship program helped me focus on my study as I complete my goal of returning to the work force."*

**Val, Scholarship recipient**

## Sustainability update

Explore our 2025 Impact Report to see how we're making a difference for residents and communities! It's a celebration of the positive impact safe home, quality services, and strong communities.



In other news:

- Nearly 400 residents took part in the CHIA Energy Survey, shaping future initiatives
- Early next year, 100 homes will receive upgrades like solar and insulation
- If you want advice on managing energy bills, contact your housing manager – our team has new training to help.

[Read the full sustainability update](#)

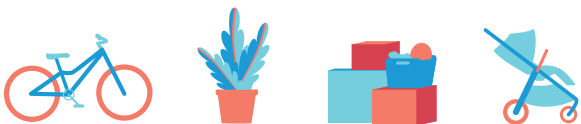
## Keeping our buildings safe for everyone

Let's work together

Like other apartments, we must follow strict fire safety rules. These regulations are in place to protect lives and apply to everyone.

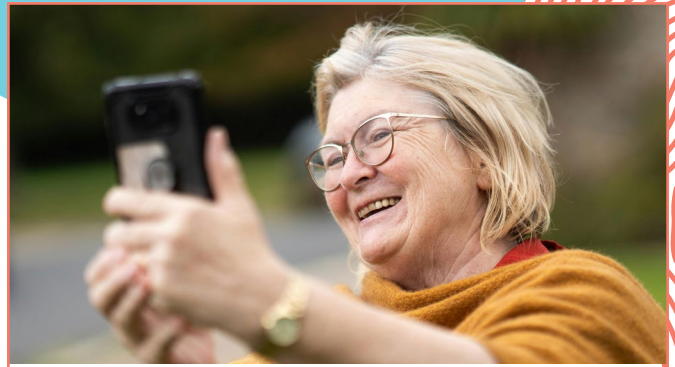
### **In a fire, every second counts.**

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.



To help, you can:

- 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**.



## Learn to use your device

### Tech support for everyone

Bridge has partnered with Youngster Co, an intergenerational organisation pairing local, digitally-savvy youngsters with people wanting help to use their technology.

Come along to our launch event in February and be able to book in for some one-to-one sessions. Check back page for details or call the Care Hub to RSVP.



## Hand Up program

### Debt support at Bridge

Hand Up is a practical Bridge Housing program designed to support you if you're struggling to pay your rent or other charges on your Bridge account.

The program helps you understand what led to your arrears, supports your wellbeing, and strengthens your ability to manage your finances.

By taking part in approved activity of your choice – such as volunteering, attending courses, or receiving counselling – you can reduce your debt. Each hour of engagement in an activity lowers the amount you owe, while you continue paying your agreed rent.

To find out if you're eligible for Hand Up, speak with your Housing Manager.





# Bridge AGM Album







## Navigating the holidays, your way

The holidays don't look the same for everyone. While some people enjoy a busy season, others may find this time quieter or even isolating. If you're expecting to spend the holidays mostly on your own, you're not alone - Ending Loneliness Together reports that one in three Australians feel lonely.

### Planning ahead

A little preparation helps. Check in with friends, family, or neighbours, even for a quick cuppa or short walk. If plans fall through, that's okay. Making a simple "holiday plan" - meals, activities, or places to visit - can add structure and ease.

### Finding connection

Small interactions matter. Send a message, join an online group, visit a library or community event, or volunteer. Even saying hello to a neighbour can create a sense of connection.

### Caring for yourself

Good sleep, nutritious food, movement, and fresh air support your wellbeing. Set small goals and be kind to yourself. Take a break from social media if it becomes overwhelming. If things feel tough, reaching out to a GP, counsellor, or helpline can help.

### Creating comfort

Do what soothes you - cook a favourite meal, watch a show you love, or make your space cosy. Use technology to stay connected with video calls or online catch-ups.

### Looking out for others

If you can, reach out to someone who might also want company. A walk, meal, or chat can make a big difference. If they're not ready, don't take it personally - connection takes time.

### A gentle reminder

Feeling lonely during the holidays is more common than you think. Taking small steps, at your own pace, can help you feel more supported and connected. And even small acts of care - for yourself or others - can brighten the season.



## Christmas activities

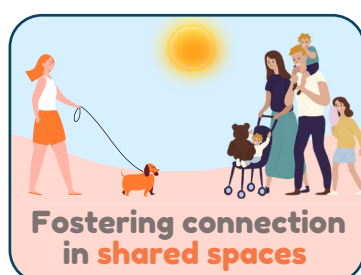
[City of Sydney](#) and [Northern Beaches Council](#) has a range of free Christmas events. Check your local councils' website for events near you.

The [Wayside Chapel](#) is hosting its free Christmas Day lunch and party and the [Salvation Army](#) has several free Christmas meals happening around Sydney.

You can find a list of more Christmas Day meals and free New Years Eve events as well, [on our website](#).



**Ending Loneliness Together** is a great resource to help you make connections in your community. They have helpful tipsheets on things like: Belonging on a Budget, Fostering Connection in Shared Spaces or Conversation Starters.



**Fostering connection  
in shared spaces**

### Belonging on a budget

Free or low-cost opportunities for connection to help reduce loneliness

### Conversation starters

Build on small talk  
Make connections meaningful

Visit the [Ending Loneliness Together website](#).

# Community Events and Activities!

## Glebe Sings

Everyone is welcome to join this free weekly singing group to build a local choir.

**Thursdays, 10am to 12pm**  
2 Elger St, Glebe

11 November	<b>Glebe Sings</b>
18 November	<b>Glebe Sings</b>
22 January	<b>Glebe Sings</b>
29 January	<b>Glebe Sings</b>
5 February	<b>Glebe Sings</b>

## Coogee walking group

Meet at the 'orange room' and walk to Coogee Beach.

**Tuesdays, 10am**

7 Elphinstone Rd, S Coogee

20 January	<b>Walking group</b>
27 January	<b>Walking group</b>
3 February	<b>Walking group</b>

## Tenant Advisory Groups (TAG)

<b>ATTAG</b>	18 February - 11:00am to 12:30pm Redfern Community Centre
<b>West TAG</b>	10 February - 10:30am to 12:30pm Yagoona Community Centre  19 February - 10:30am to 12:30pm The Granville Centre
<b>Vietnamese TAG</b>	3 March - 10:30am to 12:30pm Central Office Board Room
<b>Elger St Community</b>	12 February - 10:30am to 12:30pm 3 Elger St Community Room
<b>Central/ East TAG</b>	24 February - 11:00am to 12:30pm Waverley Library
<b>North Group</b>	Details to come about our first Local Neighbourhood Groups.

## Community Events

10 December	<b>End of Year Party!</b> Bradfield Park South (under Harbour Bridge)
25 December	<b>Wayside Chapel Christmas Day Party</b> 9am - 2:30pm 3 course lunch provided
22 January	<b>Stroke Safe</b> Information session 1 - 2pm Waverley Library
26 January	<b>Yabun Festival</b> Victoria Park, Broadway Come visit the Bridge stall
9 February	<b>Learn to use your device</b> 10am, Central Office Morning tea provided
17 February	<b>Falls injury prevention</b> Information session 1 - 2pm Redfern Community Centre

## Outreach

Elger St	<b>Wednesdays</b> <b>1:30 - 4:00pm</b> 3 Elger St, Glebe
South Coogee	<b>Wednesdays</b> <b>3:00 - 4:00pm</b> Junction Neighbourhood Centre, 3 Yamba Pl, S Coogee
Manly Cove	<b>Thursdays</b> <b>11:00am - 12:00pm</b> Cove Ave & Stuart St, Manly

## 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



Customer  
**Care Hub**

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

Enquiries: [customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

Events: [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au)

To report a repair: [repairs@bridgehousing.org.au](mailto:repairs@bridgehousing.org.au)