

## Common Areas

### Purpose

This policy explains how Bridge Housing will manage the common areas of unit blocks to ensure shared spaces and common areas are not obstructed, and are safe with clear evacuation routes and access for emergency responses.

### Scope

This policy applies to all tenants who live in buildings owned or managed by Bridge Housing and any of its related entities (we, our, us).

### Overview

We are committed to ensuring the safety, accessibility, and compliance of all managed properties in accordance with relevant fire safety legislation (*NSW Environmental Planning & Assessment Act (Development Certification and Fire Safety) Regulation 2021*) and tenancy requirements. The management of common areas forms a key component of this commitment.

### Keeping common areas clear and safe

The storage of personal items in common areas presents a significant fire, trip, and obstruction risk and may impede emergency evacuation or access by first responders.

To maintain safe evacuation routes and ensure access for emergency responses, all shared or common areas, including but not limited to stairwells, corridors, lobbies, and entryways must remain free of personal items at all times.

Items such as bicycles, prams, furniture, pot plants, and doormats are not to be stored in these areas under any circumstances.

Where such items are identified, we may arrange for their removal without notice to mitigate safety risks and meet legislative obligations.

To maintain compliance with fire safety standards and ensure safe evacuation during emergencies, screen doors must not be installed on front doors in apartment complexes. These additions can obstruct egress routes and compromise the integrity of fire-rated doors, increasing risk during a fire event. Existing screen doors may be removed from properties if required.

## Fire doors

Fire doors must always remain closed. These are critical safety features designed to prevent the spread of fire and smoke and to preserve safe evacuation routes in the event of an emergency.

## Complaints about service delivery

If a tenant is not satisfied with a service we have provided or does not agree with a decision we have made, they can ask for a formal review. Further information on this process can be found in our [Compliments, Complaints and Appeals Policy](#).

This policy, and a helpful information leaflet, is available from Bridge Housing's office or can be downloaded from our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

## Related Documents and Resources

Type	Title
Legislation	<a href="#">NSW Residential Tenancies Act 2010</a>
Legislation	<a href="#">NSW Environmental Planning and Assessment (Development Certification and Fire Safety) Regulation 2021</a>

**English**

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 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**

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

**Spanish**

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

**Russian**

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

**Greek**

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

**Vietnamese**

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

**Arabic**

إذا احتجت إلى مُسَاعَدَة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمكّتب على رقم 8324 0800 بدون تكلفة عليك. ويُمْكِنك أيضا الحضور إلى مكّتب Bridge Housing وطلّب المُسَاعَدَة بلُغَتك.