

Tenant Newsletter

September 2026

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bridge 

Spring 2026



CEO Update

The bravery and generosity of tenants sharing their story never ceases to inspire me and reinforce the need to work towards ending homelessness.

Bridge tenants have always shared their story to help others have a home. Most recently that lived wisdom supported the CHIA NSW launch of “Community Made” – a campaign aimed at government representatives prior to the 2027 state election.

Tenants in our new Glebe property also spoke to government about what a stable home does for their wellbeing and in this issue, Norbert shares how he and his fellow residents built a respectful and supportive community.

Thank you to every tenant who helps us convert a complex issue into a human story of home and belonging.

The events calendar is starting to fill in the lead up to year’s end. It was wonderful to see so many of you at the Spring Picnic. This is the first time we have held it at



Holroyd Gardens – what a wonderful space. I look forward to seeing many of you at the Bridge end of year party in December.

We have already started preparing for the 2026 Annual General Meeting to be held in November. I urge you to attend and if you would like to vote at the AGM, join as a member. All current tenants are eligible to become members of Bridge Housing Limited. There are details in this issue of the newsletter.

As we move towards Spring and Summer, I want to thank every tenant who has taken part in our events, shared feedback and built community where they live.

Kind regards,

Laurie Leigh

Chief Executive Officer



Bridge 2026 AGM

You are all invited to Bridge Housing’s 2026 Annual General Meeting to be held on Wednesday 25 Nov, 10am, at The Collider, 477 Pitt St, Sydney.

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

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

Always was. Always will be. Aboriginal Land.



Deal the Cards

How Norbert and friends built a community

What do a deck of cards and a veggie garden have in common? They can help build a strong community.

Norbert and his neighbours have shaped a community that works for them: connecting people while respecting their privacy. Here are his top 3 tips to build from within:

1. Deal the cards

Every Sunday, two of Norbert's friends set up a card table outside and enjoy a game of cards together. The weekly game is a magnet drawing even more residents down for a chat. Small issues can be raised before they become big problems.

"Nothing's perfect but we are happy," says Norbert. "It's about finding those people who are talkative and open. Get them involved first and then the domino effect happens."

2. Grow a Community Garden

Norbert first started the garden because he wanted his neighbours to experience fresh, delicious food as an alternative to pizza and burgers and to show the world that social housing tenants care about their homes.

"The garden gets a lot of shade, so I experimented a lot in the early days, getting help from Phil at Botanic Gardens. Slowly, more people joined in because they like growing things and reducing their daily costs. Quite a few tenants have adopted the front garden, regularly caring for and experimenting in their patch. Now, everyone is houseproud and protective of the garden" says Norbert.

An experienced cook, he also shares his table for Sunday dinner – a relaxed invitation that grows inclusion.

"Community means friendships, shared experiences and hope."

Norbert

3. Keep showing up

For more than five years, the Sunday dinner and card game has gone ahead regardless of season. (In winter the card table is moved to follow the sun).

These regular catch-ups give neighbours a chance to connect.

Norbert also encourages residents to get involved in their Tenant Advisory Group. "I've learned so much from the guest speakers that come to the TAG about retirement, aged care, fire safety, recycling, even how repairs work. You also get to raise issues directly with Bridge."

Sometimes, all it takes to get started is a deck of cards.



‘Time to Talk’ at TAGs

Laurie Leigh, our CEO, will be attending TAG meetings in October to hear directly from you.



Time to Talk is one of our most popular TAG meetings, providing tenants with the opportunity to hear directly from Bridge’s CEO and receive updates on key projects and initiatives happening across the organisation. Tenants can also ask questions, share feedback, and discuss issues that are important to them.

[Check the back page for details of the October TAG meetings.](#)

In the July TAGs staff from the Customer Care Hub attended meetings to talk about the services they provide and hear feedback.

The Customer Care Hub is the main point of contact for Bridge Housing tenants, via phone and email. The team can assist with reporting repairs and maintenance issues, answering tenancy questions, updating personal details and with information about community events.

The Customer Care Hub can also support tenants who may need assistance to access support services or extra help to maintain their tenancy.

Contact the Customer Care Hub:
02 8324 0800 or
customerservice@bridgehousing.org.au

Advance Scholarships are open for 2027

Advance Scholarships 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 Community team on **8324 0800**



Shared green spaces

Spring is here, bringing warmer days and gardens bursting into life.

If you’d like to create or maintain a community garden in a common area, please speak to our Community team before starting –
community@bridgehousing.org.au.



From September, we’ll resume lawn care twice a month in common areas of unit blocks, to keep outdoor spaces maintained throughout summer.

Please call the Customer Care Hub if you have any questions or concerns about the lawns and grounds at your block or home.

Bridge end of year Party

UNDER THE HARBOUR BRIDGE

Wednesday 9 December
11:30am - 2:00pm

Please register
by 26 November



AI at Bridge

Bridge has started a three-year digital roadmap to improve communications, increase access to information such as repairs updates and rent statements, and support our people to work more effectively. We'll also explore how AI can help us deliver better services, with safeguards in place through our AI Governance Strategy to protect data and support staff training. Interested in learning more? Talk to a TRG rep or email customerservice@bridgehousing.org.au



Neighbourhood Complaints

Our Good Neighbour Policy has a new name - the Neighbourhood Complaints Policy. The new name came from feedback and reflects what the policy is about - how we manage neighbourhood complaints and issues between neighbours.

There are no changes to how we manage neighbourhood complaints. We will continue to listen, investigate and work with everyone to resolve issues.

[Neighbourhood Complaints factsheet](#)

We love to celebrate good neighbours. We recognise tenants who look out for each and their homes other through our Good Neighbour Champions program. If you know someone who goes above and beyond in your community, you can nominate them for their chance to win a \$50 gift card.

[Good Neighbour nomination form](#)

Rent review



We review rent twice per year to make sure you are receiving the correct subsidy. Thank you to everyone who has already submitted their forms for the October rent review. New rent amounts will come into effect from 12 October.

If you have not yet submitted your forms, please do so as soon as possible to avoid losing your rent subsidy.

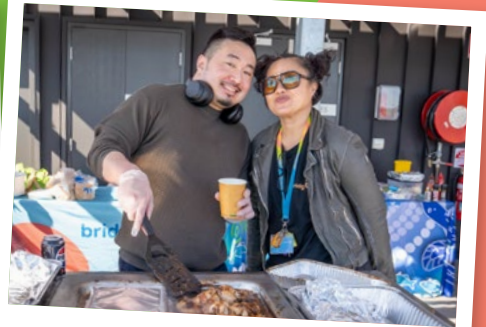
[Rental Subsidy form](#)



Start Work Incentive

Our Start Work Incentive (SWI) program can help eligible tenants who are starting work for the first time or return to work after a break. Find out more -

[Start Work Incentive factsheet](#)



Glebe BBQ



NAIDOC WEEK



Bridge Photo Album



Spring Picnic



Check out our Facebook for the full [Spring Picnic album](#)



Brush Turkey nesting season:

What you need to know

As brush turkey nesting season begins, we've seen an increase in reports about Brush Turkeys. Australian Brush Turkeys are a protected native species commonly found in gardens, parks and bushland across Sydney.

During breeding season (July to February), male birds

build large nesting mounds from leaves, mulch and soil. Once eggs are present, nests are protected by law.

Please do not disturb, harm or feed brush turkeys, as feeding encourages them to remain in urban areas. If you have concerns, please contact the Customer Care Hub - **8324 0800**.



Bingo and trivia!

Games in Granville

Join Jared in Granville for some bingo and trivia fun – there will be prizes! Details on the back

Qigong Classes

Feel balanced and energised with Qigong

Enjoy gentle flowing movements, mindful breathing and meditation in this relaxing class designed to support wellbeing and inner balance. Suitable for all ages and abilities.

South Coogee this October – see back page for details.



The NSW Community Housing Industry Association (CHIA) is running a campaign ahead of the 2027 NSW State Election.

We support CHIA's advocacy for more social housing, better support services and home energy upgrades.

Thank you to tenants Jonathan and Tania for telling their story as part of the campaign.

See the video -

bridgehousing.org.au/community-made/

If you are interested in being involved in similar campaigns or advocacy, please email community@bridgehousing.org.au

Follow our social media

Keep up-to-date on activities

Bridge's social media is where we share upcoming events, opportunities and important information.

It's a great way to connect with what's happening across our community and stay informed.



facebook.com/BridgeHousingAU

instagram.com/bridgehousingaus



Brookvale Support Hub

2:00 to 3:30pm

NB Office, 1/660-664 Pittwater Rd

23 Sep	Info Session - NB Community College
30 Sep	IT Support
7 Oct	IT Support
14 Oct	IT Support
21 Oct	IT Support
28 Oct	IT Support
4 Nov	Scam Awareness NSW Police
11 Nov	Service NSW

Outreach

Elger St	1st Wed of month at 2 Elger St, all others Weds at 3 Elger St, Glebe 1:30 - 4:00pm
South Coogee	Wednesdays 3:00 - 4:00pm Junction Neighbourhood Centre, 3 Yamba Pl, South Coogee
Manly Cove	Thursdays 11:00am - 12:00pm Cove Ave & Stuart St, Manly
West	23 Sept, 20 Oct, 24 Nov 2pm - 4pm The Granville Centre 1 Memorial Dr
Inner West Tenants	1 Oct, 3 Dec 1pm - 2:30pm 754 Darling St, Rozelle

Community Events and Activities!

Community Events

23 Sept	Games in Granville - Trivia 2pm - 4pm, The Granville Centre
1, 8, 15, 22, 29 Oct, 5 Nov	Qigong classes Thursdays 11am - 1pm The Orange Room, 7 Elphinstone Rd, South Coogee
20 Oct	Games in Granville - Bingo 2pm - 4pm, The Granville Centre
25 Nov	Bridge Housing 2026 AGM 10am, The Collider, 477 Pitt St, Sydney
9 Dec	End of Year Tenant Party! 11:30am - 2pm - Bradfield Park, Under the Harbour Bridge

Tenant Advisory Groups (TAG)

ATTAG	14 Oct - 11:00am to 12:30pm 119 Redfern St, Redfern
West TAG	Yagoona - 3 Nov - 1:00am to 3:30pm Yagoona Community Centre Granville - 12 Nov - 10:30am to 12:30pm The Granville Centre
Vietnamese TAG	20 Oct - 10:30am to 12:30pm Central Office Board Room
Elger St Community	15 Oct - 10:30am to 12:30pm 3 Elger St Community Room
Central/ East TAG	22 Oct - 11:00am to 12:30pm 119 Redfern St, Redfern
North TAG	Northern Beaches Tenant Forum 27 Oct - 11am to 2pm Warringah Mall Community Room

Bridge Housing Offices

Central Office

Level 9, 59 Goulburn 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

Events: community@bridgehousing.org.au

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