

Fact Sheet

Interpreting Services

If you need help to understand this factsheet, please contact the **Telephone Interpreters Service (TIS)** on **131-450** and ask them to contact Bridge Housing on **9699-6055** for you at no cost.

Arabic

إذا احتجت إلى مساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلب منهم أن يتصلوا لك بمكتب على

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

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450

Who are Bridge Housing Limited?

Bridge Housing Limited (BHL) is a not-for-profit community housing provider with offices in Redfern and Bondi. We are funded through the Community Housing Division, part of Housing NSW. BHL's aim is to link people to better futures by building sustainable communities and providing affordable housing in these communities.

Our main office is based in Redfern opposite the train station. We are open Monday, Tuesday, Thursday and Friday 9.30-4.30pm and Wednesday afternoons from 1.30-4.30pm. We have an office in Bondi which is open two afternoons a week.

Where are our properties?

BHL has a large number of properties across Central Sydney and the East and West Suburbs. We work in the LGAs of Ashfield, Botany Bay, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville, Randwick, Strathfield, Sydney City, Waverley and Woollahra.

Tenant Participation

BHL provides a full range of customer focused tenancy services. These services are shaped by tenants through our regular tenant forums and groups. We engage tenants in assisting BHL to maintain its customer focus. BHL operates in a spirit of co-operation giving tenants a voice and the chance to influence how your services are developed.

Tenant Feedback

We carry out annual Tenant Surveys and use feedback from residents to improve our services. This helps BHL maintain a high level of tenant satisfaction. The last three years have shown satisfaction levels of 96%, 96% and 97%.

Maintenance and repairs

We have an asset maintenance team at BHL who deal with all repairs and maintenance issues. You can also report repairs to your housing manager. We carry out regular inspections which give you the chance to discuss any repair issues you may have.

Rent and Commonwealth Rent Assistance

As with Housing NSW BHL sets market rents for its properties. If your household has a low or moderate income you can apply for a rent subsidy, which reduces the amount you pay for rent. BHL charges 25% of your income, plus 100% of CRA. Community Housing tenants are eligible to receive CRA if you receive a Centrelink payment.

How can I pay my rent to BHL?

You can pay your rent in a number of ways. We accept payments using EFTPOS, Credit Card, cheque or Money Order. You can also pay at the bank through direct deposit. If you receive a Centrelink payment you can pay through their deduction scheme 'Centrepay'.

For more information see www.bridgehousing.org.au. You can also call the Bridge Housing Office on **9699 6055** and speak to Sarah or Emmanuel.