

## About us

Bridge Housing improves lives and strengthens communities by providing housing and services for low to moderate income households.

We provide homes for vulnerable people and their families disadvantaged in the housing market and provide practical support and referral to sustain tenancies and build community wellbeing.

We are a nationally registered Tier 1, not-for-profit community housing organisation based in Redfern, with outreach offices in Parramatta, South Coogee and Bondi Junction.

### Our award winning services include:

- ▶ **Housing assistance & applications:** our dedicated Housing Pathways Team manages applications, assessments and allocations for all social and affordable housing.
- ▶ **Tenancy management:** we have a dedicated phone line, low staff-to-tenant management ratios and proactive staff who work locally to resolve neighbourhood issues.
- ▶ **Repairs & maintenance:** a dedicated 24/7 maintenance line, clear repair timeframes and a proven track record of maintaining properties to a high standard.
- ▶ **Community building & engagement:** we work with residents to access opportunities in their local community and have a real say in how we deliver our services.
- ▶ **Support & referral services:** our housing and support specialists work with residents and service partners to provide practical support to sustain tenancies and support wellbeing.

## Learn more about us

Visit us online at [www.bridgehousing.org.au](http://www.bridgehousing.org.au) to:

- ▶ Read Our Place newsletter
- ▶ Report a repair
- ▶ Get involved
- ▶ Contact the housing team

**bridge housing**  
linking people  
to a better future

# Improving lives strengthening communities



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linking people  
to a better future

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02/17

## Our portfolio

Bridge Housing owns and manages a significant portfolio across Greater Sydney, from Waverley in the east to Blacktown in the west.

We partner with government, support agencies, private developers and others to build, fund, manage and support our residents in quality, secure social and affordable housing.

	<b>1,767 Homes</b>
	<b>20 Local government areas</b>
	<b>1,669 Social housing properties</b>
	<b>98 Affordable housing properties</b>
	<b>112 New homes developed</b>
	<b>158 Homes under development</b>

## Our residents

Bridge Housing's residents come from all walks of life and all backgrounds. Building Bridges, our community building and engagement strategy, provides a clear framework for our work.

**We work in partnership with our residents and partner agencies to:**

- ▶ Increase opportunities for residents
- ▶ Strengthen local community connections
- ▶ Support successful tenancies
- ▶ Ensure our residents have a real say in how we do things.

**2,969**  
TOTAL NUMBER OF RESIDENTS

**621** CHILDREN



PEOPLE WHO SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

**1,053**

**296** SOLE PARENTS

**218** WORKERS



PEOPLE WHO COME FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

**1,853**

PEOPLE AGED 60 AND OVER

**792**

PEOPLE LIVING WITH A DISABILITY: 759

PEOPLE LIVING WITH A PSYCHOSOCIAL DISABILITY

**-305-**

ABORIGINAL TORRES STRAIT ISLANDER PEOPLE

**209**



PEOPLE WHO RELY ON INCOME SUPPORT

**-2,493-**

85% TENANT SATISFACTION OVERALL

16% OF NEW TENANTS PREVIOUSLY HOMELESS

## Our innovation

Bridge Housing is an award-winning, housing provider innovating to create great outcomes for tenants and our business.

### Building Bridges

An award-winning capacity building and tenant engagement program that empowers tenants to engage with their community and access opportunities.

### Hand Up Tenant Arrears Program

A New South Wales first initiative to help at-risk tenants "repay" their rent arrears and get their lives back on track through financial counselling, life skills and education support.

### A Housing First Approach

Bridge Housing piloted Platform 70, a ground breaking, housing first program to link people experiencing chronic homelessness with secure private rental housing and support services to address their underlying issues. We have now embedded a housing first approach into our business.

### Fee for service tenancy management

Specialist end-to-end expertise in managing affordable housing for local government and private developers.

### Rent online

An Australian first in community housing to provide tenants with access to their rent, water and maintenance statements from their smart phone or PC any time, any place.