

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

# We Hear You!

**The 2023 Tenant Satisfaction Survey is out now.  
This is your chance to tell us what we do well and where we can improve.**

Every year we look at our survey results and use the feedback to set actions for our Customer Experience Strategy.

In 2022, 81% of you were satisfied with our service. You identified four key areas where we could improve our services and we have been working to make these changes.

## Last year, you told us in the Tenant Satisfaction Survey:

	<b>1. Be clear and consistent when communicating with you</b>	
	<b>What we've done</b>	<b>When</b>
	▶ Training staff to communicate clearly and consistently	
	▶ A mobile app for staff to access information when visiting you	
	▶ A new phone survey for easy feedback on how we did.	March 2023
	<b>What we've done</b>	
	▶ Update key policies and factsheets	March - June 2023
	<b>2. Translate information into key languages</b>	
	<b>What we've done</b>	<b>When</b>
	▶ Translated our handbooks into our top 6 languages	
	▶ Translated our Spring Newsletter into our top two community languages (Arabic and Vietnamese)	
	▶ Offer interpreter services at key community workshops	
	<b>3. Make sure that repairs are carried out to a high standard</b>	
	<b>What we've done</b>	<b>When</b>
	▶ A new repairs survey for easy feedback on repairs	
	▶ Workshops with tenants to understand how repairs are reported to improve the process	
	<b>What we've done</b>	
	▶ Let you report and keep track of your repairs online through the new MyBridge tenant portal	April 2023
	<b>4. Hold more face-to-face events</b>	
	<b>What we've done</b>	<b>When</b>
	Since June 2022, we have held 18 TAG meetings, 13 block meetings, and 29 gardening workshops	

## CEO Update

**I am excited to share the news that Bridge Housing has been selected to deliver the renewal of housing at the Elizabeth Street Redfern site. This is the first time a community housing provider will lead the development of a large Communities Plus project in NSW. This opportunity will help us deliver better outcomes for people in need in the inner city and move our corporate office back to Redfern.**

You may know the location. It is across the road from Redfern Oval and close to the new Waterloo Metro station. It is currently home to the Police Citizens Youth Club, a valuable community service.

The site has been vacant for over ten years. It will be brought back to life with over 300 new homes, commercial space and a new community facility. The housing will include a mix of social housing, affordable housing and private market housing. We are committed to maximising the number of homes on the site for people on lower incomes.

At Bridge Housing we understand that having a safe, secure and affordable home is fundamental to a better life. We also understand that many people are struggling to find a home in our community. There are over 57,000 people are waiting for social housing and we are seeing more people facing homelessness in our offices every day. The answer is



Artist Impression: Elizabeth Street, Redfern

simple. We need to build more affordable homes for our community.

That is why Bridge Housing has signed up to the "Confront the Crisis" campaign. We are calling on all members of parliament to commit to long-term investment in social and affordable housing.

You can help by signing the online petition at [www.confonthecrisis.com/petition](http://www.confonthecrisis.com/petition) or using the QR code below.

Please feel free to share the details with family and friends so that we can get as many voices as included as possible.

**Rebecca Pinkstone,**  
Chief Executive Officer



## A chat with Gemma

### Bridge Tenant and CoAct participant

Gemma was first connected with CoAct through Centrelink as she is a tenant with Bridge Housing.

In the past, Gemma felt judged and unsupported when working with other employment services. Gemma couldn't believe her luck when she met with Bernadette from CoAct. Bernadette really got to know her background, what Gemma wanted to do and what was stopping her from getting back into work. This way, Bernadette was able to support Gemma with exactly what she needed to start working again. Gemma wanted to start working as a cleaner; however the costs of cleaning equipment and other essential paperwork like police checks and an ABN were all things out of her reach. The team at CoAct recognized this and provided her with quality cleaning equipment, products,



Gemma and Bernadette from CoAct

shoes and a laptop with the right software so that she could do her invoices. CoAct was also able to pay for her Police checks and has offered to get her into an MYOB course to assist her with bookkeeping and accounting skills. Gemma initially felt this was too good to be true as she had never received such support from other services.

Gemma loves her work because it gets her out and about and active which suits her lifestyle. Gemma recommends the program to others and feels very lucky to be connected with CoAct. Gemma has appreciated the ongoing and flexible support from CoAct, including regular check-ins, which she enjoys attending.

It was such a pleasure meeting with Gemma, and we wish her all the best with her work!

The CoAct service has moved from our Brookvale office to their partners at Ability Options. CoAct clients will be assisted by Ability Options from their office in Brookvale just up the road from Bridge Housing's Brookvale office. This will help CoAct better connect you to other jobs and opportunities in the area. You can still use this service by seeking a referral through your housing manager or calling directly on 0458 530 686

# Good Neighbours

## Give Your Good Neighbours a Shout -Out!

Bridge Housing wants to recognise our tenants who look after their blocks, go above and beyond for their neighbours, and help to create positive community energy.

Do you have a Bridge Housing neighbour who:

- ▶ Does a great job of taking care of the common area?
- ▶ Helps keep the gardens at your block looking beautiful?
- ▶ Goes above and beyond to help other people?
- ▶ Is a great neighbour to have around?
- ▶ Contributes to creating a positive community to live in?
- ▶ Is a bin legend?



You can nominate them to go in the running to become a Good Neighbour Champion and receive a \$50 gift card! What better way to thank your amazing neighbour than to nominate them to become a Champion! Call our Community Team 8324 0836 or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au).

**Congratulations to our latest Good Neighbour Champion, Darryl Stephens!**



## Tenant Portal

We are excited to announce that the new Tenant Portal will go live on 13 March! The portal is a simple way to access your information, contact us to report a repair or check your account balances. Based on your feedback on the old portal, we've included non-rent account details too. This will make it easier for you to manage your tenancy

You can use the portal to:

- ▶ View and download your rent, water and maintenance details
- ▶ View or update information about your tenancy, including contact details, the language you speak at home and emergency contact information.
- ▶ Use electronic forms to help you with your tenancy.
- ▶ Report a repair or request a modification.

You can download the MyBridge portal using the QR code below or from the Bridge Housing website and log on using the mobile phone number you have registered with us. You can access the portal from a smartphone (iPhone or Android) or a web browser on your laptop or home computer.



or



or



We want your feedback on how the MyBridge portal is working. We are setting up a user group of tenants to help us improve the MyBridge portal once we go-live. If you would like to be involved, please contact Sarah Barclay, Manager - Business Transformation Projects, on 83240896, or email [s.barclay@bridgehousing.org.au](mailto:s.barclay@bridgehousing.org.au) for more information.

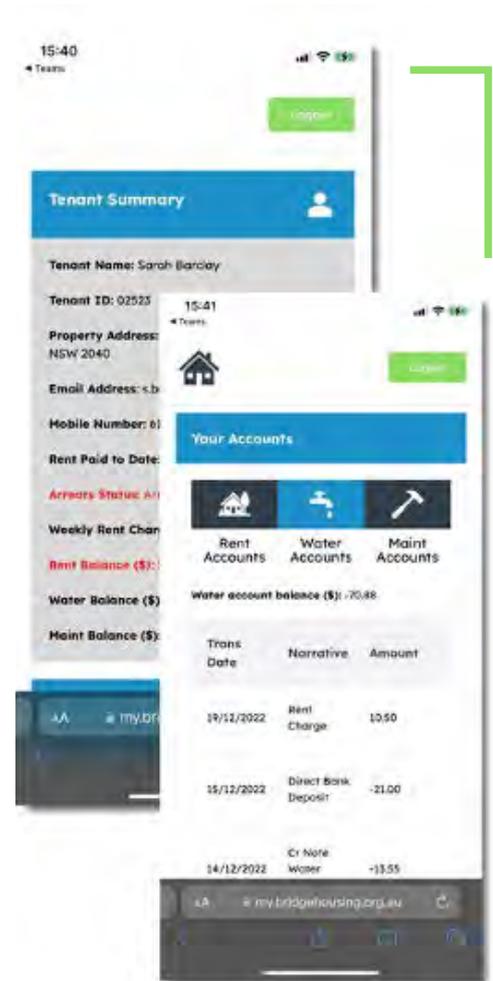
### MyBridge Launch Hubs:

Come along and learn how to get the most out of the MyBridge tenant portal! We will help you get set up and show you how to use the new features so come along for a cuppa, and don't forget your device:

**Head Office**, Level 9 59 Goulburn St, Haymarket NSW 2000: Wednesday 15 March 2pm to 4pm

**Northern Beaches Office**, Level 1, 660-664 Pittwater Road NSW 2100 Friday 17 March 10am to 12pm

**Community Room @3 Elger St, Glebe** NSW 2037 Monday 20 March 12.30pm to 2.30pm



**To RSVP for a session, please call us on 83240800 or scan the QR code:**



# Yabun Yarn 2023

**Bridge Housing celebrated its sixth year as a sponsor of the Yabun Festival in 2023. It was great to hear the MC give us a shoutout on the day. Too deadly, Bridge!**

Yabun Festival is the largest one-day gathering of Aboriginal and Torres Strait Islander people in Australia, held annually on the 26th of January upon the traditional lands of the Gadigal people in Sydney (within Victoria Park, Camperdown). The festival recognises and celebrates Aboriginal and Torres Strait Islander culture.

Yabun brings everyone together in an inclusive and friendly environment with live music, a corroboree ground and a speak-out tent. There are many opportunities for people to get involved, be connected, and be informed. There were bustling market stalls, including our deadly Bridge Housing stall. The Bridge Housing stall interacted with over 200 people on the day; how amazing! It was great to see the familiar faces of our Bridge Housing tenants who came up and said hello throughout the day.



A special mention to all the 15 incredible Bridge Housing staff who volunteered their time on the day - You all looked like professionals in the Bridge Housing Stall, especially dealing with the heat. Well done!

Previous years have seen attendance at the festival reach over 40,000 and, even the pool alone saw over 2,000 people through the centre. I believe this year's Yabun broke those records.



## Confront the crisis

There is a housing crisis in NSW and here is how you can help. Log on to [www.confrontthecrisis.com/petition](http://www.confrontthecrisis.com/petition)

And support the Community Housing Industry Association's campaign for long-term government investment in social and affordable housing.



# Tenant Advisory Group (TAG) Meetings



## What is TAG?

If you enjoy meeting new people, catching up with friends and discovering what's on in your local community, then you would enjoy TAG meetings! Tenant Advisory Groups (TAGs) are tenant-organised groups run by tenants about a wide range of topics, such as information on community events or local services, as well as the chance to get an update from us on changes to policies or fun events we have coming up. A local Housing Manager attends, and sometimes a guest speaker. Following the meeting, tenants share a catered lunch and often have a laugh or two as they catch up.

If you're interested, take a look at the meetings below or contact us at 02 8324 0836 or email [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au), or use the QR code below to complete the membership form. We can add you to the mailing list so you will personally receive an invitation to the next meeting.

**Remember to tell your neighbours about TAG too!**

**Scan for TAG membership**



## Upcoming TAG meetings:

Group	Next meeting	Location	Your Tenant Representatives
West & Bankstown TAG	Thursday 1st June 11am - 1pm	Granville Centre, 2a Memorial Drive, Granville	Chair - Hugh Miller
Vietnamese TAG/ Time to Talk	Wednesday 3rd May 10:30am - 12pm	Bridge Housing Head Office -Level 9, 59 Goulburn St, Haymarket	Rotating Chair
Central & East TAG	Thursday 25th May 11am - 1pm	Redfern Townhall	Chair - Norbert Kisnorbo Vice Chair - Noel Jeffs
Northern Beaches TAG	Wednesday 17th May at 11:30am - 1pm	Warringah Mall Library	Chair - Robby MacLaurin
Elger Street Community (ESC)	Tuesday 9th May	Elger Street Community Room	Rotating Chair - Ericka Jane Boidin, Tania Thompson, Johnathan Foulds
Aboriginal and Torres Strait Islander TAG	Thursday 11th May 11am - 1pm	Elger Street Community	Rotating Chair

## TAG Updates

### End of Year TAG lunches!

In December, all the TAG groups went for an End of Year Lunch to say thank you for their contributions throughout the year. It was a lovely time to get together and chat with our community.



ATTAG members lunch



West/Bankstown TAG lunch



Central/East TAG members lunch



North TAG members lunch

# Assets Update

## Fire Safety is everybody's responsibility

As summer ends and it starts to get colder, the risk of fires in homes increases with the use of heaters and dryers. It is a good time to remind yourself of the importance of having a working smoke alarm in your home.

 <b>Bridge Housing is responsible for:</b>	 <b>Tenants are responsible for:</b>
Keeping your building's fire safety up to date including smoke alarms, fire doors, emergency and exit signage and lighting and fire extinguishers.	Notifying Bridge Housing if they discover that a smoke alarm is not working including battery changes
Carrying out a yearly inspection to make sure smoke alarms are working properly	Providing access to inspectors once a year to make sure your smoke alarm is working properly
Carry out repairs to smoke alarms that are not working	Take precautions to prevent fire such as switching off appliances that are not being used, not smoking in bed or leaving cooking unattended
Changing smoke alarms at least every 10 years	You must not remove or interfere with the smoke alarm

**For more information on fire safety, you can find it at: <https://www.fire.nsw.gov.au/>**

## What can you expect when you request a repair?

Our contractors have set times to complete work depending on the urgency of the work.

Category	Target Time Frame
<b>Emergency Repairs:</b> Issues like burst water mains, blocked toilets	4 Hours
<b>Urgent Repairs:</b> Issues like exposed electrical wiring or broken hot water systems	24 Hours
<b>Routine Repairs:</b> Issues like refitting flyscreens or blocked rain gutters	21 Working Days
<b>Planned Maintenance:</b> (Upgrade Works)	Year Scheduled to Be Undertaken

## Wellbeing Inspection Prize Draw

**Congratulations** to Mr Miles Ring, Miss Christina Clements, Miss Jane Holland and Mr Grant Lange, who were the winners of our most recent monthly prize draw for completing a satisfactory Wellbeing Check.

Want to be in the prize draw? If you receive a satisfactory Wellbeing Check, we will automatically enter you into the draw to **win a \$100 voucher**.

## Bridge Housing Opening Hours & Location

### Goulburn Street Office

You can find our Head Office at Level 9, 59 Goulburn Street Haymarket. When visiting the Goulburn Street office, please use the lifts that face the street to get to Level 9.

We are open 9am - 4.30pm Monday, Tuesday, Thursday and Friday and 1pm - 4.30pm on Wednesday.

### Brookvale Office

You can find our Brookvale Office at Level 1, 660-664 Pittwater Road, and Brookvale. When visiting the Brookvale office you can take the lift or the stairs up to level 1.

We are open 9am - 4:30pm Monday, Tuesday, Thursday and Friday and 1pm - 4.30pm on Wednesday.

### Outreach Details

Elger St Outreach Centre is open Monday 12:30pm - 3pm.

South Coogee is on Wednesdays at 3 - 4pm at the Orange Room on Elphinstone Road, South Coogee.

All other outreach sites are temporarily closed, please visit our website and Facebook page for updates on re-opening.

## Contact Us

If you want more information about anything you've read in the newsletter, please contact us!  
Email: [community@bridgehousing.org.au](mailto:community@bridgehousing.org.au) Ph: **8324 0836**