

Information for Northern Beaches Tenants

Change in management

Frequently asked questions

1. When is the change of management happening?

From August 2019, your property will be managed by Bridge Housing or Women's Housing Company.

2. Who are Bridge Housing and Women's Housing Company?

Bridge Housing and Women's Housing Company are nationally-registered, not-for-profit community housing organisations. In partnership, we will manage the Northern Beaches social housing portfolio for the Department of Family and Community Services (FACS) for the next 20 years.

Bridge Housing currently manages some 2,000 social and affordable housing properties, housing more than 3,000 people across greater Sydney. Learn more about us: <http://www.bridgehousing.org.au/>

Women's Housing Company manages around 800 social and affordable housing properties across greater Sydney, with a focus on housing women. Learn more about us: <http://www.womenshousingcompany.org.au/>

3. Who will manage my tenancy?

Either Bridge Housing or Women's Housing Company will be your new landlord and manage your tenancy. Bridge Housing will manage around 1,050 tenancies and Women's Housing Company will manage some 150 tenancies on the Northern Beaches.

Bridge Housing and Women's Housing Company will decide which organisation will manage each tenancy and associated property in early 2019, based on a number of factors. You cannot choose which organisation manages your tenancy.

4. Will I have to move house?

No. You will not have to move as a result of the change of management.

5. Will my rent change?

Your after-rent income will not change as a result of the change of management.

However, the way your rent is calculated and paid will change. This is because you will now be eligible for Commonwealth Rent Assistance payments which you will pay to Bridge Housing or Women's Housing Company to help pay your rent.

We will visit you and provide further information about these changes early next year.

6. How can I pay my rent?

Bridge Housing and Women's Housing Company offer tenants a range of easy rent payment options.

Bridge Housing tenants can pay their rent: through Centrelink's Centrepay, online via our website, or by bank transfer.

Women's Housing Company tenants can pay their rent: through Centrelink's Centrepay or by bank transfer.

Your new Housing Manager will help you set up the option that best suits you.

7. How will I request repairs?

Tenants will continue to call the same Repairs and Maintenance line.

If you need to report a maintenance problem before or after the transfer date, you can call the Maintenance Line on 1800 422 322, 24 hours a day, 7 days a week.

8. Can I keep my pet?

Any tenant who already has a pet can keep their pet with the transition to Bridge Housing or Women's Housing Company.

If you are thinking about getting a pet, please ask Bridge Housing or Women's Housing Company for a copy of our Pet Policy.

9. Will my support services change?

Any relationships you have with local support services will not change as a result of the change of management unless you choose to change services.

Closer to the time, support services operating in the Northern Beaches will be notified about the change in management from August 2019.

10. Will my local housing office still be in Brookvale?

Bridge Housing is looking to take over the lease of the FACS office on Pittwater Road in Brookvale so that Bridge Housing and Women's Housing Company tenants can continue to visit the same office.

11. How can I find out more?

Meet & Greet sessions

You will meet Bridge Housing and Women's Housing Company representatives at these sessions in August – November 2018 and have the chance to ask any questions.

There will be 5 identical sessions in different locations around the Northern Beaches. [Click on this link](#) or visit our websites to see the dates, times and locations.

Neighbourhood Q & A sessions

At these sessions in December – March 2019 we will provide you with information about the changes and opportunities for you in becoming a Bridge Housing or Women's Housing Company tenant.

12. Who do I contact with my questions now?

For information about your tenancy:

Please contact your Housing Manager at FACS.

For information about the transfer program:

Email us at: northernbeaches@bridgehousing.org.au

Phone Sarah Barclay, Acting Director Housing at Bridge Housing on 8324 0828.

For more information about our organisations:

Please visit the Bridge Housing website at:

www.bridgehousing.org.au or

visit the Women's Housing Company website at:

www.womenshousingcompany.org.au