

Social Housing Services in Northern Sydney

Link Housing, SGCH and Bridge Housing with Women's Housing Company are working collaboratively to lead the social housing system in Northern Sydney.

Since December 2018, community housing providers, Link Housing, SGCH and Bridge Housing in partnership with Women's Housing Company, have taken a lead role in coordinating the social housing service system in Northern Sydney as the NSW Department of Family and Community Services (FACS) transfers the delivery of housing services under the Social Housing Management Transfer program.

Working together

We work together to ensure there is a consistent and transparent approach to social housing service delivery in Northern Sydney. This means:

- People seeking housing advice and assistance receive clear information on their eligibility for products and services regardless of the community housing provider they visit
- We respond to the range of client needs and act as the 'primary contact service' for clients who apply for assistance through our service unless it is more appropriate for another community housing provider to assume that role
- We work collaboratively and in partnership with the broader service system to ensure vulnerable applicants and tenants receive the services they need to sustain their tenancies and achieve their goals
- We work together to advocate and develop more social and affordable housing to meet housing need.

Tenancy services

Link Housing, SGCH and Bridge Housing in partnership with Women's Housing Company each manage a portfolio of social housing tenancies in Northern Sydney:

Provider	LGAs	Portfolio of tenancies (rounded)
Link Housing	Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, Northern Beaches, North Sydney, Ryde, Willoughby	3,400
SGCH	Hunters Hill, Lane Cove, North Sydney, Willoughby	1,400
Bridge Housing in partnership with Women's Housing Company <i>Services commence on 5 August 2019</i>	Mosman, Northern Beaches	1,200

A key focus of our approach to tenancy management services is working in partnership with a range of local services to support social housing tenants to sustain their tenancies and improve their health and wellbeing. We each have a team of dedicated staff that work with tenants to link them to services and promote community development health and wellbeing activities.

Housing assistance and Private Rental Products

We operate under the NSW Government's Housing Pathways system for assessing applications for social housing assistance including Private Rental Assistance (PRA) products, and allocating vacant properties to households in need from the NSW Housing Register.

We can assist any person with a social housing enquiry:

- New applications for social housing
- Updates to existing applications for social housing
- Transfer enquiries and applications.

Each provider also offers the range of Private Rental Assistance products that were previously managed by FACS in Northern Sydney. These services are for people experiencing homelessness or at risk of homelessness:

- Temporary Accommodation
- Private Rental Subsidy
- Rent Choice Start Safely
- Tenancy Assistance
- Tenancy Facilitation
- Tenancy Guarantee.

Key contacts

Provider	Office locations	Email contacts	Phone
<p>Link Housing</p> <p>Monday to Friday, 9 am to 5 pm</p>	<p>Level 10, 67 Albert Avenue, Chatswood NSW 2067</p> <p>Level 2, 3-5 Anthony Road, West Ryde NSW 2114</p>	<p>Enquiries@linkhousing.org.au</p>	<p>9412 5111</p>
<p>SGCH</p> <p>Monday to Friday, 9 am to 5 pm</p>	<p>Ground floor, 14-16 Chandos Street, St Leonards 2065</p>	<p>Tenancy enquiries: northernteam@sgch.com.au</p> <p>Housing assistance enquiries: pathwaysnorth@sgch.com.au</p>	<p>8974 9797</p>
<p>Bridge Housing</p> <p>Monday to Friday 9.00am – 5.00pm</p> <p>Services in Northern Beaches commence on 5 August 2019</p>	<p>Level 1, 660-664 Pittwater Road, Brookvale 2100 (current FACS – Housing office)</p>	<p>customerservice@bridgehousing.org.au</p>	<p>8324 0800</p>

Other key contacts

New applicants for social housing assistance can also visit www.facs.nsw.gov.au/myhousing or call the FACS Housing Contact Centre on 1800 422 322.

People experiencing homelessness can call link2home 24 hours a day, 7 days a week on 1800 152 152.