



COMMUNITY HOUSING
LIMITED

Statement outlining the nature of CHL's operations

1. OVERVIEW

Community Housing Limited (CHL) is one of Australia's and Western Australia's leading providers of social and affordable housing. Originating in 1993, CHL currently manages 5,885 properties across Australia's six States.

In Western Australia, CHL is a registered Growth Provider with the State's Housing Authority. Growth Providers comprise not-for-profit housing companies with an established property and tenancy management record and proven financial and business acumen to increase the supply of affordable housing.

2. COMPANY PROFILE

Our Vision

A world without housing poverty

Our Mission

Working to ensure the provision of affordable and sustainable housing for all by:

- Providing housing which is affordable, has long-term tenure and appropriate services to live comfortably.
- Assisting residents to access housing and to maintain links with their communities.
- Ensuring that the development of housing improves social, economic and environmental sustainability.
- Creating employment and training opportunities in the development of housing wherever possible.
- Assisting the development and sustainability of strong communities with social diversity by fostering community building initiatives to improve the health and wellbeing of disadvantaged people.

Services and Approach

The CHL Group currently provides the following services:

- Management of long-term rental housing presently across six states of Australia (including affordable housing management, and asset maintenance and property management);
- Homelessness Services for people in housing crisis in eastern metro/eastern regional Victoria and Queensland;

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CHL's Overseas Offices

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- Development, design and construction of affordable, largely rental, housing in Australia;
- Development of affordable housing projects in India, Chile, Peru, PNG and East Timor;
- Training of housing, construction and project management staff in Australian Aboriginal communities and in East Timor;
- Community development and employment creation activity in some communities where housing is managed or provided.

CHL develops housing solutions which:

- Focus on providing good quality affordable rental housing to those most in need and/or assists those who are disadvantaged by market failure in securing a pathway to home ownership. CHL recognises that the development of long-term affordable rental housing is essential to ensure sufficient disposable income to meet living expenses.
- Engage with communities through partnering with local people, community groups, agencies and governments to stimulate community activities which in turn create capacity, skills and mutual support structures to improve overall community wellbeing.
- Ensure good quality housing outcomes by ensuring quality design, construction and housing management, and through engaging with all elements of the supply chain. Where appropriate, our clients can benefit from skills development and economic opportunities provided through housing training, development and management.

Clients

CHL develops housing strategies in partnership with communities and their Governments to assist:

- Low to moderate income people in metropolitan and regional Australia who are in highest housing need and/or have been disadvantaged by market failure on the path to securing long-term rental or home ownership;
- People who live in informal and slum housing in international locations who are unable to secure long-term affordable housing.

CHL's core clients in Western Australia comprise:

- People on low to moderate incomes who are seeking secure rental housing;
- People on moderate ('Band B' or higher) incomes that wish to access affordable rental or home ownership options;
- Seniors;
- Specific needs groups who require support to live independently including people:
 - with a disability and or mental health illness,
 - a history of substance abuse,
 - who are seeking refuge from domestic violence or neglect, or

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- who are from a culturally and linguistically diverse background and are in housing stress.

As is the case in other jurisdictions, CHL WA is a specialist in providing housing and property management for clients with complex, including physical and mental health, needs. CHL's housing programs range from supporting those with minor disability and support needs to clients with critical and complex needs including within the Community Disability Housing Program (CDHP) and its various elements.

CHL manages the tenancy and property services to over 100 homes for CDHP clients. CHL works in close partnership with up to 20 support providers to ensure CDHP clients live independently and receive exemplary services.

CHL also works in partnership across a further nine housing programs managed under the Community Housing Agreement (CHA) with the Housing Authority and other support organisations. CHL demonstrates its capabilities managing complex clients on programs/contracts including the East Kimberley Transitional Housing Program, Remote Community Management, Crisis Accommodation Program (CAP) and Drug and Alcohol Program from offices in Perth, Geraldton, Exmouth, Broome, Kununurra and Kalgoorlie.

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