

Annual Report
2019-2020

Front Cover: Bob, Housing Trust Tenant. To find out more about Bob's incredible story go to <https://housingtrust.org.au/news-events/media/>

Acknowledgement

Housing Trust office is located and conducts business on Country that the Dharawal and Wadi Wadi people and their ancestors, of the Dharawal and Yuin nations, have been custodians of for many centuries.

Housing Trust is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society. We acknowledge their living culture and their unique role in the life of the region and pay our respects to ancestors and Elders both past, present and future.



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[Twitter.com/Housingtrustau](https://twitter.com/Housingtrustau)

[Linkedin.com/Company/Housing-Trust-Illawarra-Shoalhaven](https://www.linkedin.com/company/Housing-Trust-Illawarra-Shoalhaven)

[Instagram.com/Thehousingtrust/](https://www.instagram.com/Thehousingtrust/)

Artist impressions of new Townhouses at Robert Street, Corrimal



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Chair & CEO Report



We are pleased to present the Housing Trust Annual Report for 2019-2020.

Despite the enormous challenges we have all faced as a community this year there is still much to celebrate. Housing Trust have remained steadfast in our vision to provide a decent home to everyone and continued to deliver on our Strategic Plan.

More determined than ever to meet the growing need for Affordable Housing, the Housing Trust Board signed off on significant growth and financial strategies. This allows us to continue to invest in Affordable Housing and consider market housing which will allow us to continue investing in housing for the lowest income members of our community.

We prepared the organisation to respond quickly to Government initiatives and maximise the impact on our community. Housing Trust has been at the forefront of advocacy efforts prior and during the pandemic taking our ideas and suggestions directly to all levels of Government and through our industry peak bodies. We were successful in obtaining a \$4.3m grant from Wollongong City Council to provide 17 homes in the Wollongong LGA for older women and single women with children. We continue to be a trusted advisor to media and our broader community on housing issues.



"The future is exciting for Housing Trust. We are willing, ready and able to do our part to address the affordable housing crisis and to support the most vulnerable in our community. "

In a year when having a home was never more important we handed keys to 108 new tenants. We consolidated our support of tenants with a satisfaction score of 88%, above industry benchmarks. Our portfolio of 1,108 properties provided safe affordable homes to 2,100 residents across the Illawarra and northern part of the Shoalhaven.

We completed developments in Eager Street Corrimal and Willinga Road Flinders with our allocations team ensuring tenants and their families moved in as soon as the paint was dry. We purchased and turned soil on the construction of 34 new homes in Robert St in Corrimal and announced an exciting new landmark project in Crown Street Wollongong. Our commitment to quality saw the release of Housing Trust's Building Design Guidelines to shape future developments.

Housing Trust continued its strong financial performance due to prudent income and expense management and the increasing value of our property portfolio which grew by \$2.97m during the financial year.

Housing Trust moved quickly to ensure our tenants and staff were safe during the coronavirus pandemic implementing COVID safe practices and moving most of our team to work from home early in March. Planning undertaken earlier in the year in response to the bushfire

crisis became invaluable during this time. The move to working from home was seamless with virtually no disruption to the provision of service to our tenants.

Our assets team streamlined processes and drove efficiencies by producing a component schedule for all properties. A strategic shift and increased investment in planned maintenance continues to reduce the number of emergency maintenance requests. These services continued despite the added challenges of the coronavirus on work practices.

Collaboration is in our DNA and vital to achieving our mission. Our many partners enable us to support tenants and vulnerable people across our community. These partners not only assist our tenants but also support our staff in carrying out their jobs in a safe and professional manner. To all of our partners; the journey towards the kind of community we all want to live in is brighter because of your involvement with Housing Trust. Thank you.

The future is exciting for Housing Trust. We are willing, ready and able to do our part to address the Affordable Housing crisis and to support the most vulnerable in our community. This is in no small part because of the empathy, expertise, leadership and professionalism of all our staff and the Board. Congratulations all on another successful year.

Michael Szafraniec
CHAIR OF THE BOARD

Michele Adair
CEO

"A decent home
for everyone."





About Housing Trust

Housing Trust is a for-purpose, nationally registered Tier 1 Community Housing Provider and social enterprise. Based in Wollongong, we have been providing safe, secure, affordable rental housing to the Illawarra community since 1983.

Housing Trust was established by the Wollongong City, Shellharbour City and Kiama Councils in recognition of the need for affordable housing. These three Local Government Areas are our priority. We enjoy strong relationships with each Council and are committed to further strengthening these partnerships to improve the economic development, health and wellbeing of the community.

Our mission is a decent home for everyone. We deliver on our mission by developing, managing and maintaining affordable housing. We currently provide 1,108 affordable homes for around 2,100 people in our region.

We are committed to supporting our tenants' needs. We partner with them to build vibrant, inclusive communities and ensure they are connected to support services if needed. These services are provided by local, specialist agencies who are experts in aging in place, healing from family abuse and violence, improving financial literacy and managing mental illness.

We are a significant contributor to the economy of the Illawarra region and directly employ 50 staff. Our procurement policy favours local contractors and suppliers, and our construction program provides work to 43 trades and suppliers for every home built.

Housing Trust is a Company Limited by Guarantee, a Public Benevolent Institution and a Registered Charity. The company does not have any subsidiaries.

The following report summarises activity in the 2019-2020 financial year. For more detailed information please visit **housingtrust.org.au**

Shellharbour City Mayor Marianne Saliba and Housing Trust CEO Michele Adair officially opening our Willinga Road Flinders properties.

Our Board



Michael Szafraniec – Chairperson

Bachelor of Science (Population Health) and MBA (International Business)

Michael brings to the Housing Trust a wealth of experience from the community service not-for-profit sector both locally and internationally. Michael also brings to the role international community development experience gained through working with the United Nations Dept. of Economic and Social Affairs in both New York and Geneva. Michael is a lead consultant for international social policy change and provides regular contributions to the world public sector report and the International Committee of Experts in Public Administration.



Roy Rogers – Deputy Chair

BScEng (merit Civil Eng.), Master of Management (MBA), MIEAust, CP(Eng), MAICD

Roy Rogers has significant experience in Construction, Marketing, Executive Management and Leadership. Roy's strengths are in developing strategies that lead business performance and growth, managing organisational change and developing organisational culture that improves personal growth and business performance. In 2016 Roy was the recipient of the Illawarra Business Chambers' Leader of the Year Award.



Scott Bridgement

B.Com FCPA MAICD FGIA FIML

Scott Bridgement is an internationally experienced Finance and Strategic Executive in Government, Private and the NFP sectors. He is currently the Director of Sustainability, Business & Investment at Shellharbour City Council. Previously Scott held executive roles in NSW State Government as Chief Financial Officer and Director of Strategy, Planning & Innovation at the NSW State Emergency Service. Scott cares about building strong communities and improving the lives of those in need.



Ted Hanson

Property Agency Advance Certificate, Coal Mining Certificate

Ted is a Licensed Real Estate Agent with a 30 + year history of working in the real estate industry at practitioner and management level. Skilled in Negotiation, Business Planning and Coaching. Ted has strong networking skills, broad real estate knowledge and a profound desire to support disadvantaged communities.



Sara Haslinger

Bachelor of Laws, Master of Public Administration (MPA)

Sara is passionate about housing, human services and the construction industry. She has combined all three to create a unique offering to her clients at Setera Consulting an innovative model of consulting, dispute resolution or legal advice. She uses over twenty years expertise in strategic, co-design integral thinking and action driven implementation that delivers outcomes to the human services industry, construction industry and public administrators. She is also a successful public speaker, Board member and volunteer.



Nada Nasser

B.Soc.Sci., Masters in Business Administration (MBA), GAICD

Nada Nasser has significant senior management experience in housing and homelessness and in human services more generally. She has worked in the Government and Not for Profit sectors for many years with a focus on service delivery, strategy and reform. Nada is passionate about improving outcomes for vulnerable people and communities.



John Storer

Bachelor of Engineering (Civil), Post Graduate Diploma (Economics)

John Storer has graduate qualifications in Civil Engineering from the University of NSW and post-graduate qualifications in Economics from University of New England. He has worked as project manager on large infrastructure projects. Since 2006, John has worked as a consultant undertaking sociological research and economic analysis. His work includes general research, strategic planning for community organisations, and economic modelling and feasibility studies for affordable housing strategies and development projects for a range of private, community sector, state and local government clients.



Judy Valic

Bachelor of Commerce, Certified Practicing Accountant (CPA)

Judy Valic has over 30 years' experience in a wide range of finance, accounting and executive management roles.

Judy is passionate about the For-Purpose sector and the positive impact it has on the lives of vulnerable people in our community. Judy has recently commenced consulting through Business Impact Group where she provides a range of services from financial modelling to innovative service design to strategic planning. Judy strives to ensure For-Purpose organisations balance Head and Heart – maintaining financial sustainability while increasing social impact or achieving social change.

Our year in review

2019

JULY 2019

NAIDOC Greene Street Family Fun Day at Warrawong



SEPTEMBER 2019

Tylah West Memorial Garden Opening
White Ribbon Workplace Event



NOVEMBER 2019

Illawarra White Ribbon Day Walk



AUGUST 2019

Residents move into new Eager Street Corrimal development



OCTOBER 2019

Annual Tenant Satisfaction Survey
Results above industry benchmarks



DECEMBER 2019

Housing Trust awarded Wollongong City Council Affordable Housing Grant for \$4.3M

A Very Merrigong Christmas tenant event

Housing Trust Tenant Christmas Party



2020

JANUARY 2020

Portfolio and Financial Growth Strategy approved by Board

FEBRUARY 2020

Support Service delivery at Paddy's Place transitions to Dignity

Premiers Gala Concert and Seniors Expo - Seniors Week

Farrell Gardens Bulli Social Inclusion Program underway including workshops at Bunnings



MARCH 2020

Landmark announcement of Communities Plus project on Crown Street Wollongong in partnership with Traders in Purple

Staff successfully transitioned to working from home due to COVID-19 pandemic

Housing Trust Staff Buddy Program introduced



APRIL 2020

Housing Trust announces purchase of brand new Robert Street Corrimal development

Housing Trust successfully advocates for tenants to be protected from eviction moratorium

MAY 2020

Our Tenant Advisory Group (TAG) continues to meet regularly to provide valuable feedback to Housing Trust



JUNE 2020

New homes officially opened at Willinga Road Flinders

Housing Trust introduces Paid Parental Leave Policy

Housing Trust appointed to deliver Together Home Program working from home due to coronavirus pandemic



Housing Trust tenant Lyn. To read more about Lyn's story go to <https://housingtrust.org.au/news-events/media/>



Our Tenants

We value the feedback we receive from our tenants to ensure we foster a culture of continuous improvement. The 2019 Tenant Satisfaction Survey had a response rate of 38%, well above the industry benchmark of 25%. Some keys results included:



88%
overall tenant
satisfaction



89%
satisfaction with
the condition
of homes



88%
satisfaction
with repairs and
maintenance

Housing Trust tenants are central to our organisation. We encourage participation in both the business, and the broader community. Some of the ways tenants are involved are detailed below.

The Tenant Advisory Group is an opportunity for tenants and Housing Trust staff to collaborate and share information and feedback on services, policy and procedures, a vital role enriched by tenants lived experiences. TAG meetings occurred regardless of the impact of COVID, with many tenants actively embracing technology for the first time.

A number of focus groups were convened this year, concentrating on the Affordable and Leasehold Property Program. Tenants shared their life experiences and how the program can be further developed to suit their needs.

Housing Trust initiated placemaking and social inclusion programs at both Farrell Gardens Bulli, and New Dapto Road Wollongong. These programs gave people the opportunity to beautify shared living areas, create community gardens, and host social events. Throughout the year Housing Trust invites tenants to participate in a range of community events.



Housing Trust tenants Cheryl and Tahrere gathering gardening supplies from Bunnings Wollongong for the New Dapto Rd Community Gardening project



Carol, Housing Trust tenant. To read more about Carol's story go to <https://housingtrust.org.au/using-art-to-help-others/>

Sod turning at Willinga Road Flinders. Pictured: Blaike Tugrul (TDK Corporation), Michael Szafraniec (Chair Housing Trust Board), Michele Adair (CEO Housing Trust) and Tony Donovan (Cardno)



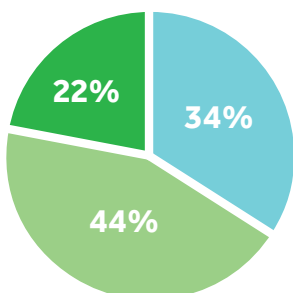
Our Homes



**In the last year
Housing Trust welcomed
108 tenants and their
families to their homes.**



**1,108 affordable
homes for around
2,100 people in our
region.**



**44% (487) of our property
portfolio is owned by
Housing Trust**

**34% (377) is leased from
LaHC**

**22% (244) leased from the
private rental market**

Housing Trust tenants reported 89% overall satisfaction with the quality of their homes, well above industry benchmarks.

Our Property & Maintenance team quickly implemented COVID safe work practices for all staff and contractors to ensure there was little disruption for our tenants.

Housing Trust has a 10 year Strategic Asset Management Plan which details not only how we manage our portfolio but how to grow the portfolio to meet the crisis shortage of Affordable rental homes in the Illawarra.

Find out more about our recent developments and construction projects on our website at housingtrust.org.au/developmentandconstruction



Homes at Willinga Road Flinders under construction



Aerial view of Robert Street Corrimal site.

Housing Trust staff attend the annual Illawarra White Ribbon walk



Our Community

At Housing Trust we are passionate about educating the community about the need for more affordable housing. This year we built on our previous advocacy efforts taking our stories to a wide audience through media and directly to the doors of parliament.

For information on our most recent media stories please see our website: housingtrust.org.au/news-events/media

Housing Trust is committed to delivering the best possible outcomes for our tenants and their families. We believe this is achieved by working collaboratively with our many valued partners, utilising their individual skills and strengths.

Housing Trust actively works with many organisations in the Illawarra in relationships ranging from formal partnerships to informal events. These collaborations are essential to ensuring our tenants have access to services that best meet their needs.

These efforts contribute to reducing homelessness and provide support for those in need to improve their circumstances. It is through these valued connections that we are able to deliver a complete service to our tenants.

We work alongside many Government and private companies in order to achieve our strategic priorities and goals.

To find out more about some of the organisations we partner with please see our website: housingtrust.org.au/community/our-partnerships



Housing Trust CEO Michele Adair speaks to Minister Gareth Ward and Charles Daoud of Traders in Purple at the Corrimal site.



AON Insurance staff lend a hand for a Central Gardens gardening project.

Summary Financial Statements

Statement of profit or loss and other comprehensive income For the year ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue		17,263,087	17,163,572
Other income	1	209,953	14,344,903
Total income		17,473,040	31,508,475
Expenses			
Tenancy and property related expenses		(10,030,684)	(10,302,817)
Employee related expenses		(4,021,507)	(3,723,454)
Office and administration expenses		(1,868,547)	(1,698,585)
Depreciation and amortisation expenses	2	(737,031)	(185,095)
Fair value loss on investment properties	3	(1,130,548)	-
Loss on disposal assets		(1,968)	(77,000)
Fair value loss on financial assets		(1,461)	-
Finance costs		(473,828)	(493,447)
Total expenses		(18,265,574)	(16,480,398)
Surplus/(deficit) for the year		(792,534)	15,028,077
Other comprehensive income for the year		-	-
Total comprehensive income for the year		(792,534)	15,028,077

Statement of cash flows For the year ended 30 June 2020

	2020 \$	2019 \$
Cash flows from operating activities		
Receipts from customers (inclusive of GST)	15,136,197	14,269,435
Receipts from government grants (inclusive of GST)	3,414,895	3,456,402
Payments to suppliers (inclusive of GST)	(16,759,289)	(16,576,114)
	1,791,803	1,149,723
Interest received	73,139	119,807
Receipts from Government Covid-19 stimulus measures	50,000	-
Interest and other finance costs paid	(365,600)	(493,447)
Net cash from operating activities	1,549,342	776,083
Cash flows from investing activities		
Payments for investments	75,672	(55,368)
Payments for investment property	(4,100,014)	(1,503,348)
Payments for property, plant and equipment	(38,435)	(422,230)
Payments for intangible assets	(3,326)	-
Proceeds from disposal of property, plant and equipment	26,364	-
Net cash used in investing activities	(4,039,739)	(1,980,946)
Cash flows from financing activities		
Proceeds from borrowings	3,952,505	493,447
Repayment of borrowings	(482,169)	(827,280)
Net cash from/(used in) financing activities	3,470,336	(333,833)
Net increase/(decrease) in cash and cash equivalents	979,939	(1,538,696)
Cash and cash equivalents at the beginning of the financial year	5,437,547	6,976,243
Cash and cash equivalents at the end of the financial year	6,417,486	5,437,547

Notes

- 33% of properties valued with overall increase in value
- Change to account standard AASB16
- 33% of properties valued with overall decrease in value

Statement of changes in equity
For the year ended 30 June 2020

	Retained Surpluses \$	Total equity \$
Balance at 1 July 2018	141,722,310	141,722,310
Surplus for the year	15,028,077	15,028,077
Other comprehensive income for the year	-	-
Total comprehensive income for the year	15,028,077	15,028,077
Balance at 30 June 2019	156,750,387	156,750,387
Balance at 1 July 2019	156,750,387	156,750,387
Deficit for the year	(792,534)	(792,534)
Other comprehensive income for the year	-	-
Total comprehensive income for the year	(792,534)	(792,534)
Balance at 30 June 2020	155,957,853	155,957,853

Statement of financial position
As at 30 June 2020

	2020 \$	2019 \$
Assets		
Current assets		
Cash and cash equivalents	6,417,486	5,437,547
Trade and other receivables	573,909	1,499,713
Financial assets	54,330	131,463
Other assets	894,715	810,509
Total current assets	7,940,440	7,879,232
Non-current assets		
Investment properties	165,793,031	162,823,565
Property, plant and equipment	430,410	507,155
Right-of-use assets	2,059,449	-
Intangible assets	2,993	84,659
Other assets	-	13,333
Total non-current assets	168,285,883	163,428,712
Total assets	176,226,323	171,307,944
Liabilities		
Current liabilities		
Trade and other payables	1,017,236	1,243,979
Borrowings	8,415	381,808
Lease liabilities	504,852	-
Employee benefits	267,293	226,711
Other liabilities	776,659	608,677
Total current liabilities	2,574,455	2,461,175
Non-current liabilities		
Borrowings	15,901,778	12,058,049
Lease liabilities	1,737,230	-
Employee benefits	55,007	38,333
Total non-current liabilities	17,694,015	12,096,382
Total liabilities	20,268,470	14,557,557
Net assets	155,957,853	156,750,387
Equity		
Retained surpluses	155,957,853	156,750,387
Total equity	155,957,853	156,750,387



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