



HUME COMMUNITY HOUSING ASSOCIATION COMPANY LTD

Hume Housing. A Community Anchor



Hume Housing's Vision

To create vibrant, sustainable
and cohesive communities through
the provision of outstanding homes
and services

Hume Housing Values

- ▶ Champions of Change
 - ▶ Creators of Connectivity
 - ▶ Determined to Succeed
 - ▶ Builders of Resilience
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Hume's Guiding Principles



Housing Continuum

Housing Plus

Valued Customers

Community Anchor

Value for Money


Community Anchor

- ▶ These are independent community led organisations with multi-purpose functions, which provide a focal point for local communities and community organisations, and for community services. They often own and manage community assets, and support small community organisations to reach out across the community.


*(Local Government The 3rd Sector Report 2007
Scottish Community Alliance)*



Strategy and Principles in Operation

- ▶ Neighbourhood Planning System
 - ▶ Community Development Initiatives
 - ▶ Customer Engagement Activities
 - ▶ Capturing and Valuing Customer feedback.
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Neighbourhood Planning

- ▶ Identify defined geographical area, in consultation with customers.
 - ▶ Assess the demographics of the area.
 - ▶ Assess facilities available
 - ▶ Implement traffic light system thus determining required resources
 - ▶ Agree action plan with customers and partners, holding all stakeholders accountable
 - ▶ Determine measures of success
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CODE	CRITERIA	COMMITMENT
GREEN	Number of Properties	Annual individual property inspections
	Feedback received from customers and other relevant stakeholders	Annual Block Meeting
	Below average void levels	Regular scheduled maintenance and servicing
	Little or low levels of reported anti-social behaviour or other adverse activity	Planned upgrade or minor refurbishment within next five years
AMBER	Number of Properties	Annual individual property inspections
	Feedback received from customers and other relevant stakeholders	Bi Annual Block Meeting
	Slightly above average void levels	Regular scheduled maintenance and servicing
	Above average levels of reported anti-social behaviour or other adverse activity	Planned upgrade under 25K
RED	Number of Properties	Annual individual property inspections
	Feedback received from customers and other relevant stakeholders	Bi Annual Block Meeting
	High Void Levels / Hard to Let	Fortnightly visits by Neighbourhood Officer
	Serious and repeated levels of reported anti-social behaviour or other adverse activity	Intense and prompt maintenance and servicing regime introduced: lawns, cleaning and rubbish removal Planned upgrade over 25k

Block Upgrades



Before



After

Community Development at Telopea

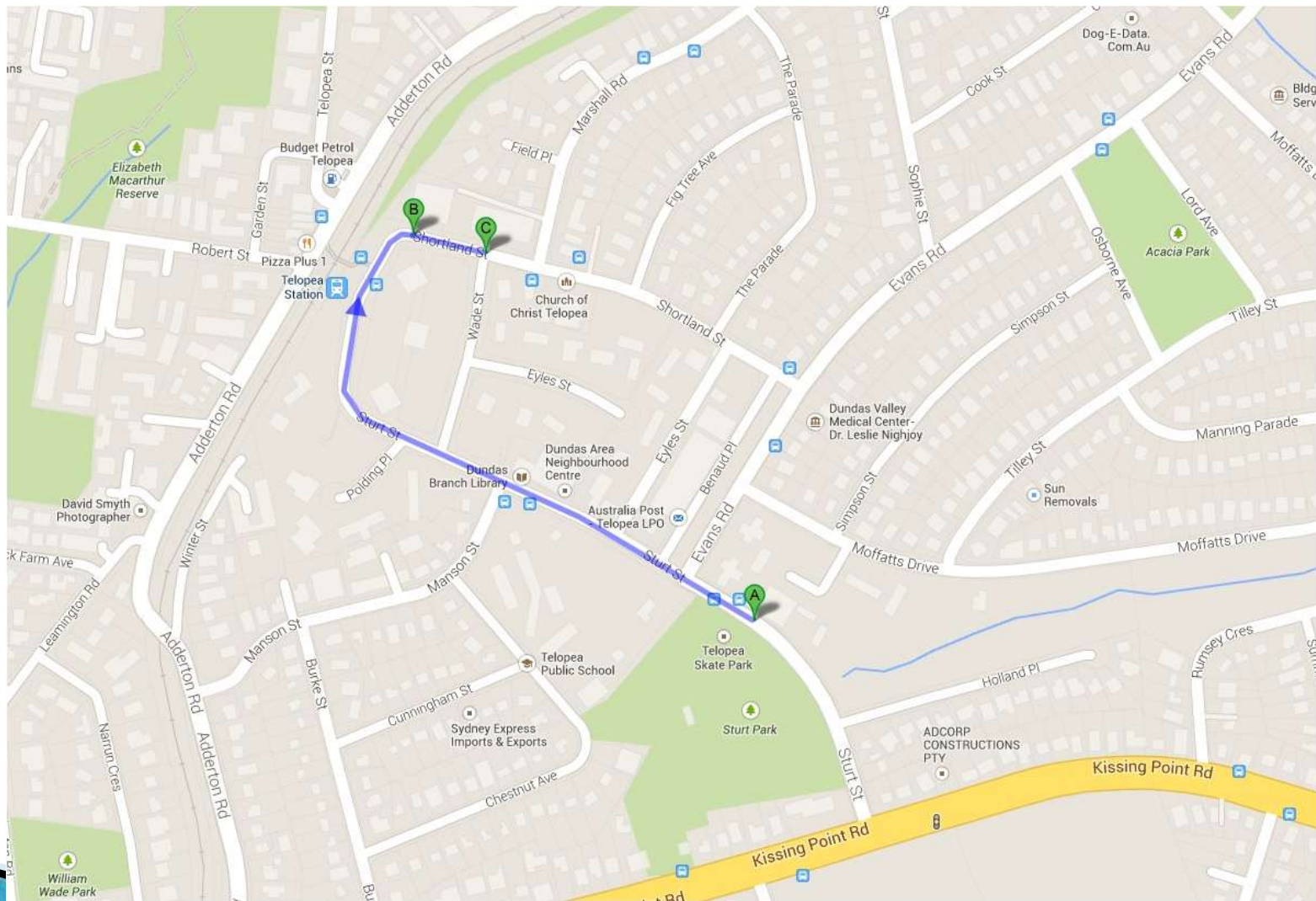


I've had the pleasure of renting through Hume Community Housing since 27/03/2012. I've always found the staff to be very helpful and friendly and willing to go that extra step to ensure our safety, security and overall "good" community spirit.

- Will.

Resident Sturt Street

Teloepa – Shortland and Sturt Street



Teloepa Activities

Teloepa Governance
Group

Established the
Parramatta Adaptive
Partnership Program

Partnership with
Parramatta Council

Teloepa Interagency
Group

Housing NSW and
Promoting Urban
Renewal Plans

Hume Housing's
Community
Engagement
Commitment

Community Spaces

Researching
Community
Development Needs
in Teloepa

Social Outcomes

Customer Engagement

Community Engagement by Hume Housing is made up of one or more of three strategies:

- Inform
- Consult
- Involve



Each has a specific goal, an accompanying promise to the community and a set of methodologies.

Capturing and Valuing Customer feedback



Customer Satisfaction Survey

44% return rate!

Customer Satisfaction Survey Cont..

- 64% of respondents' ancestry was of a CALD background
- 87% combined satisfaction rating
- 92% of customers felt they were listened to by Hume

