



COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

Who are we?

The Community Housing Industry Association (CHIA) NSW is the industry peak body for community housing providers in NSW. CHIA NSW's mission is to support a thriving community-based affordable housing industry that makes a difference to the lives of lower income and disadvantaged households across the state.

Community housing in NSW is growing every day.

There are 145 registered community housing providers in NSW

► In NSW community housing providers:

Manage over 35000 tenancies



Operate in 115 local government areas



Own nearly 10,000 properties



Achieve high tenant satisfaction rates - over 85% in 2016



“ We help our members to be effective businesses, build stronger communities & help tenants realise their dreams ”

Helping the NSW community housing sector grow



WENDY HAYHURST

Wendy, CEO, represents the sector in a wide range of industry panels and working groups.



ADAM WEST

Adam works intensively with organisations to assist in addressing performance improvements, particularly in response to registration, leading CHIA NSW's business improvement work with CHPs and numerous strategic planning processes with CHPs.



DEBORAH GEORGIU

Deborah and her team support the development of industry policy and deliver industry development projects to support improved practice by community housing providers.



Facilitating professional networks



- ▶ CEO's Network
- ▶ Asset & Development Managers' Network
- ▶ Financial Officers' Network
- ▶ Middle Managers' Network
- ▶ HR Network
- ▶ Planning Network
- ▶ Community Development Workers' Network
- ▶ NDIS Network
- ▶ Community Housing Tenants' Network



Providing leadership



- ▶ The Board provides leadership in representing the sector's interests and is responsible for corporate governance.



Representing the sector



- ▶ Work with FACS on housing policy such as property transfer and housing for people with a disability
- ▶ Contribute to the development of effective homelessness strategies
- ▶ Review and provide input to state and local government planning policies
- ▶ Collaborate with other industry peaks on areas of joint interest such as measuring the wider societal benefits of investment in housing and homelessness services
- ▶ Participate in research work through membership of reference groups

Building support for community housing in NSW



Projects & Research



Domestic and Family Violence Toolkit

A FACS funded project to provide tools and resources to community housing practitioners to support an improved response to people experiencing domestic and family violence.

Developing and Managing Mixed Tenure Housing Developments

A project that helps build a better understanding of what is best practice in the development and management of multi-tenure estates.

Managing Strategic Risk Report

A series of in-depth case studies highlighting the experiences of community housing organisations in managing strategic risk.

Creating sustainable tenancies for tenants with complex needs

A toolkit providing practice resources and advice to community housing providers to support the management of tenants who have complex needs.

Building community support for community housing

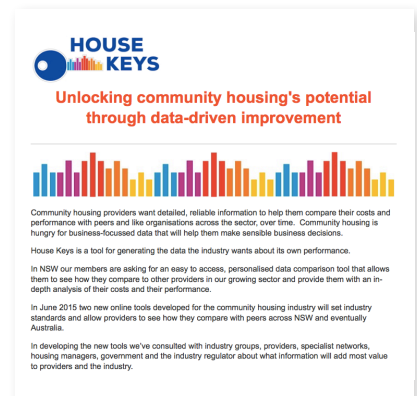
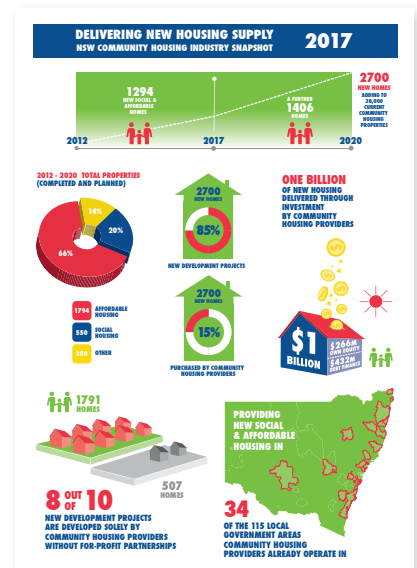
A web-based resource and videos designed for stakeholders who are trying to build community support for social and affordable housing development.

Making better economic for housing policies

A project carried out by the UNSW and supported by CHIA NSW members, designed to make the case to governments about the role of housing in delivering economic outcomes.

A shared outcomes measurement blueprint for Australia

The development of a set of measurable social housing outcome indicators and survey tool for community housing developed in partnership with the Centre for Social Impact (UNSW).



Supporting community housing in NSW



Key CHIA NSW services include:



House Keys Workforce & Operations

The industry's benchmarking system presents levels of tenant satisfaction, housing management and financial performance for 39 providers, as well as benchmarking of the sector's workforce.

CHIA NSW Hotline

CHIA NSW staff responded to 93 hotline calls last year on a wide range of housing management issues.

Tenant Satisfaction Surveys

23 community housing providers used the tenant satisfaction survey service in 2016/17 from six jurisdictions.

The Centre for Training in Social Housing (CTSH)

CTSH delivered 180 units of training to over 255 students via face-to-face, e-learning, distance training and RPL in 2016/17.

Partnerships with other agencies

CHIA NSW has developed partnerships with many government and private sector agencies as part of its advocacy work on behalf of the community housing industry.



Advocacy



- ▶ CHIA NSW is becoming a key authority in the NSW media about the need for community housing and housing affordability in one of the world's most expensive housing markets.



Sydney rent crisis



Events such as:



- ▶ The 2018 Affordable Housing Conference will take place on 27th and 28th June. The 2016 NSW Community Housing Conference attracted over 450 attendees and around a hundred speakers.
- ▶ 'Designing and developing affordable rental housing for communities Masterclass' delivered by Dr. Judy Stubbs based on the two CHIA projects - multi tenure development and management and building community support for community housing
- ▶ 'Meanwhile Use Housing', a forum for government agencies, community housing providers and private developers to discuss the medium term use of land to provide affordable housing