

**TOOL**

About [CHP Name]

About [CHP Name]

[Please customise any of the following to suit your CHP]

Who are we?

COMPANY NAME is a not-for-profit housing organisation that provides long-term affordable, rental housing to eligible people on low to moderate incomes through our property portfolio. We’re locally based and have a long-term commitment to delivering quality housing and services to our local community.

Our Board contains the very best of local expertise in housing and community business management. We have a dedicated team of staff who are committed to improving the lives of the people and communities we support.

COMPANY NAME manages ### properties across AREAS [list regional/metro]. We have been providing homes for vulnerable people in your region for ## years.

[Insert picture of your staff or board, housing or tenants]

What do we believe in?

COMPANY NAME has a mission of excellence in community service. We believe that our clients and our communities are our top priority. We aim to:

* Assist people to solve their housing difficulties by providing high quality, low cost and affordable housing solutions;
* Be responsive to local needs;
* Promote tenant involvement;
* Achieve the highest standards for accountability, efficiency and community service.

Who do we house?

We house a wide range of people on low incomes or with special needs who require affordable rental housing. We match our tenants to properties by looking at their individual needs and paying close attention to location, design and support requirements.

We also lease our homes to key workers such as nurses, teachers and police officers who are an essential part of the make-up of any community.

[Insert a tenant profile as an example of the value of your service]

What does our housing look like?

At COMPANY NAME we believe that good quality housing is essential to the health and wellbeing of our tenants. We develop housing with durable materials that fit well within the local environment. Good quality housing is good for the neighbourhood too.

[Include pictures and info on one or two current developments]

What can we do for our local communities?

COMPANY NAME has developed many successful relationships with our support partners to assist our tenants in need.

We provide more than just ‘bricks and mortar’.

[Insert examples of value adding activities, e.g. Management, support programs, employment, local economic development, etc]

We can also partner with government or the private sector to develop high quality community housing through using our own resources, accessing funding or loans.

What does the future hold in store?

COMPANY NAME is committed to serving our local communities by providing affordable homes for those living in housing stress. We look to:

* **Improve our service delivery** by ensuring our tenants are at the centre of what we do. We will remain committed to providing best practice and ensure our tenant satisfaction rates remain consistently high.
* **Continue growing our property portfolio** so we can continue housing those in greatest need
* **Maintain financial sustainability** and ensure all profits are re-invested back into our local communities.

[Add any specific priorities and plans for the future]

Where can I find out more?

If you want to know more about us, or about community housing generally, contact us on [insert contact details].