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Our mission

To protect social housing assets and ensure quality services to tenants by regulating well governed, well managed, financially viable rental housing agencies.
Our vision

A robust, vibrant regulated housing sector that grows affordable housing for the Victorian community.

- Amendments to the *Housing Act 1983* that took effect in January 2005 created a regulatory framework to encourage the development of rental housing agencies providing affordable housing to low-income Victorians.

- This legislation also created the Registrar of Housing Agencies, with functions and powers to register and regulate rental housing agencies.

- The Housing Registrar was established as an operational unit (formerly called the Office of the Registrar of Housing Agencies) within the Department of Human Services in 2005.

- The Housing Registrar has two main functions:
  - Registration of rental housing agencies
  - Compliance and performance monitoring of registered agencies

Registered housing agencies are not-for-profit organisations that provide affordable rental housing for low-income households, registered as either housing associations or housing providers under the *Housing Act 1983*.

Housing associations are expected to grow social housing by leveraging government funding and existing property portfolios. Housing associations must be companies limited by shares or guarantee.

In addition to managing Director of Housing properties, housing providers may also manage and/or own other properties. Housing providers can be companies limited by shares or guarantee, incorporated associations or co-operatives.
Our principles of good regulation

**Transparency** — clear explanations of decisions and actions taken

**Accountability** — decisions justified by data and evidence

**Proportionality** — monitoring is appropriate to the risks facing an individual agency

**Consistency** — judgements and actions are applied in a predictable way

**Targeting** — focused engagement

**Principles in practice** —
In 2008-09 the Housing Registrar introduced a risk-based approach to regulatory engagement, in recognition of the increased number of registered agencies and their diversity.
Victoria’s regulatory framework for rental housing agencies sets the standard for the provision of quality social housing for low income Victorians. In 2008-09 the completion of our three year registration plan was achieved. Over this time, we have engaged with the community housing sector to implement a rigorous registration process that has challenged and supported organisations on their road to registration. I congratulate the 23 agencies that achieved registration in 2008-09, bringing to 35 the number of registered agencies at 30 June 2009.

Victoria’s registered housing sector is now significant and diverse: from moderately-sized housing co-operatives, to large multi-service housing providers, and eight fast-growing housing associations. The impact of registration and regulation will continue to play out as the capacity of the sector grows.

Government investment in this sector recognises what registered housing associations and housing providers can contribute to the provision of affordable, secure and appropriate rental housing. Through leveraging government funding with private financing and third party contributions, housing associations are producing some 25% more affordable housing than government could achieve by itself. Our Performance Standards ensure that all registered agencies are well governed, well managed and financially viable.

The next few years will see enormous growth in affordable housing produced by the sector. With the Victorian Government’s Growth Strategy funding and the Nation Building Economic Stimulus Social Housing Initiative, this sector is delivering on a program of over 4,000 units over coming years.

I am very pleased to commend to you our second edition of the Housing Registrar Report 2008-09, on the growth and contribution of Victoria’s registered housing sector to meeting housing need. The sector is now well placed to build on demonstrated strengths to work with government, business and the community to deliver better housing outcomes for low income Victorians.

Ken Downie
Registrar of Housing Agencies
2008-09 was an astonishing year of challenges and opportunities. All our efforts to establish and support a strong regulated housing sector that responds to housing need and leverages funding opportunities to produce more affordable housing were put to the test in 2008-09: by the global financial crisis and subsequent massive Nation Building Economic Stimulus Social Housing funding, and then by the Black Saturday bushfires.

At 30 June 2008, only 12 community housing organisations managing over 5,500 affordable housing units across Victoria were registered under the Housing Act 1983, as either a housing association or housing provider. By the end of the financial year, we had 35 registered housing agencies managing around 12,000 units.

The successful completion of the registration phase in Victoria is a testament to the willingness and commitment of the sector to work with the Victorian Government to address housing need and homelessness.

For our eight housing associations, already working to deliver new housing under the existing Growth Strategy, the Nation Building Economic Stimulus Social Housing Initiative announcement in February 2009 set new heights for their development priorities and plans.

Over half of Victoria’s planned 4,500 units will be delivered by housing associations and some housing providers, over the next couple of years. Nation Building has demonstrated the remarkable capacity of housing associations to move quickly to develop affordable housing programs at scale, and make the necessary organisational changes to support this growth.

The shocking toll of the Black Saturday bushfires on 7 February 2009 had widespread impacts on the Victorian community, and the role of registered housing agencies in assisting the recovery should be noted. Housing agencies contributed in a multitude of ways, including the provision of temporary accommodation, housing and related support and referral services, offering staff for recovery centres; being flexible and caring. A number of staff members of these agencies were themselves directly affected by the tragedy.

At the Housing Registrar too, the year brought significant change with Anthony Hardy, our Director, moving temporarily into the role of Director Housing Sector Development from February 2009, as a result of changes brought about by the new Nation Building Economic Stimulus Social Housing Initiative. As the founding Director of the Housing Registrar, we were sad to see Anthony leave, but confident in the lasting effects of his strong and energetic leadership in establishing our regulatory practice.

Jo McInerney
A/Director, Housing Registrar
Update on growth of sector

> During 2008-09, 23 housing providers were newly registered, bringing the total of registered agencies to 35.

> At 30 June 2009, there were 8 registered housing associations and 27 registered housing providers, managing 11,756 rental tenancy units – almost 1,000 new tenancy units were created over the period.

### Agencies registered in 2008-09

<table>
<thead>
<tr>
<th>Agency</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victorian Women’s Housing Association</td>
<td>25 Aug 2008</td>
</tr>
<tr>
<td>Wintringham Housing</td>
<td>28 Aug 2008</td>
</tr>
<tr>
<td>Northcote Rental Housing Co-operative Ltd</td>
<td>8 Oct 2008</td>
</tr>
<tr>
<td>Footscray Rental Housing Co-operative</td>
<td>13 Oct 2008</td>
</tr>
<tr>
<td>Active Property Services Management Ltd</td>
<td>20 Oct 2008</td>
</tr>
<tr>
<td>SouthEast Housing Co-operative</td>
<td>21 Nov 2008</td>
</tr>
<tr>
<td>North East Housing Service Ltd</td>
<td>9 Dec 2008</td>
</tr>
<tr>
<td>South Port Community Housing Group Inc.</td>
<td>22 Dec 2008</td>
</tr>
<tr>
<td>Hanover Welfare Services</td>
<td>22 Dec 2008</td>
</tr>
<tr>
<td>Sunshine/St. Albans Rental Housing Co-operative</td>
<td>22 Dec 2008</td>
</tr>
<tr>
<td>Eastcoast Housing Association</td>
<td>22 Dec 2008</td>
</tr>
<tr>
<td>Northern Geelong Rental Housing Co-operative</td>
<td>17 Feb 2009</td>
</tr>
<tr>
<td>Social Housing Victoria</td>
<td>17 Apr 2009</td>
</tr>
<tr>
<td>West Turk Housing and Elderly Services Co-operative Ltd</td>
<td>17 Apr 2009</td>
</tr>
<tr>
<td>EACH Housing Ltd</td>
<td>17 Apr 2009</td>
</tr>
<tr>
<td>Urban Communities Ltd</td>
<td>1 May 2009</td>
</tr>
<tr>
<td>Prahran/Malvern Community Housing</td>
<td>22 May 2009</td>
</tr>
<tr>
<td>Williamstown Rental Housing Co-operative Ltd</td>
<td>22 May 2009</td>
</tr>
<tr>
<td>Barwon Youth</td>
<td>10 Jun 2009</td>
</tr>
<tr>
<td>Eastern Suburbs Rental Housing Co-operative Ltd</td>
<td>12 Jun 2009</td>
</tr>
<tr>
<td>Aboriginal Housing Victoria</td>
<td>5 Jun 2009</td>
</tr>
<tr>
<td>Centacare Housing Service</td>
<td>29 Jun 2009</td>
</tr>
<tr>
<td>Inner East Social Housing Group</td>
<td>29 Jun 2009</td>
</tr>
</tbody>
</table>
**Key new projects completed**

The financial year was characterised by the acquisition of more than 500 units under the Victorian Government growth strategy, principally through house and land developments or spot purchases. A number of acquisitions represent further redevelopment opportunities to deliver new stock into 2009-10 and 2010-11.

Over 2008-09, many large projects were commenced, which will result in the delivery of significant unit numbers over the next two years.

These larger projects include Elizabeth Street (161 units), Barkly Street Footscray development (71 units), Victoria Harbour (57 units) and Hoddle Street, Collingwood (22 units).

**Nation Building funding announced**

In February 2009, the Commonwealth Government announced the Nation Building Economic Stimulus Social Housing Initiative. 4,500 new social housing units will be delivered in Victoria over the coming years as part of the Commonwealth Government initiative.

Additional Commonwealth funding under the National Rental Affordability Scheme (NRAS), with State Government co-funding, will also add to affordable housing supply.
Registered agencies offer properties for use by bushfire survivors

The Housing Registrar wishes to commend the outstanding efforts of registered housing agencies following the tragic events of Black Saturday, 7 February 2009.

We were not surprised by the rapid and highly organised response by 21 registered housing agencies to the call for vacant properties to house the survivors of the bushfires. Both large and small agencies took up the challenge and quarantined all types of vacant properties, from single rooms in inner city rooming houses to units and houses in many different towns across the state.

All together, 156 properties were offered for use by registered housing agencies, with Loddon Mallee Housing Services providing the highest number of properties (25) to the cause. Loddon Mallee Housing Services also responded immediately to the disaster by establishing a Bushfire Case Management team on the Sunday morning after the fires to address the housing and welfare needs of more than 50 displaced and traumatised victims.

The breadth and scope of the response from all registered housing agencies was unprecedented; most agencies, along with coordinators in public housing, developed new policy and process requests, on the run. As time passed, it became evident many survivors preferred to remain in their locality, due to support from close community ties.

As a result of Black Saturday, the Department of Human Services has formalised its response to future emergency situations such as this, liaising closely with registered housing agencies.

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Nation Building upgrade program – repairs and maintenance

In March 2009, the Economic Stimulus Nation Building funding provided the opportunity to substantially increase grant funding to community housing agencies with the capacity to undertake repairs and maintenance on social housing dwellings. Of $100m awarded to Victoria, a significant proportion was directed towards housing associations on the basis they already undertake maintenance on properties and therefore had the capacity to participate in the initiative. Twelve registered housing providers also received funding, totalling $4.2m. Funding was based on property condition data and also, due to the parameters set by the Commonwealth, what could realistically be achieved in the available time frames.

Nation Building has been a fantastic outcome with many projects finished or nearing completion.

In summary, grants for repairs, maintenance and upgrades for the housing associations were as follows:

- Common Equity Housing Limited $406,950
- Community Housing (Vic) Limited $356,282
- Loddon Mallee Housing Services $482,650
- Rural Housing Network Limited $284,107
- Supported Housing Limited $611,607
- Port Phillip Housing Association $414,785
- Yarra Community Housing $19.25m

**Total of $21.8m (inc GST)**
Case study

Yarra Community Housing inherited a particularly challenging portfolio with many ageing properties offering a low level of resident amenity and associated problems in tenant turnover, safety and social issues.

Funding was provided to achieve the following outcomes:

> The conversion of seven rooming houses (total 120 rooms) to fully self contained units with private kitchens and bathrooms.

> The major refurbishment of a further 15 rooming house properties (total 275 rooms).

> The major refurbishment of 24 X 1 bedroom flats and apartments.

The difficult logistical part of the exercise related to project timelines. Yarra was required to complete all works by 30 June 2010 and spend a significant portion of the funds by 30 June 2009 – and to have all contracts in place to undertake the works by the end of May 2009.

Yarra’s approach was to consult with tenants in each of the seven properties to be converted during April 2009 and develop a plan to move voluntarily approximately 90 people into alternate accommodation for around six months - so the seven properties would be vacant and ready for works to commence in May 2009.

One of the best parts of the story was the response from tenants and level of co-operation and goodwill demonstrated. Agency staff met with tenants at each property, explained the upgrade program and listened to concerns.

The whole process is still a work in progress. However, Yarra has stated the quality of the housing and transformation of properties occurring continues to astound them.
Achievement in the sector

The following registered agencies provided examples to us of achievements during 2008-09.

Establishing HIVE Property Solutions

North East Housing Service established HIVE Property Solutions as an in-house community enterprise responsible for cleaning, garden maintenance and furniture removals to transitional housing management properties.

The agency works in partnership with Northstar, a Specialist Employment Service, to provide people who have a history of long-term unemployment with job opportunities and employment support. The agency aims to expand the program and provide such opportunities for its tenants in the future.

Promoting cooking program

South Port Community Housing promoted a cooking program for tenants with the executive chef from The European Restaurant in Spring Street, Melbourne.

Improving security

Thanks to a grant from Royal Automobile Club of Victoria’s Community Foundation, the Victorian Women’s Housing Association was able to fit security doors on all its properties. As a means of making tenants feel secure, many having fled family violence, this was a significant achievement.
Winning architectural award

Port Phillip Housing Association’s Pyrmont Rooming House Redevelopment at 52 Barkly Street, St Kilda won the 2009 Residential Architecture, Multiple Housing Architecture Award. The heritage listed Pyrmont Mansion site has been redeveloped by the agency to provide innovative community housing for singles, with 35 units comprising 20 studio apartments, 11 one bedroom units and 4 rooming house rooms with shared, communal facilities.

“When I walk through the front gates and someone is behind me I can imagine them asking if I live in this place and I have huge satisfaction in saying that I do”

Mark, long term St Kilda resident

Creating partnerships

In October 2008, Wintringham Housing was awarded the contract to renew and manage the Alexander Miller Estate housing assets. The estate, established in 1914, is a philanthropic trust reaching across 17 sites in rural Victoria in which 173 units are located. The arrangement has created a ground-breaking and unprecedented partnership between Wintringham Housing, the estate and the state government. During the financial year, the agency was awarded over $13m of grant funding from the state government to commence the renewal program.
Agency merger
In December 2008, Yarra Community Housing welcomed MetroWest Housing Services into its company structure. The merger created a large-scale affordable housing association with services ranging from initial assessment and planning to transitional housing, long term housing, supportive housing and community development.

Exciting redevelopment
Loddon Mallee Housing Association received funding to purchase and redevelop the G.K. Tucker Settlement in Carrum Downs, formerly owned by the Brotherhood of St Laurence. The agency is both the developer and project manager of the redevelopment. Site subdivision will deliver 150 lots to the private market and 100 social housing units.

Loddon Mallee Housing Services snapshot
> Delivered 50% of the Victorian Government’s affordable housing targets
> Housed 501 people in short-term crisis accommodation, tenanted 193 people in affordable housing
> Created and filled 46 new staff positions
> Tenanted 193 people in affordable housing
Pioneering new model

Since 2008, in response to growing chronic homelessness, HomeGround Services began developing and promoting a local version of supportive housing, a highly effective approach to ending homelessness pioneered in the US. Together with Yarra Community Housing, Grocon and the Victorian Government, HomeGround is a partner in one of Australia’s most innovative community housing projects. The Elizabeth Street Common Ground project commenced in 2008-09 and will deliver 131 units of supportive housing, half of which is designed for the most entrenched and vulnerable in the homeless population.

Opening new office

Community Housing (Vic) Limited merged with Mitchell Community Housing Inc, signed new protocol agreements with support agencies, and increased its portfolio and tenancies. The merger also allowed the agency to open another office in the Bendigo region totalling eight offices in Victoria.

The agency also won two prestigious awards attesting to high standards followed in both design and construction:

- Winner of 2008 HIA Housing award for best special purpose housing
- 2008 Delfin/Lendlease Grand Master award for best multi unit development

All dwellings were developed on ecologically sustainable design principles and achieved 6 star energy rating.
West Turk Housing and Elderly Services Co-operative was established in December 1986 by local Turkish residents in St Albans. The residents were concerned about the difficulty experienced by many Turkish families in gaining access to affordable housing.

At the time West Turk managed three houses. Today the agency manages 27 three-bedroom houses and 4 two-bedroom units in the St Albans area under the Director of Housing’s Housing Provider Framework. The co-operative provides affordable housing to low income families from a Turkish background. The majority of tenants are families. The rent paid by tenants provides income for property maintenance and ongoing management and development.

The founders established the service within the strong tradition of self help in the Turkish community. This tradition, drawing its strength from volunteering, has been and continues to be an underlying factor in the co-operative’s successful development.

In addition to its core business, the co-operative also provides advice and support to the wider Turkish community.

A full-time Housing Manager is employed by West Turk to coordinate its day-to-day operation.

The current viability of the co-operative is reflected by its strong financial position with current reserves in excess of $300,000.

“Registration has helped us work towards our goals of providing secure, affordable and environmentally sustainable long term community housing managed by and for low income people that delivers excellent services to improve resident quality of life.”

Greg Flynn
CEO SouthEast Housing Co-operative
Urban Communities is a property management company, whose mission is to be an agent of urban renewal in disadvantaged communities. The agency manages government owned housing, private rental, owners corporations (bodies corporate) and provides facilities management services. Service is underpinned by a community building approach.

Urban Communities origins were in the redevelopment of the Kensington Public Housing Estate. The estate was identified as an area benefiting from a shift to a mix of public and private homes. The redevelopment project was launched in 2002.

The agency evolved from a joint partnership between the Victorian Government and the redevelopment property developer, Becton, who shared a vision for on site (place) management and an integrated approach to public and private housing. The concept of place management and the building of a community were embraced as just as important as the built form. Urban Communities was incorporated in 2007 and in the same year gained a Real Estate licence.

In 2008, Urban Communities signed a 10 year agreement with the Victorian Director of Housing to manage public housing on the Kensington Redevelopment. This was a significant shift in government policy, being the first time in Victoria, public housing tenancy management had been wholly integrated within a non government organisation.

Urban Communities is about people, places, practices and partnerships. Their credo is simple: to “create great places to live”.

Housing Registrar Report 2008–09
Sector performance overview

2008-09 marked significant growth in the registered housing sector to 35 registered agencies, employing over 950 staff and managing over 11,500 housing units.

During the year, 119 new staff positions were created in registered agencies, and 936 new housing units came on line. Tenancy management indicators show effective management of both long term and transitional housing.

<table>
<thead>
<tr>
<th></th>
<th>Associations FY 2009</th>
<th>Providers FY 2009</th>
<th>Total sector FY 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of registered agencies</td>
<td>8</td>
<td>27</td>
<td>35</td>
</tr>
<tr>
<td>Number of staff</td>
<td>365</td>
<td>592</td>
<td>957</td>
</tr>
<tr>
<td>Number of full time equivalent</td>
<td>321.6</td>
<td>505.1</td>
<td>826.7</td>
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<tr>
<td>Number of new positions created</td>
<td>71</td>
<td>48</td>
<td>119</td>
</tr>
<tr>
<td>Tenancy units owned</td>
<td>4,858</td>
<td>128</td>
<td>4,986</td>
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<tr>
<td>Tenancy units managed</td>
<td>1,841</td>
<td>4,929</td>
<td>6,770</td>
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<tr>
<td>Total units managed</td>
<td>6,699</td>
<td>5,057</td>
<td>11,756</td>
</tr>
<tr>
<td>Number of new tenancy units</td>
<td>837</td>
<td>99</td>
<td>936</td>
</tr>
<tr>
<td>Vacancy rate (vacant tenantable)</td>
<td>1.6%</td>
<td>2.0%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Rent arrears (% rents charged) - affordable housing</td>
<td>1.2%</td>
<td>2.8%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Rent arrears (% rents charged) - transitional Housing</td>
<td>2.7%</td>
<td>3.5%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Board participation rate</td>
<td>77.7%</td>
<td>78.9%</td>
<td>78.5%</td>
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<tr>
<td>Average times board met during the year</td>
<td>11</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Average number of board positions</td>
<td>10</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

Housing associations

The financial position of housing associations as a group showed improved financial viability in 2009, with increased operating earnings (EBITDA), good liquidity (current ratio 1.94 times) and low gearing (LVR average 5.4%).

The total assets for this group of companies topped $1.1bn by the end of 2009 as a result of increased development activity, driven by increased capital grant payments.

Key financial ratios for housing associations

<table>
<thead>
<tr>
<th></th>
<th>FY 2008</th>
<th>FY 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating EBITDA ($ millions)</td>
<td>8.0</td>
<td>9.5</td>
</tr>
<tr>
<td>Operating cash flows ($ millions)</td>
<td>16.5</td>
<td>19.0</td>
</tr>
<tr>
<td>Operating cash flows as a % of operating revenue</td>
<td>42%</td>
<td>36%</td>
</tr>
<tr>
<td>Liquidity – current ratio (times)</td>
<td>2.44</td>
<td>1.94</td>
</tr>
<tr>
<td>Interest cover based on operating EBITDA (times)</td>
<td>3.73</td>
<td>2.84</td>
</tr>
<tr>
<td>Average loan to valuation ratio</td>
<td>4.5%</td>
<td>5.4%</td>
</tr>
</tbody>
</table>
## Income statement

<table>
<thead>
<tr>
<th></th>
<th>Associations FY 2008 $ millions</th>
<th>Associations FY 2009 $ millions</th>
<th>Total sector FY 2008 $ millions</th>
<th>Total sector FY 2009 $ millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent revenue</td>
<td>22.0</td>
<td>30.4</td>
<td>30.4</td>
<td>45.9</td>
</tr>
<tr>
<td>Operating grants</td>
<td>9.0</td>
<td>11.7</td>
<td>45.4</td>
<td>51.2</td>
</tr>
<tr>
<td>Other revenue</td>
<td>8.1</td>
<td>11.3</td>
<td>14.2</td>
<td>19.5</td>
</tr>
<tr>
<td><strong>Total operating revenue</strong></td>
<td><strong>39.1</strong></td>
<td><strong>53.4</strong></td>
<td><strong>90.0</strong></td>
<td><strong>116.6</strong></td>
</tr>
<tr>
<td>Admin and property expenses</td>
<td>26.0</td>
<td>38.0</td>
<td>71.8</td>
<td>94.0</td>
</tr>
<tr>
<td>Depreciation</td>
<td>2.5</td>
<td>4.2</td>
<td>3.7</td>
<td>5.4</td>
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<tr>
<td>Finance costs</td>
<td>2.2</td>
<td>3.3</td>
<td>2.2</td>
<td>3.4</td>
</tr>
<tr>
<td>Other expense</td>
<td>3.2</td>
<td>4.1</td>
<td>5.8</td>
<td>7.3</td>
</tr>
<tr>
<td><strong>Total operating expense</strong></td>
<td><strong>33.9</strong></td>
<td><strong>49.6</strong></td>
<td><strong>83.5</strong></td>
<td><strong>110.1</strong></td>
</tr>
<tr>
<td>Net operating surplus</td>
<td>5.2</td>
<td>3.8</td>
<td>6.5</td>
<td>6.5</td>
</tr>
<tr>
<td>Capital grants</td>
<td>141.4</td>
<td>164.4</td>
<td>141.5</td>
<td>165.8</td>
</tr>
<tr>
<td>Other one time items*</td>
<td>453.8</td>
<td>14.2</td>
<td>453.9</td>
<td>16.1</td>
</tr>
<tr>
<td><strong>Net surplus</strong></td>
<td><strong>600.4</strong></td>
<td><strong>182.4</strong></td>
<td><strong>601.9</strong></td>
<td><strong>188.4</strong></td>
</tr>
</tbody>
</table>

*Includes asset transfers

## Balance sheet

<table>
<thead>
<tr>
<th></th>
<th>Associations FY 2008 $ millions</th>
<th>Associations FY 2009 $ millions</th>
<th>Total sector FY 2008 $ millions</th>
<th>Total sector FY 2009 $ millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and short term investments</td>
<td>63.2</td>
<td>72.1</td>
<td>83.6</td>
<td>98.7</td>
</tr>
<tr>
<td>Other current assets</td>
<td>12.4</td>
<td>18.2</td>
<td>13.5</td>
<td>20.4</td>
</tr>
<tr>
<td>Current assets</td>
<td>75.6</td>
<td>90.3</td>
<td>97.1</td>
<td>119.1</td>
</tr>
<tr>
<td>Housing assets</td>
<td>918.7</td>
<td>1094.9</td>
<td>933.7</td>
<td>1112.4</td>
</tr>
<tr>
<td>Other non current assets</td>
<td>4.3</td>
<td>6.2</td>
<td>9.0</td>
<td>12.1</td>
</tr>
<tr>
<td><strong>Total non current assets</strong></td>
<td><strong>923.0</strong></td>
<td><strong>1101.1</strong></td>
<td><strong>942.7</strong></td>
<td><strong>1124.5</strong></td>
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<td><strong>1039.8</strong></td>
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<td>3.8</td>
<td>4.4</td>
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<tr>
<td>Other current liabilities</td>
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<td>42.2</td>
<td>36.8</td>
<td>56.6</td>
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<td>Current liabilities</td>
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<td>54.8</td>
<td>38.9</td>
<td>55.6</td>
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<tr>
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<td>61.8</td>
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<td><strong>Total non current liabilities</strong></td>
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<td><strong>135.6</strong></td>
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<td><strong>163.3</strong></td>
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<td><strong>176.2</strong></td>
<td><strong>181.2</strong></td>
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<td>Net assets</td>
<td><strong>835.4</strong></td>
<td><strong>1028.3</strong></td>
<td><strong>863.6</strong></td>
<td><strong>1062.4</strong></td>
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<tr>
<td>Total equity</td>
<td><strong>835.4</strong></td>
<td><strong>1028.3</strong></td>
<td><strong>863.6</strong></td>
<td><strong>1062.4</strong></td>
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Data depicted as at 30 June 2009 may be subject to future adjustment.
Operating revenue breakdown of the registered sector

- Rent revenue
- Operating grants
- Other revenue

Composition of total assets of the sector and housing associations

- Total Liabilities
- Equity

Incremental growth in housing assets of housing associations

- Housing asset transfer in 2008
- Housing growth through acquisition/development

* As at 30 June 2009 there were eight HAs
Geographical spread of affordable housing properties managed by registered housing associations and providers

North & West Metro region  32%
Eastern Metro region    11%
Southern Metro region   19%
What tenants say

“It’s so nice to live in a new place... I feel safe and secure... it feels like... it feels like home.”

“Everyone has been so helpful. I appreciate everything you guys have done for me.”

Quotes from Loddon Mallee Housing Services tenants

“HomeGround talked to me and said I qualified for transitional housing. They helped me sign up and got me material and financial aid for settling in. My worker referred me to other programs and linked me with the Young Adults Support Program. I’m doing much better. I’m working part-time for the first time in years and I’m in touch with my parents and foster family again. It is a good place. When I get permanent housing I’ll be even better.”

Michelle, tenant in HomeGround transitional housing property
“When I left my marital home, I had difficulty finding a suitable, affordable home to house my family. Victorian Women’s Housing Association was an answer to my prayer. Not only did they accommodate us, we also received some funds to purchase a refrigerator and a washing machine. We are very grateful and feel safe and supported living in this house. Victorian Women’s Housing Association has certainly helped many women like me overcome domestic violence and family crisis and rebuild their lives in a positive, safe, comfortable environment and tranquility.”

Victorian Women’s Housing Association tenant

“Being made to feel welcome and not second best; the whole experience as being surreal how everything was provided when I moved in, and Women’s Housing Limited workers are lovely to deal with, understanding and try hard to help people out.”

Women’s Housing Limited tenant

“This is our safe zone. I’ll see anybody and say G’day, but I’m very particular about who comes into the house. It’s a trust issue... RACV needs to understand how much they’ve done for us. They’re doors, yeah, but its how that feeling of safety they’ve given us back. You have to feel secure. What safety does for peoples self-esteem... it’s everything.”

Interview with Victorian Women’s Housing Association tenant.

“Having a safe and stable place to live makes a huge difference.”

Philip, tenant in HomeGround Private Rental Management Program property
This letter is to let you know how much we appreciate what you have done for the tenants involved in the refurbishment of some rooming houses. We thank you for finding us somewhere nice to move to during the building works. We thank you for the met tickets to help us get around. We thank you for coming over every Wednesday and buying us lunch. We thank you for the money to do our laundry. And lastly we thank you for addressing our concerns during the moving process. This letter is written by one man, but the sentiment is shared by all your tenants. So, thank you very much Yarra Housing, for everything.

An open letter to Yarra Community Housing
“Community Housing (Vic) Limited gave me a safe and secure home for my children. I am so happy to be here.”

People who live on the estate and Urban Communities have been very good to me and I thank the government I have a roof over my head. I have found all the local services to be very helpful. To be honest and most of all, I enjoy living on the Kensington Estate because the local community treat me like family and I am very happy living here.”

Urban Communities tenant

“Staff at Hanover organised for me to move into emergency accommodation. And while I was there, my support worker helped me find a job as a kitchen-hand. I also got some information on going back to school so I could finish my VCE and go on to TAFE to become a chef. Now I rent my own apartment, I’m nearly finished my chef’s apprenticeship and work full time in a restaurant. I don’t even know how I did anything else for so long. And I really don’t know how I would be doing this now without Hanover’s help.”

Hanover tenant

“We were gobsmacked after living in an old fibro home for so long. We had never heard of Community Housing (Vic) Limited and when we came and looked at the house, my wife fell in love with it straight away. The Department and Community Housing Limited (Vic) made it so easy. The transition was smooth and there were no hassles because of the way they worked together. Best of all, our son didn’t have to change schools.”

Community Housing (Vic) Limited tenants

John was born in Lebanon and migrated to Australia in 1968. He moved to Kensington in 2002 and has lived on the Kensington Redevelopment ever since. John regularly volunteers his time assisting with community events within the Kensington estate.
Tenant Profile

Bryan Yerbury (Yarra Community Housing)

Bryan suffered a work injury with no chance of compensation and knows better than most what it is like to spend decades moving from one short term stop to the next.

While at a Yarra Community Housing rooming house for the last three years, Bryan became a self-appointed care taker of sorts – holding other tenants accountable for their messes and regularly sending would be squatters on their way.

While Bryan waits for his new unit to be completed in Richmond, the Sleep-N-Go hotel in Preston has become his temporary home. This has also been the experience of 80 other Yarra Community Housing residents over the past months. The tenants have settled in well - for the most part- but they are looking forward to leaving the ‘luxuries’ of the hotel and moving back into the self contained units that await them. Bryan says that the hotel is nice with metcards, shuttle buses and laundry money supplied. But it is expensive to get a meal, the rooms are quite small, it can be quite noisy and there are some pretty strict rules in place. Bryan is looking forward to having his own space and a better level of safety from violence, drug dealing and the risk of theft than he has experienced in the past.

When Bryan goes back to Punt Road in November 2010 he is hoping for a very different environment. Two large rooms will have been joined to make up his new unit and he will have five neighbours instead of 11.
Farewell to Violet

Violet Coppin (Rooming House Resident)
14/09/1921 — 19/12/2009

Violet Coppin, tenant of South Port Community Housing Group from 1994, died just before Christmas 2009, aged 87, having lived in rooming houses in inner Melbourne for over 40 years.

Abandoned by her mother to an orphanage when she was a small child, Violet grew up in institutions and lived most of her adult life in rooming houses, mainly in South Melbourne and St Kilda. Violet tried to find her mother once but was unsuccessful. She heard from an aunt later that on mention of her children her mother is said to have exclaimed, “Don’t tell me those two are still alive!” Later, Violet was to discover that she had another brother and sister – and that her mother had given this sister her name, Violet! She never met them.

Violet’s later life in many ways paralleled the history of community housing in Melbourne. Several times after moving into a private rooming house, Violet was forced to move on due to closure of the premises for various reasons. Violet was always matter of fact about these upheavals. Completely independent, she always just packed her few belongings into bags and headed off to find somewhere else.

At the South Port Community Housing Group, Violet took responsibility for distributing the mail and reporting to the office when supplies of toilet paper, garbage bags and light globes were low. Violet’s mantelpiece displayed little presents given to her by people who had moved on. She remembered the story behind every little statue and who had given it to her. She also revealed that in the rooming houses she became careful not to make too many friends “because you get too friendly and when they go, that’s when I get upset.”

As failing health took hold, the South Port Community Housing Group managed to persuade her to move to a newer house in South Melbourne, nearer their office in a room that had its own kitchenette and bathroom. Independent to the end, the only time people can remember Violet actually asking for help was whenever she wanted to fasten the buckles on a pair of favourite red shoes.

Violet was farewelled in a moving funeral service, conducted by Father Bob Maguire with tributes from friends including Gloria and Debbie.

We wish to thank Janet Goodwin, South Port Community Housing Group, who provided the above information.
For the Housing Registrar, 2008-09 marked the successful completion of our three year registration process, and beginnings of risk-based regulation.

In 2008-09 we
- Registered 23 housing providers to meet the June 2009 deadline to register all agencies managing Director of Housing properties. At the end of the year there were 35 registered housing agencies – 8 associations and 27 providers with 3 approved effective from transfer of housing contracts, and one agency seeking an extension to the registration deadline.
Convened the Registration Panel 12 times. (The Registration Panel considers registration applications and the Housing Registrar’s assessment and makes recommendations to the Registrar for registration)

Supported a further five agencies in the registration process

Completed annual reviews for the 2007-08 year for 15 registered agencies

Developed a new financial appraisal tool in conjunction with agencies

Sponsored five housing associations to send a board member to the AICD Company Director’s course

Participated in the discussions around a national regulatory framework and held a Melbourne consultation workshop

With Housing Sector Development, sponsored placements with a number of agencies for visiting UK Housing Association CEO, Michael Newey

Streamlined reporting templates including revising and enhancing our key performance measures and supplementary data collection, in consultation with the registered sector

Participated in the graduate training program welcoming three graduates on rotation into the financial appraisal team

Developed risk based approach to regulation and introduced lead regulation contacts
Meet our financial appraisal team

“Interested in gaining a diverse range of experiences, I studied accounting and psychology, worked in several industries and spent time overseas before joining the Victorian Government Graduate Program in 2009. The opportunity to spend a rotation in the Housing Registrar was not one I could pass up. The team are very welcoming, friendly people, with a strong desire to improve the housing crisis in Victoria.”

Nicole Strong Graduate Training

“I spent most of 2009 in a secondment to the Department of Treasury & Finance and then Primary Industries. But I’ve returned as a permanent member of the Housing Registrar team. I’ve got an accounting/health science background and intend to start the chartered accountants program. One of my favourite things to do is hit a few balls on the driving range. There is a little place near my house with flood lamps so I play at night.”

Kai Chong Analyst
“Having worked in multinational companies in Dubai and India, I have experience in accounting, finance and audit. The focus of my career has always been towards exciting and dynamic positions. I was attracted to this position because of inherent challenges attached to it and the benefit of adding something back to the community in which we live, which is really satisfying. My initial impression proved to be correct and I am proud to say that I work with the Housing Registrar.”

Niraj Pau  Senior Business Analyst

“I started my career with Ernst & Young in the corporate finance division. Thereafter I worked in financial analyst roles covering banks, automobiles and small companies (in the Asia pacific region) and in finance manager and management accountant roles in media and telecommunications sectors. My current role allows me to utilise my broader financial and business skills to enhance financial strategic planning within the sector. The team at the Housing Registrar is great to work with. I love to play cricket and follow the international cricketing calendar.”

Chamath Fernando  Senior Financial Analyst

“I started my career in the Victorian Public Service (VPS), introducing accrual accounting and business and financial planning to regional water authorities. I left the VPS to join the corporate sector, working at EDS Australia, part of the multinational outsourcing and service company EDS.

I joined the Housing Registrar to utilise my broad financial skills, and to promote best business and financial practice in the registered housing sector. This role is the culmination of all my previous experience, and is a rewarding and challenging one.”

Sue Bell  Manager Financial Appraisal
New co-operative protocol

Within the co-operative housing component of the registered housing sector, the past year featured two important developments:

> Agreement reached between a majority of co-operative housing providers to share a common applicant pool for filling of vacancies and provide a three session training program for potential applicants on the co-operative model.

> Development by Common Equity Housing Ltd of a new model of equity co-operative housing based on a Canadian model that will initially target students and key workers on lower wages.
Port Phillip Housing Association project

The Ashwood Chadstone Gateway Project is to be developed to provide a greater supply of social housing within the Ashwood and Chadstone precinct.

This flagship estate development will deliver state-of-the-art design and physical appearance, place management and client focus, the creation of a new and sustainable community and the provision of a significant increase in the supply of social housing. It will showcase the efficacy of partnership between the Director of Housing and a housing association in creating better outcomes for our social housing clients.

It is expected that around 400 social housing units will be completed by 2013. A total of $71.3m in funds will be contributed by the Director of Housing and $68.6m by Port Phillip Housing Association. This is a new model of integrated private and social housing and will rejuvenate the area with a vibrant, new mix of families, singles and elderly Victorians. The development strategy also includes a strong community-building approach with a place manager that has already been established within the Ashwood Chadstone community.

Construction is expected to start in July 2010.
Future plans

Housing Registrar aims for 2009-10

> Implement a communication and information sharing protocol between the Registrar of Housing Agencies and the Director of Housing
> Implement risk-based regulation to agency annual reviews
> Promote further the regulated housing sector through redeveloping the Housing Registrar website
> Assess applications for Housing Association status from a number of current providers
> Implement new functionality on REGIS to allow agency reporting and annual review documents to occur online
> Publish documents to complete the regulatory framework series
> Develop guidance documents and good practice notes covering areas such as treasury management and tenant participation
The team

Mark Hamilton-Smith
Project Leader Regulation

Olga Anisimova
Project Leader Registration

Robert Ayres
Manager Registration

Ken Downie
Registrar of Housing Agencies

Caroline Neske
Project Officer Regulation

Julie Tgrkoss
Executive Office Coordinator

Michael Forbes
Manager Regulation

Anthony Hardy
Director Housing Registrar

Christine Witton
Project Officer Registration
To protect social housing assets and ensure quality services to tenants by regulating well governed, well managed, financially viable rental housing agencies.
With thanks

Acknowledgment to partners

- CHFV
- Council to Homeless Persons
- Domestic Violence Vic
- JPX
- Minter Ellison Lawyers
- Actual Size

Special thanks to the following registered agencies that contributed to the report

- Community Housing (Vic)
- HomeGround Services
- Loddon Mallee Housing Services
- NorthEast Housing Services
- Port Phillip Housing Association
- South East Housing Cooperative
- South Port Community Housing
- Urban Communities
- Victorian Women’s Housing Association
- Wintringham Housing
- Yarra Community Housing
- West Turk Housing and Elderly Services Co-operative