

Think Tank 1: Innovative practices in Aboriginal & Torres Strait Islander housing

Danielle Gentles



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Property Management Transfers in the Aboriginal Community Housing Sector

NSW Department of Communities
and Justice

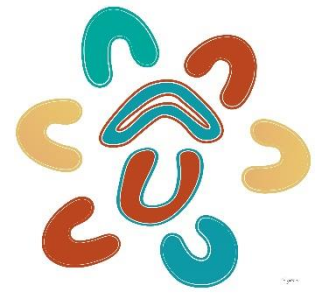
Danielle Gentles, Project Manager



Saretta Fielding is an award-winning Aboriginal artist of the Wonnarua, and Awabakal Nations located in the Hunter Valley NSW.

Woneyn Mariyang shares the story of Housing State-wide Services (HSS), acknowledging Traditional Custodians across their NSW footprint on country and celebrating commitment to leading a network of housing providers, who serve people and communities beyond providing a service.

What will we share today



- Property Management Transfer Program
- What we did and how we did it
- Components of property transfers
- Unintended outcomes
- What challenged us
- What's next

The Program



The transfer of 1500 Aboriginal Housing Office (AHO) properties to Aboriginal Community Housing Provider (ACHP) management. The program was part of the Strong Families Strong Communities strategy.



A staged approach was used to transfer the properties during 2021-2022. Small batches of packages were transferred to ACHPs.



Properties were transferred to registered ACHPs who were selected through an Expression of Interest or Tender process.



Bigger picture

The bigger picture:

- Department of Communities and Justice (DCJ) was engaged to implement the management transfer program in partnership with the AHO
- We agreed to transfer 1500 AHO owned properties to ACHPs by the end of 2022.
- AHO funded the DCJ project team, a cost recovery model was used
- AHO developed the overarching strategy, selected ACHPs, conducted EOI, tenders and managed contracts

What did DCJ do?

- Overall management and implementation of the project
- Facilitating and coordinating work between CHPs, ACHPs & AHO
- Facilitated working group meetings
- Provided business requirements, conducted finance activities, cutover work, transferred data, worked with system vendors and tenancy clean up activities.
- Managed all tenant communication, letters & face to face engagement on behalf of AHO, ACHPs & CHPs





Our Team



What did we achieve?

1382 DCJ managed properties were transferred	123 CHP managed properties transferred	1265 consent forms collected
4101 system letters sent	492 manual letters sent	8 resistant tenants
336 calls received at the Housing Contact Centre	15 transfer packages (some ACHPs received more than one package)	9 ACHPs received properties
4 mainstream CHPs handed over properties	1 three-way transfer (CHP, ACHP and DCJ involved)	18 cutovers (mocks and go lives)



SOUTH AUSTRALIA

QUEENSLAND

NEW SOUTH WALES

VICTORIA



Moree

Coffs Harbour

Armidale

Tamworth

Broken Hill

Dubbo

thurst

Newcastle

Griffith

Sydney

Wollongong

Wagga Wagga

Ganberra

Jervis Bay Territory

Albury

How did we do it?

The AHO retains ownership of the properties

Legislation used - Change of Managing Agent

No new tenancy agreements/leases were signed - Tenants retain tenancy rights and conditions

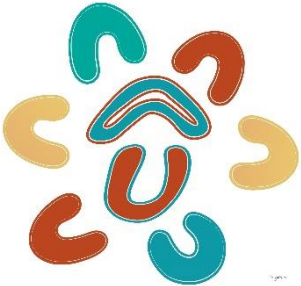
AHO signed contract and management agreements with ACHP

ACHP contractors responsible for maintenance post transfer

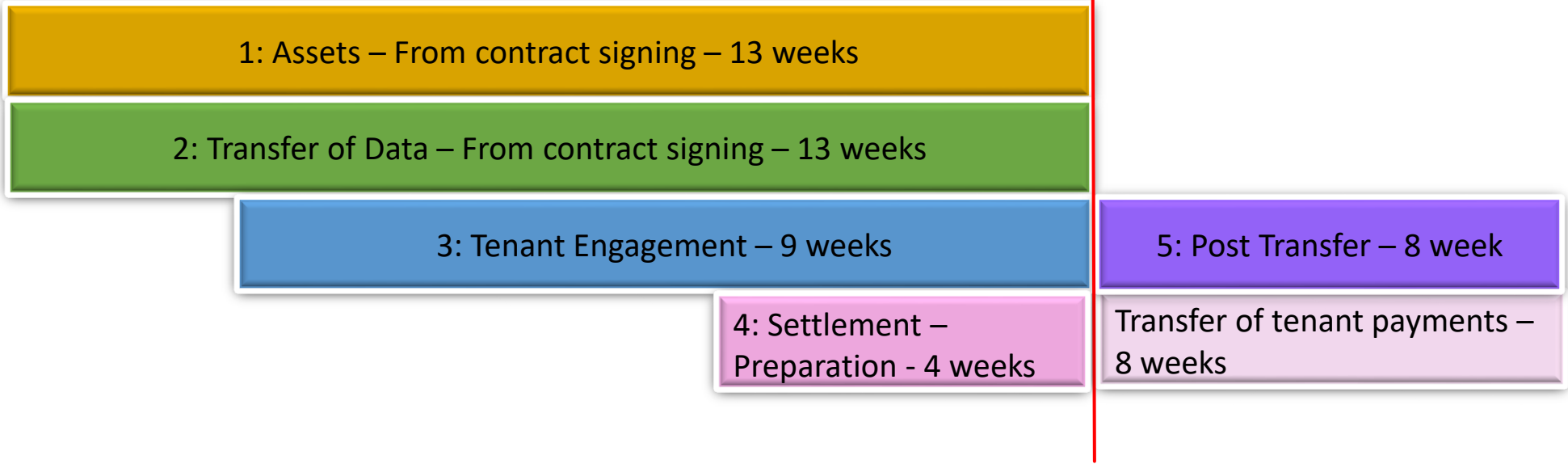
Tenancy credits and debits were transferred to ACHPs (debt was purchased by the ACHP)



Package Timeline

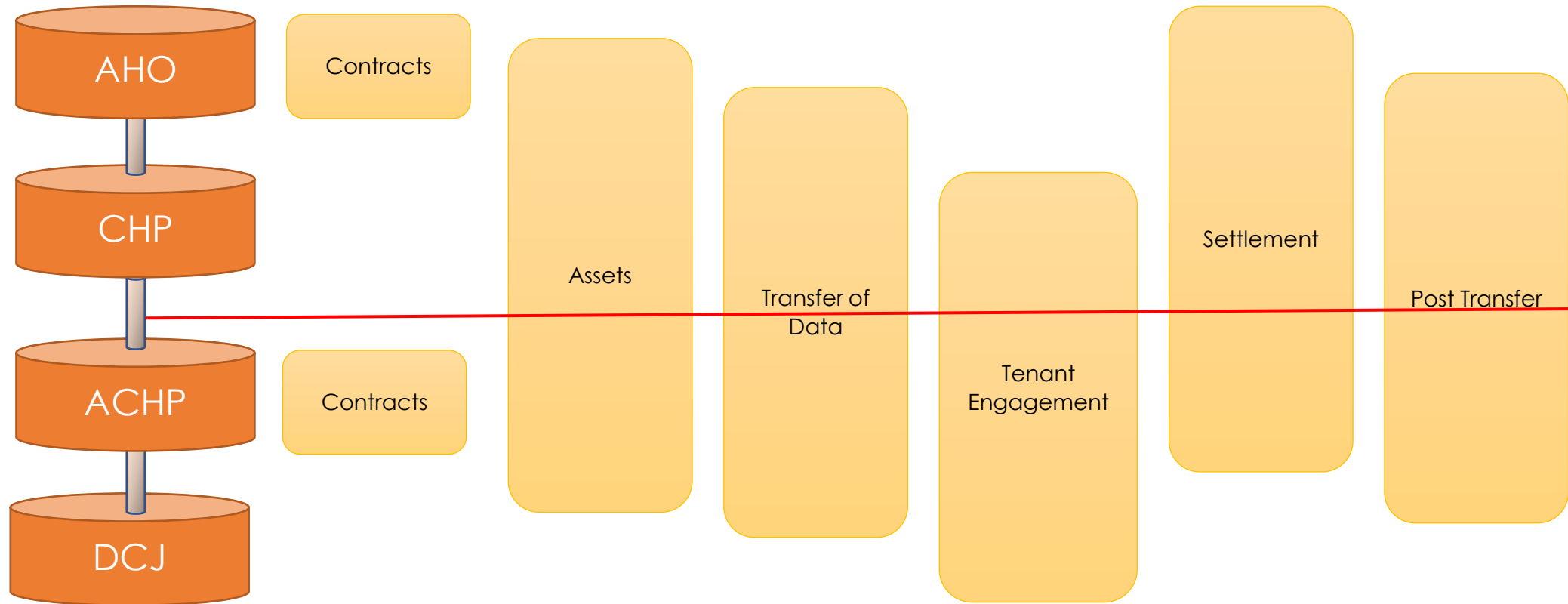


Transfer Go Live





Components of Property Transfers



Tenant Engagement



Letter / SMS

- Advise change of management
- Introduce new managing agent
- Payment cancellations
- Transfer finalised
- Adhoc letters



Fact sheets / FAQs

- Advise change of management and process of transferring to the new ACHP
- Advise any policy changes
- Who to contact
- Responses for general tenant enquiries



Face to Face Home Visits

- Collect forms
- Opportunity to meet and build relationships with tenants
- Follow up any outstanding tenancy matters

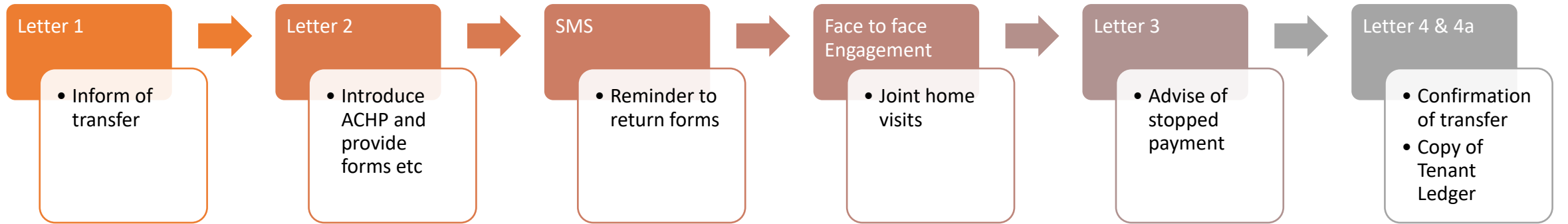


Staff scripts

- Scripts and responses to assist staff to engage with tenants and provide consistent information on the transfer



Tenant Engagement Timeline





The Landmark

ALDI

HARBOUR RADIOLOGY

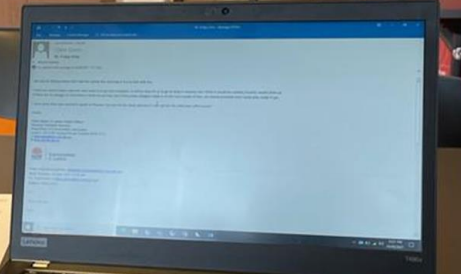
ROYAL INSURANCE

LUX Burgers

ALDI MARKET



SCIENCE WILL SAVE US



ROYAL HOUSING

Unintended outcomes

- Building business capability and capacity within ACHPs, working with newly formed ACHPs, some in remote locations facing many geographical challenges.
- ACHPs to improved their business processes resulting in better tenancy management practices.
- Improving and increasing use of technology amongst ACHPs, developing a better understanding of security and data sharing protocols and liaising with vendors to access support and products to streamline rent payments.
- Provided opportunities for ACHPs to partner with mainstream CHPs and service providers, developing relationships with government agencies to improve service provision to tenants, improving data collection, increasing housing products and building strong relationships with DCJ staff.



Challenges

- Provider Readiness
- Tenant Payments
- Floods
- COVID
- Resistant Tenants



What's next?

- Title Transfers of Land and Housing Corporation (LAHC) properties to the AHO
- More management Transfers
- Other LAHC management Transfers



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Questions??

Contact us:

For further information about the program contact the Project Team at:

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