



Social Housing Management Transfer Program



Program Characteristics

The Social Housing Management Transfer Program (SHMT) will increase the management of social housing assets by non-government partners.

The Program will see an additional 18,000 properties managed by registered community housing organisations. This is made up of:

- More than 700 properties left over from previous transfer programs
- Whole of Location transfers of approximately 14,000 properties in four FACS Districts
- Around 3,300 dwellings redeveloped under the Communities Plus Program

Whole of Location Transfers

Hunter New-England District (excluding Newcastle and Lake Macquarie LGAs)

- Service Package 1: Maitland and Port Stephens LGAs (2,205 properties)
- Service Package 2: Singleton, Cessnock, Dungog, Mid-Coast, Muswellbrook LGAs (1,882 properties)
- Service Package 3: Gunnedah, Tamworth, Walcha, Liverpool Plains, Armidale-Dumaresq, Glen Innes, Gwydir, Guyra, Inverell, Moree Plains, Narrabri, Tenterfield, Uralla LGAs (1,850 properties)

Shoalhaven

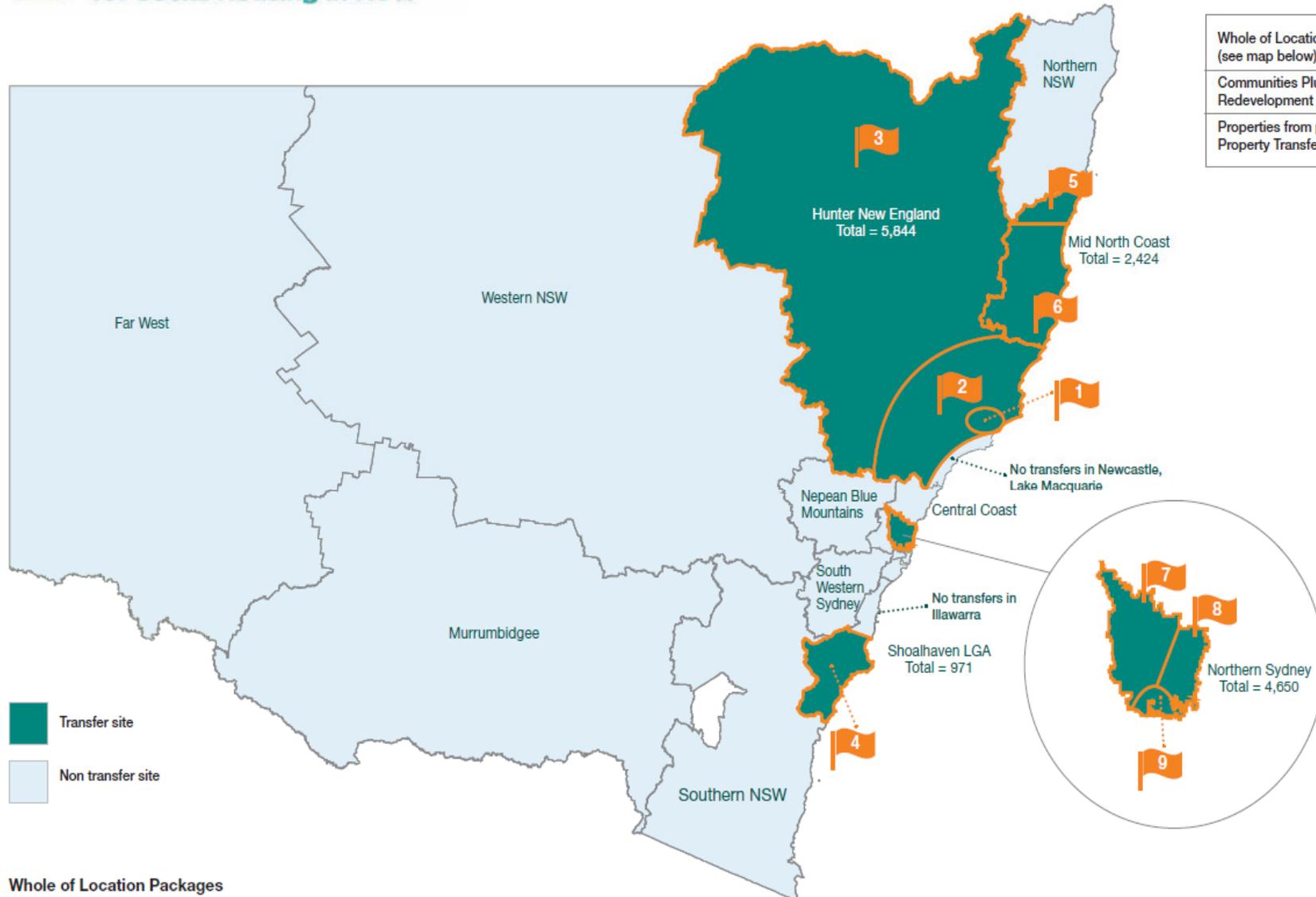
- Service Package 4 Shoalhaven LGA (961 properties)

Mid North Coast District

- Service Package 5: Coffs Harbour and Bellingen LGAs (1,093 properties)
- Service Package 6: Nambucca, Kempsey, Port Macquarie-Hastings LGAs (1,359 properties)

North Sydney District (excluding the Ivanhoe Estate)

- Service Package 7: Ryde, Hornsby and Ku-ring-gai LGAs (1,931 properties)
- Service Package 8: Northern Beaches and Mosman LGAs (1,273 properties)
- Service Package 9: North Sydney, Hunters Hill, Lane Cove Willoughby LGAs (1,559 properties)



Whole of Location Transfers (see map below)	13,889
Communities Plus Redevelopment Projects	3,307
Properties from previous Property Transfer Programs	729

Whole of Location Packages

1 Maitland, Port Stephens
2,212

3 Amidale-Dumaresq, Glen Innes, Gunnedah, Guyra, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth, Uralla, Walcha
1,777

4 Shoalhaven
971

6 Kempsey, Nambucca, Port Macquarie-Hastings
1,353

8 Manly, Mosman, Pittwater, Warringah
1,284

2 Cessnock, Dungog, Gloucester, Great Lakes, Greater Taree, Muswellbrook, Singleton
1,855

5 Bellingen, Coffs Harbour
1,071

7 Hornsby, Ku-ring-gai, Ryde
1,932

9 Hunters Hill, Lane Cove, North Sydney, Willoughby
1,434

Purpose of the Program

- Improve experiences for people living in social housing through high quality service delivery
- Support tenants in achieving long term outcomes
- Enable access to sources of funding that are currently unavailable to FACS to better support tenants
- Strengthen and grow community housing sector in NSW

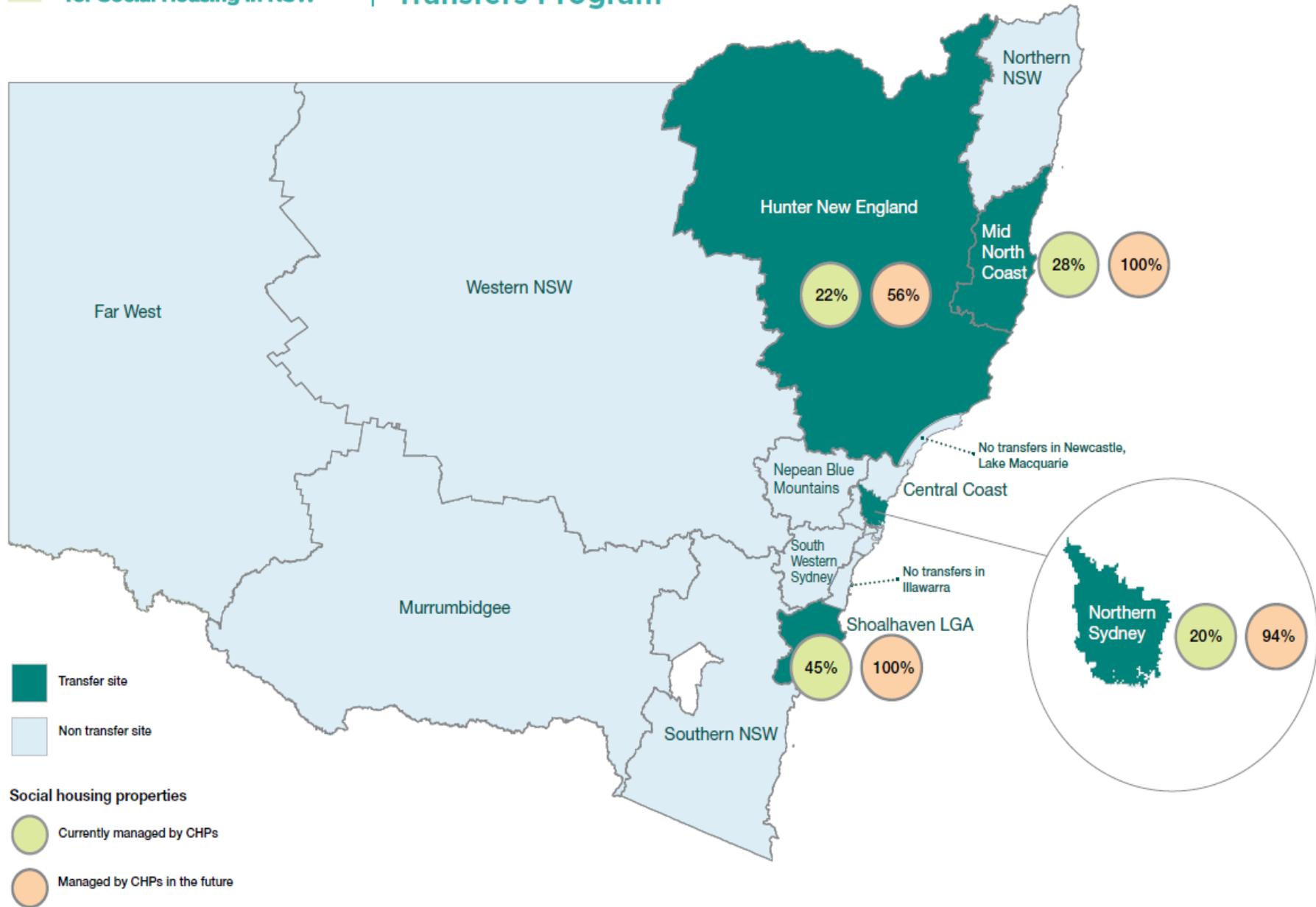
Program Benefits

Increasing management of social housing assets by our non-government partners will:

- leverage community networks to better support vulnerable tenants
- make the social housing system more sustainable, diverse and dynamic
- harness approximately \$1 billion of CRA over 20 years that is currently unavailable to the state
- build the capacity and resources of the community housing sector
- protect the right to housing, income after rent, and tenancy rights of tenants.

Why will this program work?

- Management Transfers have been demonstrated to work in NSW and in a number of other Australian jurisdictions. CHPs in NSW currently manage around 28,000 properties, and the sector has been active in NSW for over 30 years.
- Independent surveys consistently show that tenant satisfaction ratings are higher in community housing
- NSW CHPs have an average tenant satisfaction rate of 79 per cent compared to the system-wide rating of 67 per cent.
- The National Regulatory System for Community Housing (NRSCH) will ensure that CHPs taking part in Management Transfers are well-regulated, financially viable and provide quality services to tenants in accordance with Government legislation and policy.



Facts about CHPs

Community housing offers affordable rental housing for people on very low to moderate incomes, with a housing need. People who are eligible for social housing are also eligible for community housing.

Surveys show that CHP tenants are very satisfied with their homes and services.

In NSW there are:

82

registered CHPs which are generally not-for-profit organisations managed by a Board of Directors.

approximately

28,000

social housing properties managed by registered CHPs. These include those owned by CHPs or government, or rented from private landlords with government funding.

Stages of the Program

- FACS will transfer the management of approximately 18,000 social housing dwellings to CHPs in three tranches:
 - Stage 1 - transfer approximately 700 properties left over from earlier property transfer programs to the CHPs who were selected for them originally.
 - Stage 2 - transfer of all public housing properties (approximately 14,000 properties) in nine locations across four FACS Districts.
 - Stage 3 – Transfer of approximately 3,300 properties through the Communities Plus program.

The process

- CHPs will be selected through a procurement process. Generally the leases will be for a period of 20 years.
- Eligible organisations include CHPs registered under the National Regulatory System for Community Housing, and new entrants that demonstrate the ability to achieve registration. Providers can submit joint proposals.
- The procurement process will start in early 2017 and contracts expected to be signed in late 2017.
- Management transfers will start in early 2018 and take three years to complete.



Will my tenancy transfer automatically?

- Yes. Tenants will not be required to sign a new lease.
- In October 2016, the NSW Government passed new legislation which allows your tenancy to be transferred to a CHP automatically.
- However tenants will still need to sign form to claim Commonwealth Rent Assistance.
- The community housing provider will assist tenants.

What will not change

- Transferring tenants:
 - Will stay in their home
 - The length of their lease will not change
 - Their lease conditions will not change
 - Their income after rent will not change.
 - They will pay rent to the relevant community housing provider
 - Maintenance on the properties will be provided by the community housing provider
- The main difference is that following the transfer, tenants will pay rent to a CHP and will need to claim Commonwealth Rent Assistance from Centrelink.
- Centrelink and the Department of Family and Community Services are working together to make this transition as easy as possible for tenants.

Commonwealth Rent Assistance

- **Commonwealth Rent Assistance (CRA)** is a rental supplement for low-income earners provided by the Australian Government and paid through Centrelink.
- **Community housing tenants are generally eligible for CRA.**
- The rent CHP tenants pay includes their subsidised social housing rent plus CRA.
This means that when tenants transfer to a CHP they pay rent and CRA, but it does not cost them any more money.

Commonwealth Rent Assistance

- If you are paying rent and are receiving a pension, allowance, or benefit from Centrelink, you may be entitled to receive Commonwealth Rent Assistance.
- If you are entitled to Rent Assistance you must claim the full entitlement as this amount will be included in the rent calculation that you pay to a community housing provider.
- This provides additional revenue that enables community housing providers to provide better services to tenants.
- The community housing provider will assist tenants in completing all relevant paperwork to claim CRA from CentreLink.

CHP responsibilities after transfer

- Protecting tenant's rights
- Ensuring comparable tenancy policies
- Increasing tenant satisfaction through delivery of quality services
- Increasing access to support and additional services that many tenants need.
- Leadership role as the sole housing provider in the area.
- Build networks and partnerships in the local community
- Increased role in renewal and social inclusion partnerships

FACS tenant communication

- FACS will advise transferring tenants via letter of the impacts of the Program
- FACS and CHPs will also meet with tenants to explain the changes to them.
- FACS and the CHPs will provide support to tenants throughout the transfer of management.
- FACS will use a combination of letters, factsheets, joint tenant visits and tenant forums to explain the changes to tenants.

Support for tenants

- FACS and the CHPs will be there to support tenants through the transfer of management.
- If tenants have any questions about the transfers or want to talk to someone, they can:
 - Call the Housing Contact Centre on 1800 422 322. This is a free call from landlines, most mobile phones and the phones in your local Family and Community Services housing office.
 - Speak to the local Family and Community Services client service team.
 - Visit www.facs.nsw.gov.au/managementtransfers
- Family and Community Services provide a range of language services to ensure that all tenants have equal access to public housing services and information.