

# Annual Report

## 2016-17



Baptcare  
Affordable  
Housing

the best of care

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*This is the fifth Annual Report for  
Baptcare Affordable Housing (BAH).*

# Introduction

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We started our year completing 16 units at Wangaratta, doubling the number of units under management to 32.

Since then we have successfully purchased another four units through a successful application to the Department of Health and Human Services, and completed 12 units as the first stage of delivery at Norlane. By Christmas this year we will have 90 units under management.

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## Contents

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Introduction	1
Message from the Chair	2
Chief Executive's Report	3
Achievements	4
Financial Report	6
BAH Board meetings	12
Tenancy Satisfaction Survey	13

Front cover main image acknowledgement: Geelong Advertiser

Main cover image: Jamie Felsch and his three children, affordable housing residents at Norlane Integrated Community

Background image front cover, page 1 & 6 images: Baptcare Norlane Integrated Community affordable housing residences



**Baptcare Affordable Housing (BAH) commenced its business activity in 2013 in response to the ongoing commitment by its parent company, Baptcare Ltd, to become more involved in meeting the needs of the most disadvantaged in our community.**

This commitment by Baptcare has led to:

- develop a program for people seeking asylum, funded internally and by a sizeable donation, for refugees escaping poverty, war, and violence, and providing them with a safe haven (Sanctuary) where they have the opportunity to start a new life.
- establish Baptcare Affordable Housing as a Registered Housing Provider.
- purchase a school site in the northern suburbs of Geelong to provide aged care and affordable housing in an area being decimated by the ongoing closure of manufacturing industries.
- tender to provide aged care and housing management in Broadmeadows, an area that rates as one of the most disadvantaged in Victoria.
- commit significant capital funding to build new affordable housing properties over the next five years.
- explore ways to provide suitable and affordable housing choices for people with a disability.

- launch a Policy and Position paper to encourage all Australians to begin to address the enormous need for affordable housing.

BAH is working collaboratively with Baptcare via a strategic partnership to ensure expertise from both organisations adds value to the provision of housing that many agencies working independently are unable to produce. By being a Registered Housing Provider BAH can access resources from Government and the community in ways other Not for Profit (NFP) agencies cannot. Additionally, through ties with Baptcare, BAH has access to resources and expertise that another housing provider may not have.

BAH believes this is a major advantage for government, tenants and communities. BAH are determined to provide quality and affordable housing, as well as respect and dignity, to tenants. BAH will continue to develop the partnership with Baptcare to ensure support and services are delivered that enable tenants to have full and meaningful lives in their communities.

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# Message from the Chair

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**The issue of housing affordability, both purchase and rental markets, has finally found its way onto the front pages of our newspapers, our televisions and, belatedly, is being addressed by both State and Federal Governments. And, we might add, it's not a moment too soon.**

Of course, the biggest issue is that Australia now needs 200,000 dwellings immediately if it is to completely address the need for affordable rental properties for those who are homeless, at risk of homelessness, or struggling to retain housing in the private rental market. This figure alone demonstrates the enormity of the problem.

In Victoria, there have been announcements of:

- A \$1 billion Social Housing Growth Fund. The interest earned from this fund will be distributed to agencies for capital works.
- A Social Housing Pipeline (\$120 million) to provide further housing options for those who are homeless.
- Renewal of public housing estates.
- \$160 million towards addressing homelessness and supporting the homeless, as well as a range of other measures.

The Federal Government has also responded. In the 2017 budget, it was announced there would be:

- The development of a new National Housing and Homelessness Agreement. This will include ongoing funding to State Housing Authorities and \$375 million (over three years) to boost crisis accommodation for the homeless.
- Creation of a \$1 billion National Housing Infrastructure Facility to support local government providing critical infrastructure and site remediation for new housing.
- Handover of land for housing projects, e.g. Maribyrnong Defence Force land (although little, if any, is likely to be made available for social housing).
- Working with the states and territories to specify housing supply targets.
- Encouragement of states and territories to transfer stock to the community housing sector.
- \$10.2 million over ten years to partner with states and territories to trial the use of Social Impact Investment to fund innovative programs aimed at improving housing and welfare outcomes for young people at risk of homelessness.

For BAH these announcements will hopefully create significant opportunities. Capital funding from the Victorian Growth Fund may assist BAH to achieve its stated goal of 500 properties under management by 2020; taking advantage of Management Transfers of public housing will significantly increase BAH's mission of Community Renewal, tenant support programs, and Place Management; and Social Impact Investment will further increase the likelihood of low cost funds to increase housing stock.

So, in many ways, these announcements offer hope. We look forward to seeing many of the promises coming to fruition.

But we won't just sit around waiting. The year gone by has been a good example of the way BAH has understood its mission. We have completed our Wangaratta project that now provides for 27 households and have employed a Place Manager to assist create a "community" of satisfied and engaged tenants; Bapcare commenced building at Norlane and BAH has housed its first 12 families into the units (we are extremely excited by the fact that all 52 units will be completed and tenanted by December this year); and we have purchased a second site in Sunshine that can yield up to 40 houses. Our future is starting to take shape.

It is an exciting time to Chair the Board of BAH. I am pleased with the input from our committed Board and I would like to thank them for their time and energy in attendance and discussion, for the vision they have engendered through those establishment years, to get the purpose and mission focus of the organisation right, and to ensure governance is solid.

We also welcome Louise Daniel as our newest member. Louise has had a long history in the Community Housing sector and will undoubtedly add great value to our meetings.

And finally, I thank Graham Dangerfield, our Chief Executive, for his diligence and support.

I commend this Annual Report to you. It tells the story of our past year, but also points to a future that we can be proud of.

**Philip Curtis**  
Chair of the Board

# Chief Executive's Report

**As I sit to contemplate the year just past and the coming 12 months I am filled with excitement and optimism. We started our year completing 16 units at Wangaratta, doubling the number of units under management to 32.**

Since then we have successfully purchased another four units through a successful application to the Department of Health and Human Services, and completed 12 units as the first stage of delivery at Norlane. By Christmas this year we will have 90 units under management.

Moreover, all the original 11 units at Wangaratta have been upgraded giving us 27 new and 'almost new' units at this site. We are grateful to Bapcare for providing the funds to undertake this work.

We have also purchased a further four dwellings in the outer Western Suburbs to house families escaping violence and have acquired a large site (3,700m<sup>2</sup>) in Sunshine that will provide shelter for up to 41 households.

So, the 2016/17 year has been very busy, but fulfilling.

However, housing numbers alone is not the ultimate reason for us to have started the business of affordable housing. The reason we provide housing is twofold: to help address the huge shortage of affordable rental property, but more importantly to impact lives and create greater hope.

If a family or individual does not have access to a house that is both secure and affordable the impact is severe. Housing security and affordability creates an opportunity to secure stable employment, to participate in a community, to develop meaningful relationships and to give children the stability they need at school and in friendship to prepare them for a productive life. Without housing, or to live in housing where costs are prohibitive, people are unable to participate in a meaningful life.

It is this broader agenda that drives us and the way that we achieve our goals is through partnerships. We are proud of our partnerships and have developed invaluable relationships with McAuley Community Services for Women (McAuleyCSW) who provide very specialised support to our tenants who have come out of violent situations, and Urban Seed that provides both support and community development to our tenants.

At Wangaratta Urban Seed are working towards the creation of a supportive community that will engage tenants in participating in the management of their own community, as well as working with them to improve their lives and life skills. A community garden has recently been created as the focal point of the site where residents can gather to tend and weed the plants, pick fresh vegetables, and build their relationships.

At Norlane, where the site is much bigger, we envisage a range of programs that will help create employment, engagement and add meaning to people's lives. Community gardens, employment and training opportunities through partnerships with local training organisations, an on-site café with a large communal kitchen (that offers training and employment in hospitality), a Men's Shed to train people in craft and other tasks, and gardening opportunities, are to be offered.

We now look forward to another year. I would like to thank the Board for its strong commitment and support to achieve our goals and strategies. We are also very grateful to Bapcare and its generosity and enthusiasm toward our goals. We have high hopes for BAH and greater expectation that our goals will be realised, but it would not be achieved without the strong support of all involved.

**Graham Dangerfield**  
Chief Executive



Philip Curtis, Chair with Graham Dangerfield, Chief Executive

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# Achievements

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## Housing Management

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BAH increased its property under management from 16 units to 32 units over the past 12 months. A further 40 properties will be added to housing stock by Christmas. During the year, the new units at Wangaratta were completed with tenants having settled in. Refurbishment of the 11 existing units at Wangaratta which were built in the early 1990's was completed. A further four houses were purchased following a successful submission to Government to house families escaping violence.

In partnership with Baptistcare, BAH have also been involved in the construction of 52 units at Norlane. Of these 12 now have tenants and the remainder will be completed and tenanted by the end of this year.

## Construction

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### a) Wangaratta

While the new Wangaratta units were completed in the last financial year (2015/16) Rural Housing Network (now re-named Beyond Housing) completed allocating tenancies in the current year. Following the completion of the construction program, some tenants opted for a new unit thereby allowing renovation of existing units. The entire program has now been completed and all units are tenanted.

One of the new units is being used by a "live-in" Place Manager as part of the partnership with Urban Seed. The role is to assist in creating a sense of "community" at the development by creating opportunities for tenants to gather together. These include barbecues, community garden projects, and simply lounging around the pavilion for coffee.

There was extra excitement this year when a \$3,000 grant by Gateway Health was provided to purchase raised garden beds and Bunnings made donations of trees, shrubs, seedlings and garden furniture.



Work at Norlane is moving ahead with 12 dwellings handed over for tenancy. The builders are on track to complete the housing component of the project by Christmas 2017.

Two examples of the constructed affordable housing at Norlane Integrated Community. Inset: Norlane's local residents and Baptcare staff at the opening ceremony of the 12 newly built houses in the Norlane Integrated Project.

### **b) Norlane**

Work at Norlane is moving ahead with 12 dwellings handed over for tenancy. The builders (Hamlan Homes) are on track to complete the housing component of the project by Christmas 2017. Baptcare, meanwhile, has started works on the Community Hub and Residential Aged Care Facility with all works to be completed by February 2019.

### **c) Valley Park, Broadmeadows**

Sadly, there is no news regarding BAH's involvement at Valley Park, Broadmeadows. We continue to meet with Office of Housing personnel to discuss low rental independent living units to be built adjacent to the Baptcare residential aged care facility and for BAH to provide place management services to the new estate.

### **d) Bayswater**

The 2,000m<sup>2</sup> site located adjacent to a Woolworths supermarket at the end of the Bayswater shopping strip will provide much needed housing for low income households in Bayswater. BAH is currently looking at several design options that will best suit the purposes of the projected tenants.

### **e) Land acquisitions**

A further site has been purchased at Albion, very close to the Sunshine central shopping district. This site is 3,700m<sup>2</sup> and will yield up to 40 dwellings. This particular property may be developed as part of a currently being negotiated government partnership proposal.

### **e) Tenders**

As this report is being written, the Victorian Government is preparing a tender to commence redevelopment on some of the many sites where old public housing has been demolished. As many of these sites are in Norlane, and because BAH now has a strong presence in Norlane, BAH will focus on being to be chosen to be the Provider to work with the Director of Housing on this project.

# Financial Report 2016-17

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## Statement of profit or loss and other comprehensive income for the year ended 30 June 2017

	Note	2017 \$000	2016 \$000
<b>Revenue</b>	<b>3</b>	<b>1,204</b>	<b>152</b>
Employee benefits expense		(25)	(31)
Property maintenance		(37)	(18)
Services and utilities		(38)	(26)
Admin Fees		(18)	(-)
Depreciation and Amortisation		(24)	(-)
Other expenses		(258)	(59)
<b>Total Expenditure</b>		<b>400</b>	<b>134</b>
<b>Surplus for the year</b>		<b>804</b>	<b>18</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>804</b>	<b>18</b>

## Statement of financial position for the year ended 30 June 2017

	Note	2017 \$000	2016 \$000
<b>Current assets</b>			
Cash and cash equivalents	4	1,759	1,313
Trade and other receivables	5	5	4
<b>Total current assets</b>		<b>1,764</b>	<b>1,317</b>
<b>Non-current assets</b>			
Land	4	6,838	1,999
Furniture and Fittings	5	-	4
<b>Total non-current assets</b>		<b>6,838</b>	<b>2,003</b>
<b>TOTAL ASSETS</b>		<b>8,602</b>	<b>3,320</b>
<b>Current liabilities</b>			
Other payables	7	113	27
<b>Total current liabilities</b>		<b>113</b>	<b>27</b>
<b>Non-current liabilities</b>			
Other payables	7	6,465	2,073
<b>Total non-current liabilities</b>		<b>6,465</b>	<b>2,073</b>
<b>TOTAL LIABILITIES</b>		<b>6,578</b>	<b>2,100</b>
<b>NET ASSETS</b>		<b>2,024</b>	<b>1,220</b>
<b>Equity</b>			
Retained earnings/(Accumulated losses)		2,024	1,220
<b>TOTAL MEMBERS' FUNDS</b>		<b>2,024</b>	<b>1,220</b>

## Statement of changes in equity for the year ended 30 June 2017

	<i>Retained Earnings \$000</i>	<i>Total \$000</i>
<b>Balance as at 1 July 2015</b>	<b>(1,202)</b>	<b>(1,202)</b>
Surplus/(deficit) for the year	18	18
Other comprehensive income	—	—
<b>Total comprehensive income</b>	<b>18</b>	<b>18</b>
<b>BALANCE AS AT 30 JUNE 2016</b>	<b>1,220</b>	<b>1,220</b>
<b>Balance as at 1 July 2016</b>	<b>1,220</b>	<b>1,220</b>
Surplus/(deficit) for the year	804	804
Other comprehensive income	—	—
<b>Total comprehensive income</b>	<b>804</b>	<b>804</b>
<b>BALANCE AS AT 30 JUNE 2016</b>	<b>2,024</b>	<b>2,024</b>

## Statement of cash flows for the year ended 30 June 2017

	<i>2017 \$000</i>	<i>2016 \$000</i>
<b>Cash flows from operating activities</b>		
Receipts from residents, clients and customers	304	154
Proceeds from capital grants, legacies and donations	900	—
Payments to suppliers and employees	(402)	(134)
<b>Net cash provided by operating activities</b>	<b>802</b>	<b>20</b>
<b>Cash flows from investing activities</b>		
Payment for property, plant and equipment and investment property	(4,834)	(2,003)
<b>Net cash used in investing activities</b>	<b>(4,834)</b>	<b>(2,003)</b>
<b>Cash flows from financing activities</b>		
Proceeds from related parties	4,478	2,030
<b>Net cash provided by/(used in) financing activities</b>	<b>4,478</b>	<b>2,030</b>
<b>NET (DECREASE)/INCREASE IN CASH HELD</b>	<b>446</b>	<b>47</b>
<b>CASH AT THE BEGINNING OF THE FINANCIAL YEAR</b>	<b>1,313</b>	<b>1,266</b>
<b>CASH AT THE END OF THE FINANCIAL YEAR</b>	<b>1,759</b>	<b>1,313</b>

**NOTE 1 – NATURE OF THE COMPANY**

Baptcare Affordable Housing Ltd (the Company) is a company limited by guarantee, incorporated and domiciled in Australia. Under its constitution, the Company is unable to distribute its funds to its members by way of dividend or like arrangement. The liability of each member in the event of winding up the Company is limited to ten dollars. As at 30 June 2017, there was 1 member of the Company (2016: 5).

**NOTE 2 – STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES****a) Basis of accounting**

The financial report is a general purpose financial report that has been prepared in accordance with the requirements of Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012, and other authoritative pronouncements of the Australian Accounting Standards Board (the AASB). Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of this financial report are presented below. They have been consistently applied unless otherwise stated.

The financial report has been prepared on an accrual basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year. The comparative numbers are for the period 1 July 2015 to 30 June 2016.

**b) Statement of compliance**

The financial report complies with Australian Accounting Standards and International Financial Reporting Standards ("IFRS").

**c) Critical accounting estimates and judgements**

The preparation of a financial report in conformity with Australian Accounting Standards requires management to make estimates, judgements and assumptions based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and internally. Actual results may differ from these estimates. The accounting policies detailed in Note 2 provide details of these estimates, judgments and assumptions.

**d) Income tax and Goods and Services Tax (GST)**

The Company is exempt from income tax under Section 50 - 5 of the Income Tax Assessment Act, 1997. Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST. Cash flows in the Statement of Cash Flows are inclusive of GST.

**e) Property, plant and equipment**

Properties, plant and equipment are brought to account at cost less, where applicable, any accumulated depreciation and impairment losses. The depreciable amount of all fixed assets, including buildings but excluding freehold land, is depreciated over their useful lives

commencing from the time the asset is held ready for use. Subsequent costs are included in the asset's carrying amount or recognised as a separate asset as appropriate, only when it is probable that future economic benefits associated with the item will flow to the company and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the Statement of Profit or Loss and Other Comprehensive Income during the financial period in which they are incurred. Depreciation on buildings is charged using the straight line method over the estimated useful life of the asset. Depreciation on furniture and equipment including computer equipment is charged using the straight line method over the estimated useful lives of the assets. Depreciation rates used for each class of depreciable asset are:

Class of fixed asset	Rate
Furniture and Fittings	10%
Buildings	2.5%

**f) Impairment of assets**

At each reporting date, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. Any excess of the asset's carrying value over its recoverable amount is expensed to the Statement of Profit or Loss and Other Comprehensive Income. Where the asset does not generate cash flows that are independent from other assets, the Company estimates the recoverable amount of the cash generating unit to which the asset belongs.

**g) Revenue recognition**

Revenue from the rendering of services is recognised upon the delivery of the service to the customer. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Donation revenue is recognised as revenue when the cash is received. All revenue is stated net of the amount of goods and services tax.

**h) Cash and cash equivalents**

Cash and cash equivalents include cash on hand and deposits held at call with banks.

**i) Receivables**

Trade receivables are recorded at amounts due for services rendered less any provision for impairment loss. Accrued income is recorded as income earned which had not been credited to the Company at reporting date.

**j) Trade payables**

Trade payables are carried at cost and represent liabilities for goods and services provided to the company prior to the end of the financial year that are unpaid and arise when the Company becomes obliged to make future payments in respect of the purchase of these goods and services.

**k) New accounting standards and AASB interpretations**

Certain new accounting standards and AASB interpretations have been published that are not mandatory for 30 June 2017 reporting periods but contain an option for early adoption. The Company has reviewed each of these new standards and interpretations and is satisfied that they have no impact on the reported financial position and performance of the Company for the year ended 30 June 2017, and therefore there has been no early adoption of these standards.

NOTE 3 – REVENUE

	2017 \$000	2016 \$000
<b>REVENUE</b>		
Resident fees	2	3
Tenancy rental	283	115
Grants	900	-
Other income	19	34
<b>Total Revenue from Operating Activities</b>	<b>1,204</b>	<b>153</b>

NOTE 4 – CASH AND CASH EQUIVALENTS

	2017 \$000	2016 \$000
<b>CASH AND CASH EQUIVALENTS</b>		
Cash at bank	559	113
Term deposits	1,200	1,200
<b>Total Cash and Cash Equivalents</b>	<b>1,759</b>	<b>1,313</b>

NOTE 5 – TRADE AND OTHER RECEIVABLES

	2017 \$000	2016 \$000
<b>TRADE AND OTHER RECEIVABLES CURRENT</b>		
CURRENT		
Other receivables	5	4
<b>Total Current Trade and Other Receivables</b>	<b>5</b>	<b>4</b>

NOTE 6 – PROPERTY, PLANT AND EQUIPMENT

	2017 \$000	2016 \$000
<b>LAND</b>		
Land and Buildings	6,838	1,999
<b>PLANT AND EQUIPMENT</b>		
Furniture and Fittings at cost	-	4
<b>Total Property, Plant and Equipment</b>	<b>6,838</b>	<b>2,003</b>

Reconciliations of the carrying amounts of each class of asset at the beginning and end of the current financial year are set out below:

	Land \$000	Furniture & Fittings \$000	Total \$000
Balance at 1 July 2016	1,999	4	2,003
Additions	4,858	-	4,858
Disposals	-	(4)	(4)
Depreciation expense	(19)	-	(19)
<b>BALANCE AT 30 JUNE 2017</b>	<b>6,838</b>	<b>0</b>	<b>6,838</b>

## NOTE 7 – OTHER PAYABLES

	2017 \$000	2016 \$000
<b>TRADE AND OTHER PAYABLES CURRENT</b>		
CURRENT		
Other payables	8	27
Accrued Expenses	110	-
GST Liabilities	(5)	-
<b>Total Other Payables</b>	<b>113</b>	<b>27</b>
NON-CURRENT		
Payables due to related entities	6,465	2,073
<b>Total Current Trade and Other Payables</b>	<b>6,465</b>	<b>2,073</b>

## NOTE 8 – CONTINGENT LIABILITIES

At the date of signing of these account, the directors are not aware of any contingent liabilities.

## NOTE 9 – AUDITOR REMUNERATION

	2017 \$000	2016 \$000
Amounts received or due and receivable by the auditors for:		
Auditing the financial statements	4	3
Preparation of financial statements	2	2
<b>Total Current Trade and Other Payables</b>	<b>6</b>	<b>5</b>

## NOTE 10 – RELATED PARTY DISCLOSURES

Baptcare Affordable Housing Ltd's related parties include its Key Management Personnel and related entities as described below. The names of the persons to have held office as Directors of the Company at any time during the year are:

- a) Mr P A Curtis
- b) Mr G S Cooper
- c) Mr R S Dawson
- d) Mr C J McKenna
- e) Mrs J R Scenna
- f) Mrs L Daniel

## NOTE 11 – COMPANY DETAILS

Baptcare Affordable Housing Ltd is incorporated in Victoria, Australia.

**The registered office of the Company is:**

First Floor, 1193 Toorak Road, Camberwell, VIC 3124

**The principal places of business are:**

First Floor, 1193 Toorak Road, Camberwell, VIC 3124

## NOTE 12 – POST-REPORTING DATE EVENTS

During the financial year ending 30 June 2018, Baptcare will loan \$20m to Baptcare Affordable Housing to enable the organisation to pursue its strategic objectives. No other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations, or the state of affairs of the Company in subsequent financial years.

## NOTE 13 – MEMBER'S GUARANTEE

Baptcare Affordable Housing Ltd is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2017, the total amount that members of the Company are liable to contribute if the Company wound up is \$10 (2016: \$50).

# BAH Board meetings

## The Baptcare Affordable Housing Board meetings attended by Directors



Mr Greg S Cooper



Mr Philip A Curtis



Mr Ross S Dawson



Mr Christopher J McKenna



Mrs Julianne R Scenna\*



Mrs Louise Daniel\*\*

Director	Meetings Attended	Meetings Available
Mr Greg S Cooper	7	7
Mr Philip A Curtis	7	7
Mr Ross S Dawson	5	7
Mr Christopher J McKenna	7	7
Mrs Julianne R Scenna*	3	3
Mrs Louise Daniel**	2	3

\* J R Scenna has been granted a leave of absence for the period May 2016 to December 2016

\*\*L Daniel first meeting was February 2017

# Tenancy Satisfaction Survey

The annual Tenancy Satisfaction Survey was completed on 30 June 2017. The survey asks tenants to rate their satisfaction with services provided by BAH without disclosing their identity. We sent out 32 surveys recognising that many were sent to new tenants. Of these 17 were returned. The following results were achieved:

## 1. Previous housing

Of 17 tenants, eight had been homeless at some time in their lives.

- Six had been homeless in the last five years.
- Five had slept rough.
- Six had been in emergency accommodation.
- Eight had come from private rental which was unaffordable.

## 2. Housing standards

Overall has elicited positive responses with no complaints.

## 3. Affordability

This has been positively responded to by tenants.

## 4. Overall satisfaction

All but one tenant was “very satisfied” or “satisfied” with BAH staff. Items covered included promptness of response, courtesy, access to staff, timeliness of response to complaints.

## 5. Responsiveness to maintenance issues

This provided nine positive responses of which four were “very satisfied”. Eight responses highlighted that there had not been any need to request maintenance.

The Tenant Satisfaction Survey is held annually to assist BAH improve its service provision. While the organisation is still young, and many homes still new, it is expected that tenants will mostly be very pleased to have been able to access housing with us. However in coming years, this tool will become increasingly valuable in determining how BAH can improve its service delivery.

Items	Quantity
Number of surveys distributed	32
Number of survey responses received	17
Number of tenants satisfied	16



# Contact

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## General enquiries

Ground floor/1193 Toorak Road  
Camberwell VIC 3124  
(PO Box 230, Hawthorn VIC 3122)  
Phone: 03 9831 7222  
Fax: 03 9831 7272  
Email: [bah@baptcare.org.au](mailto:bah@baptcare.org.au)

## Media enquiries

Baptcare Affordable Housing media line  
Phone: 03 9831 7349  
Mobile: 0428 063 664  
Fax: 03 9831 7272  
Email: [bahmarketing@baptcare.org.au](mailto:bahmarketing@baptcare.org.au)



**Baptcare**  
Affordable  
Housing

BC0892\_12/17

*the best of care*

[baptcare.org.au/affordable-housing](http://baptcare.org.au/affordable-housing)