



2020 FACTSHEET

What is social housing?

Social housing includes community housing, public housing and Aboriginal housing. Social housing is not-for-profit subsidised housing which aims to meet the housing needs of the community. Community housing focuses on addressing housing issues for the local community and works in partnerships with support providers, local government, public housing providers and the private sector.

What is Homes Out West?

Homes Out West is a registered community housing provider which has been operating in the south western Riverina region of NSW since 1984. In the earlier years, the organisation was known as Deniliquin Community Tenancy Scheme. A government initiative in recent years to enhance community housing has seen Homes Out West grow significantly, with the transfer of all Housing NSW properties in the region to Homes Out West's management. Today, with our head office located in Deniliquin, Homes Out West manages more than 400 properties in nine communities along the Murray River corridor from Albury to the South Australian border.

What is our vision?

Homes Out West aims to be regional leader in social housing. Our service is responsive, flexible and customer focused. We aspire to engage the community through creative, innovative and sustainable partnerships to meet the social housing needs of the region. In partnership with other community services, we endeavour to meet individual client needs.

Who makes the decisions?

Homes Out West is governed by a community based Board of Directors. Directors are selected because of their skills and extensive knowledge. Implementation of the strategic direction and service provision are managed by an Executive Team, ably assisted by a professional team across two offices. The organisation also relies in advisory groups in communities served to inform our decision making.

Who controls our activities?

The Housing Act and Housing Regulation 2009 provide the legislative framework for Homes Out West's operations. Homes Out West undertakes an annual registration process with The NSW Registrar of Community Housing. We also have a funding agreement with the NSW Department of Communities and Justice.

How do we operate?

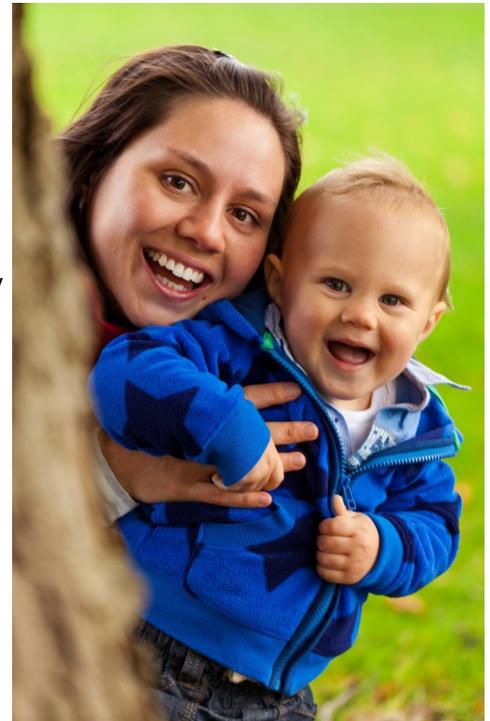
Homes Out West offers long term housing options under the Residential Tenancy Act.

Applicants apply for housing and are assessed for eligibility, which is determined by NSW Government policy. Appropriate housing is then provided dependent on vacancies and movement within current housing stock. We welcome all people and cultures to our service.

We see a collaborative future with community service providers, businesses and other groups as we strive to encourage tenants in affordable housing to be aspirational, not generational.

How do we measure our performance?

The annual registration process that Homes Out West is required to undertake provides a comprehensive



review of how we are performing in all areas. The Executive Team provides comprehensive reports to the Board of Directors on a monthly basis. Annual Tenant Satisfaction surveys also monitor the level of satisfaction with the services Homes Out West provide.

For more information:

Deniliquin

139 End Street

Phone: 03 5881 4182

Albury

449B Swift Street

Phone: 02 6021 8899

www.homesoutwest.com.au