



CITY WEST
HOUSING



TENANCY SUPPORT **PARTNER STRATEGY**

LIVE. WORK. LOCAL.

ABOUT CITY WEST HOUSING

City West Housing (CWH) is the only non-profit, affordable housing provider in New South Wales delivering the full spectrum of services from new housing development, to maintaining our own independent housing register of interested applicants, tenancy management and community engagement programs.

Many of our very low to moderate income earners do not qualify, or cannot wait for homes on the State's long social housing waiting list. Others cannot find or afford rental housing in the private market near where they work so struggle to pay the rent, have to settle for sub-standard housing or must commute long distances.

***We build stronger
communities and
improve people's
lives by providing
affordable housing.***

That's where CWH differs. If applicants meet CWH's key income eligibility and other criteria, they can benefit from much shorter waiting periods to secure a tenancy with us, due to our stand-alone register of properties and assessment process.

CWH is also in the process of expanding its development footprint and property portfolio into more Sydney LGA's, helping to address the enormous demand for affordable housing in Australia's biggest and most challenging housing market.

ACKNOWLEDGEMENT OF COUNTRY

City West Housing acknowledges the Traditional Custodians of the land on which we operate and throughout Australia. We pay our respects to their Elders past, present and emerging, for they hold the memories, traditions, cultures and hopes of Aboriginal and Torres Strait Islander Australia. We acknowledge that Aboriginal and Torres Strait Islander peoples continue to live in spiritual and sacred relationships with this Country.

City West Housing resides on Gadigal Country.

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OUR TENANCY SUPPORT PARTNER STRATEGY

CWH actively seeks to partner with like-minded organisations as it develops and manages its affordable housing portfolio, builds stronger communities and provides valuable support services for our residents.

Already we partner with a range of Government, Corporate, Community and Industry organisations who collaborate with us to fund, resource, educate, advocate and provide key services, as we work together to transform lives and create stronger communities.

CWH's Tenancy Support Partner Strategy seeks to identify new agencies and organisations who can provide targeted support services, tailored to meet the requirements of our more vulnerable residents, with a view to maintaining their tenancies for the longer-term.



WHAT WE AIM TO ACHIEVE

Through the Tenancy Support Partner Strategy, CWH broadly aims to:

- » Maintain at least 12% of our tenancies, for Aboriginal & Torres Strait Islander households
- » Reduce the number of tenancies defined as being 'vulnerable'
- » Reduce negative exits from CWH homes
- » Reduce the level of debt owed to CWH
- » Track feedback from tenants, reporting positive interventions by CWH and our partners



PRIORITISING THE PEOPLE WE SUPPORT

While having access to safe, secure and affordable housing is fundamental to people's health, well-being, education, employment prospects and community participation, some people need extra support to tap into these opportunities and, ultimately, maintain a roof over their heads.

CWH's Tenancy Support Partner Strategy aims to support our more vulnerable residents: those who are elderly, ill, have a disability, come from a marginalised group, struggle with substance abuse, experience domestic and family violence, or may lack the life skills required to maintain their independence and manage a tenancy.

Our priority is to partner with agencies and services with a focus on:

» CRISIS INTERVENTION

More than half of our tenants and their families may require crisis support at some stage, due to a prevalence of mental health and domestic and family violence incidents

» LONG TERM SUPPORT

Many of our residents live with enduring physical disabilities, sight impairment or an intellectual disability, which may impact their tenancy over the longer term

» ABORIGINAL AND TORRES STRAIT ISLANDER RESIDENTS

Just over 12% of our tenants identify as part of this community, some of whom require extra support services provided in culturally appropriate ways

» ELDERLY RESIDENTS

Just over 300 of our residents are aged over 55 years. While many lead completely independent and fulfilling lives, some have a mix of physical, emotional and psychological needs that may impact their ability to age in place

» DEBT MANAGEMENT

Recognising that some of our tenants will always struggle to meet their rental obligations, CWH is looking for partners who can help tenants manage their personal finances, reduce their debt and continue living in their CWH property





WHAT KIND OF PARTNERS ARE WE LOOKING FOR?

CWH will collaborate with like-minded agencies and organisations, where the:

- » Services match the priority needs of CWH residents
- » Common goal is to help CWH residents sustain their tenancies
- » Parties share key objectives, values, accountabilities and outcomes
- » Relationship is built on trust, respect and commitment
- » Communication is open, honest and transparent
- » Service Level Agreements are in place for decision-making and conflict resolution
- » Parties are committed to continuous improvement of the partnership and its outcomes
- » Positive partnership outcomes are equally shared, acknowledged and promoted



PARTNERING WITH US

CWH will select new partners based on:

- » Best mutual fit with the objectives of our Tenancy Support Partner Strategy
- » Best use of our resources, providing a measurable return on investment for CWH and its stakeholders
- » Opportunities to beneficially cross-promote the partnership and its outcomes through both parties' communication channels

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