



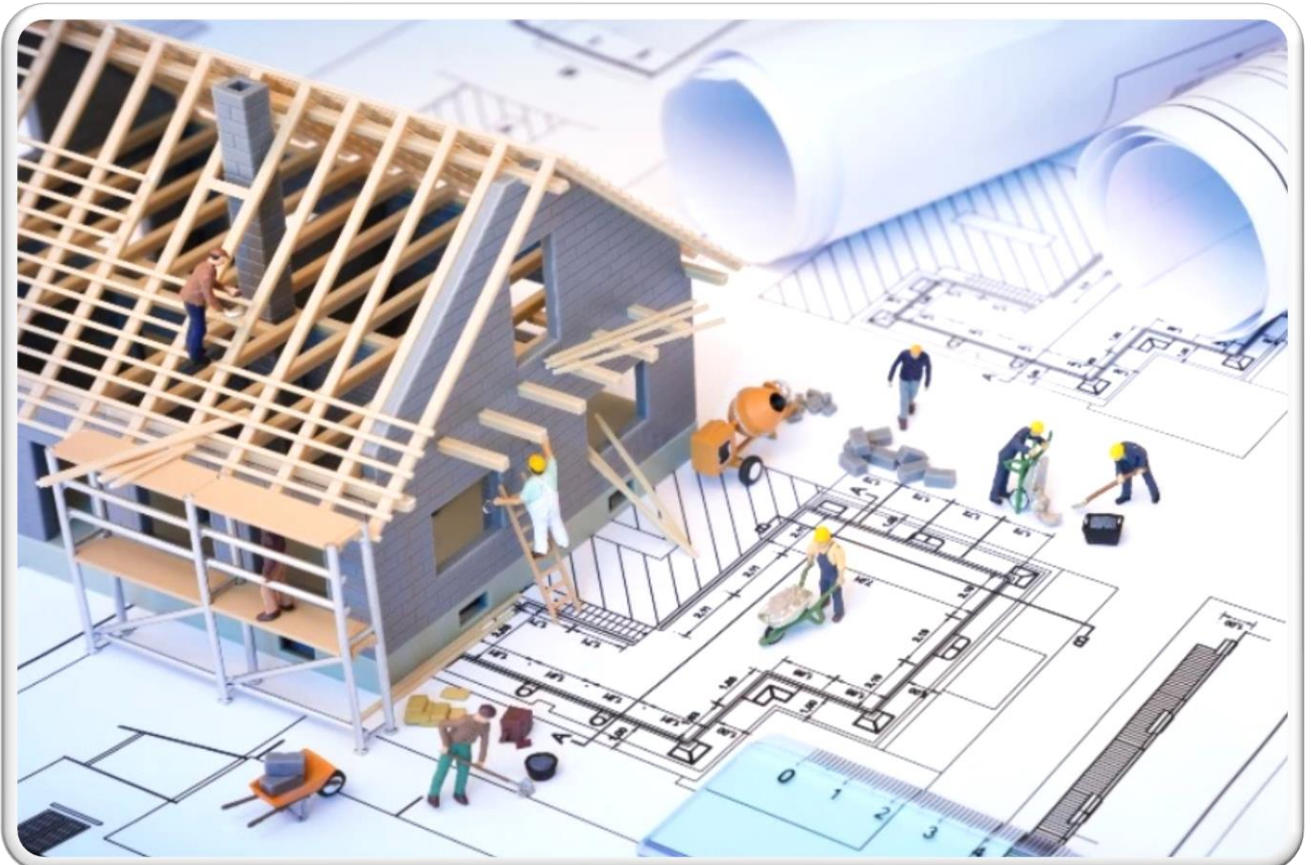
Community Housing

INDUSTRY ASSOCIATION

QUEENSLAND

CHIA Queensland

Annual Review 2021 - 2022





ACKNOWLEDGEMENTS

The Community Housing Industry Association Queensland (CHIA Queensland) respectfully acknowledges the Aboriginal and Torres Strait Islander Owners, Elders and Emerging Leaders of the lands on which it meets and conducts its business; past, present and future.

CHIA Queensland thanks our members, associates, sponsors and partners including the Department of Communities, Housing and Digital Economy and the Department of Employment, Small Business and Training for their support throughout the year.

Company Details

CHIA Queensland is the registered business name for CHPs for QLD Limited. A company limited by guarantee, CHIA Queensland is non-profit and member based.

ACN 169 723 460 | ABN 73 169 723 460

Registered business address: c/- Brisbane Housing Company Limited, Level 17/333 Ann Street, Brisbane, Queensland, 4000

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INTRODUCTION

WHO WE ARE

CHIA Queensland is the peak body for the community housing industry in Queensland. Our purpose is to lead and enable a diverse and dynamic community housing industry in Queensland. Our vision is that Queensland's community housing industry leads the way in providing housing that support life opportunities and strong communities.

The four priority areas in our Strategic Plan 2021-2024 are:



THE QUEENSLAND COMMUNITY HOUSING SECTOR

Over 140 community housing organisations in Queensland between them hold a portfolio of 16,500 rental properties valued at over \$3 billion. Surplus generated from our \$120 million annual rent roll and our property development activities goes back into building new homes, improving the quality of existing dwellings and helping tenants.

Our member organisations provide a wide range of homes - long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness.

Over the decade to 2021, despite strong demand for affordable housing the mainstream community housing portfolio remained at just over 11,000 homes. Queensland's Indigenous community housing portfolio grew by 16 per cent over the same period, although remaining well short of need.

Looking ahead, however, a new chapter is opening for the community housing. Investment by both the Queensland Government under its Housing Investment and Growth Initiative and the Federal Government under its Housing Australia Future Fund and National Housing Accord will lift Queensland's social and affordable housing portfolio by around 14,000 homes over the next seven years. The community housing industry is well-placed to grasp the opportunity and leverage this investment further to expand the supply of affordable rental homes in this State.





MESSAGE FROM THE CHAIR



Welcome to CHIA Queensland's Annual Review for 2021-22.

The year was book-ended by two events that will shape our sector's future over the next decade. As the financial year opened, we began unpacking the components of the Queensland Government's newly announced \$1.9 billion package under the Queensland Housing Investment and Growth Initiative - or QHIGI. We welcomed this initial QHIGI investment, but noted that much more remains to be done. We will continue to press the State Government to back up QHIGI with enduring funding commitments and planning reforms that will ensure that the supply of social and affordable housing keeps pace with our growing population.

Along with the additional investment, QHIGI created fresh impetus to overhaul the contracting framework between the Queensland Government and community housing organisations. Much of our time over the year was devoted to working with the Department on the new Master Agreement and associated policy changes. This project is taking a very long time to complete but it is no easy task to draft a Master Agreement that both protects the taxpayer's investment in social housing and supports the growth of affordable housing supply through the community housing sector.

As the financial year drew to a close, we were assessing the scale and impact of the newly elected Federal Government's housing strategy. Queensland could potentially gain 8,000 additional social and affordable rental homes from 2024 to 2029. This is on top of the 6,365 social homes promised under QHIGI from now until 2026. An increase of this scale over the next seven years is potentially transformative for the Queensland community housing industry. CHIA Queensland will be working closely with our counterparts in Q Shelter and ATSI HQ to help the sector deliver on this substantial housing investment.

There were two other important developments in 2021-22 that will enable CHIA Queensland to provide more support to the community housing industry. We are pleased to have entered into a 3-year strategic partnership with the Department of Communities, Housing and Digital Economy which will enable us to increase our staffing capability. As well, the Queensland Government has committed \$5 million over two years for a community housing industry capability fund. CHIA Queensland and ATSI HQ have agreed to formally partner with Q Shelter as the auspice for that fund.

Two impressive member achievements this year were the elevation of Coast2Bay and Regional Housing Limited to the status of Tier 1 community housing providers. Coast2Bay provides housing across Moreton Bay, Sunshine Coast and Noosa shires and Regional Housing Limited has grown to be one of the largest regional CHOs in Queensland, with offices in Hervey Bay, Townsville and a satellite service in Kingaroy.

In October 2021, CHIA Queensland farewelled Frances Paterson-Fleider from its Board of Directors as she accepted an appointment as CEO of Central Australian Housing. At our 2021 AGM we welcomed the election of Lizz Bott to its Board of Directors. Lizz is the CEO of Jacaranda Housing, a Tier 3 community housing provider servicing areas across Brisbane and Redlands.

The CHIA Queensland Board thanks its two staff members for their continued support, Peta Winzar and Esther Dabinett. I also extend thanks to our members, associates, sponsors (McCullough Robertson Lawyers, Grant Thornton Australia, SDM Housing Software and Karndean Designflooring), the Department of Employment, Small Business and Training, and the Department of Communities, Housing and Digital Economy for your contribution to our work over the past 12 months. We are extremely grateful for your support.

Finally, thank you to our members, Board of Directors, and staff for the passion, energy and commitment you have demonstrated over the past year to boost the profile and impact of community housing in Queensland.



Kristan Conlon
Chair



KEY ACTIVITIES IN 2021 – 2022



PROMOTE the role and value of Queensland's community housing industry

Strategies

- **Promote** CHIA Queensland and the work of its members
- Support members in advancing the profile of the industry
- Build **strong partnerships** to extend CHIA Queensland's advocacy and influence

Progress

There were plenty of opportunities to promote the work of our members and the profile of the industry in 2021-22. We are proud to showcase just some of the projects and innovative initiatives kicked off this year.



Brisbane Housing Company will build 118 new social and affordable homes across two projects on Brisbane's northside thanks to the Queensland Government's \$1 billion Housing Investment Fund (HIF). BHC is working in partnership with institutional investment manager QIC. The first project in Chermiside will be a mix of social and affordable housing and a second project at Redcliffe is purpose-built seniors' accommodation, including homes for downsizing public housing tenants from the region.

These homes are part of a larger pipeline of up to 1,200 homes to be delivered by the QIC-BHC Consortium. Institutional capital will be contributed by Australian Retirement Trust, alongside senior debt from the National Housing Finance and Investment Corporation and the HIF subsidy from the Queensland Government.

Churches of Christ Housing Services in partnership with the State Government, began building forty new affordable homes for seniors in Caloundra to help seniors looking to downsize. Churches of Christ in Queensland Chief Executive Officer Gary Edwards said that the project "*responds to community need and complements our commitment to building supportive integrated communities that offer innovative and holistic care, promote health and wellbeing, and allow residents to age-in-place*".



Bric Housing is building 18 long term social housing units in Redcliffe under the Partnering for Growth program. The unit complex is conveniently close to transport, shops, health facilities and neighbourhood services. The units are well designed with balconies, secure lobby and lift access, car parking, contemporary finishes and quality fixtures. Eight units will be Platinum under the Liveable Housing Design Standards, the remaining units will be Gold standard.

The complex will have a 30KW rooftop solar system, with state-of-the-art technology to distribute free energy between the units. Funded through a Queensland Government Climate Smart Grant, Bric partnered with Allume Energy and QCOSS to deliver this project.



The \$12.3 million Foyer is a key project delivered under the State Government's *Queensland Housing Strategy 2017-2027* and will give young people a safe, secure and supportive environment in which to live. The project consists of 40 self-contained apartments, communal spaces, training rooms and offices and 24-hour on-site supervision for tenants aged between 16 and 25 years. To participate in the Gold Coast Youth Foyer, young people need to show a genuine commitment to education, training or employment and contribute 25 per cent of their income to rent.



Community Housing (Qld) Limited announced a new social housing project in Southport on Queensland's Gold Coast. Funded under the Queensland Government's Partnering for Growth Strategy, the build on Eugaree Street on CHQL land will provide seven new homes. It will support mobility as people age with one unit designed to a Platinum standard that will be fully accessible for people in wheelchairs.

Yumba-Meta Housing launched a new initiative to help the Townsville Indigenous community that are affected by domestic violence. The initiative focuses on treating both the victims of domestic violence and their abusers and working with them to stay together if they are both willing and if it is safe to do so.



The initiative requires abusers to complete therapy sessions and drug and alcohol courses to develop an understanding of the consequences of their behaviour. About 20 per cent of the women Yumba-Meta is working with have reunited with their partners. It is up to the clients if they want to stay together but if it is felt that it is not safe, Yumba-Meta will inform them of that view and explain the reasoning.

Community Housing (QLD) Limited in partnership with the State Government, homelessness service providers and the Gold Coast Youth Service will manage the Gold Coast Youth Foyer project for up to 40 young people at risk of homelessness on the Gold Coast.

Partnerships

CHIA Queensland also reinforced its links with other peak bodies this year, including through the Housing and Homelessness Peaks Policy Group (HHPPG). The HHPPG includes Q Shelter, CSIA, Council of Homeless Persons Queensland, ATSIHQ and Queensland Youth Housing Coalition, as well as CHIA Queensland. It aims to draw together thinking about broader systems reform that can improve our individual and collective impact. The group developed collective advocacy positions around some common priorities. These include getting better data to inform and evaluate the services we deliver, and ambitious systems reform to increase the focus on upstream, preventative measures.

CHIA Queensland engaged with our colleagues at the Queensland Disability Network on inclusive housing for people with disability to inform the Partnering for Inclusive Housing with People with Disability in Queensland 2022-25 Action Plan. We have also shared resources and analysis with CHPQ on a range of cross-over policy issues, to our mutual benefit. Strengthening links with the private sector is also important to advancing our members' interests. The Housing Round Table hosted by Q Shelter and CHIA Queensland on 20th July demonstrated the keen interest across sectors in maximising the impact of the 2021 Budget housing package, with attendance from local government, NHFIC, Tier 1 CHOs, UDIA, the Property Council, financiers and State government.

A special note of thanks to Q Shelter and ATSIHQ, whose CEOs and staff have worked in close collaboration with CHIA Queensland throughout 2021-22 on both policy matters and industry development. We very much appreciate the generous spirit of partnership that has underpinned our work together this year.





POLICY LEADERSHIP to advance social and affordable housing

Strategies

- *Develop and influence housing policy and investment at State and national level through CHIA Queensland's networks, Board of Directors and members*
- *Contribute effectively to third party consultations/processes on matters affecting social and affordable housing, including the Committee Housing Steering Committee to advance the Housing and Homelessness Action Plan, a Master Agreement, and planning reform*
- *Work with the regulator on a contemporary regulatory system that supports a well-governed, well-managed and viable community housing industry*

Progress

Over the course of the year CHIA Queensland contributed to a number of State and Federal housing policy consultations. At the State level, CHIA Queensland's submission to the Queensland Legislative Assembly's inquiry into tenancy law identified some issues with the way the *Housing Legislation Amendment Act* was drafted that could create practical difficulties for CHOs. This included conflict between the *Property Law Act 1974* and the *Residential Tenancies and Rooming Act 2008* in relation to properties head-leased by community housing organisations. CHIA Queensland also met with the Queensland Audit Office to provide an industry perspective on the delivery of social housing and housing services.

CHIA Queensland met with the Productivity Commission investigators into the National Housing and Homelessness Agreement (NHHA). The Federal House of Representatives Inquiry into Homelessness released this year picked up several of the proposals made by CHIA Queensland in its submission. This included a requirement for a national 10-year plan to address homelessness, better data (and data sharing) on homelessness, and an increase in social and affordable housing.

CHIA Queensland contributed to a joint peaks submission to the House of Representatives inquiry into housing supply (the Falinski inquiry). The submission called for a national framework for mandatory inclusionary zoning to ensure that a reasonable proportion of all new homes built are affordable to rent or buy. It also recommended establishing a national housing agency, delivering better data on social and affordable housing supply, and making better use of the National Housing and Homelessness Agreement to drive social and affordable housing supply.

A substantial part of CHIA Queensland's work this year has revolved around the Community Housing Steering Committee to advance the Housing and Homelessness Action Plan, and the proposed Master Agreement. The Community Housing Steering Committee is responsible for advising the government on ways to promote the growth of social and affordable housing and drive improvements under the Housing and Homelessness Action Plan. CHIA Queensland has provided high-level advice to the Committee on what data, policy guidance and information about the program roll-out CHOs need to make the most of the opportunities under the housing package. Briefing sessions were held for members and the broader sector on the Capital Funding Agreement and related policy matters.

CHIA Queensland was invited to participate as a 'special advisor' to the Government's Planning System Reference Group. This is one of the most important elements of the Government's Housing and Homeless Action Plan because it has the potential to deliver a significant, predictable, long-term pipeline of social and affordable housing.

Advancing its aim of developing a more contemporary regulatory system, CHIA Queensland Board met with Terry Green, acting Executive Director of Regulatory Services, in October 2021. A trending issue for the regulator in 2021-22 was the different interpretations taken by CHOs on how property leases should be treated under the new accounting standard (which now has a broader application and, if applicable, requires CHOs to report the lease value on their balance sheets rather than as operational expenses). Two near-term risks identified were: business continuity in the face of natural disasters and Board succession planning to refresh and skill-up Directors. CHIA Queensland's interest is shifting the lens of the regulatory system from a compliance focus to a more strategic view of both individual and sector-wide performance.

Queensland's interests are well-represented at the national level, with Rebecca Oelkers, CEO of Brisbane Housing Company as the Deputy Chair of CHIA National and Andrew Elvin, CEO of Coast2Bay as Queensland's Regional Director.





INDUSTRY DEVELOPMENT strategies to sustain a dynamic and diverse community housing sector

Strategies

- *Implement Foundations for Growth Micro-credentials program*
- *Design and deliver a workforce development strategy, tools and training in collaboration with other peak bodies including Q Shelter and ATSIHQ*
- *Help members increase efficiency, service quality and impact through best practice procurement and delivery models, and digital capability*
- *Understand and respond to the needs of CHOs in regional Queensland*

Progress

The priority deliverable against this area of the Strategic Plan in 2021-22 was the roll-out of the second half of the Foundations for Growth micro-credential on-line learning program. CHIA Queensland's delivery partner, Infinite HQ, provided a flexible response to meet the requirements of our attendees including one-on-one zoom coaching for students and face-to-face workshops.

Unfortunately COVID-19 restrictions affected the take-up and delivery of the units and some participants were challenged by the mixed-mode delivery, low network speeds and limited bandwidth. The overall feedback was positive with the online content rated as high quality and the groups appreciating the opportunity to reflect on their work and learning from each other.



Conversations for Outcomes Participants from Yumba-Meta in Townsville

CHIA Queensland enhanced sector communications in 2021-22 on operational matters as well as policy matters. Technical advice bulletins issued to members throughout the year included: the Federal Government introduction of Director ID requirements, COVID adjustments for Essential Workers, Capital gains tax incentive for affordable housing rental, and appraisal of the impact of the draft Master Funding Agreement on sector operations.

Members emerged from the COVID-19 pandemic to face torrential rains in early 2022, a grim reminder of how important it is to explicitly factor in the needs of people who are homeless in disaster planning.

In 2021-22 CHIA Queensland worked with the University of Sydney on plans to help homeless people stay safe in natural disasters and with the University of Queensland on a resilient Brisbane. We also provided advice to the Federal Treasury on legislation to establish the Northern Australian Re-insurance Pool that aims to reduce insurance premiums for businesses and home-owners in disaster-prone areas of Northern Australia. Ensuring appropriate insurance coverage and affordable premiums was also a focus of discussions with the State government in the context of the Master Agreement.



ENHANCE organisational and financial viability

Strategies

- *Diversify and grow revenue to create a re-investable surplus*
- *Deliver value for money for stakeholders*
- *A skilled, engaged and effective Board and workforce*
- *Governance, risk and compliance in order and embedded*

Progress

Membership continues to grow. We are pleased to report that by the end of 2021-22, CHIA Queensland members owned or managed over 10,000 properties – two thirds of all mainstream and Indigenous community housing homes in Queensland. The membership fee structure was adjusted to align better with the industry profile and conform with the requirements of the protocol between CHIA National and CHIA Queensland.

The Department of Communities, Housing and Digital Economy has committed to a three-year funding agreement with CHIA Queensland to enable us to support the implementation of the Housing and Homelessness Action Plan.

Priorities in this strategic partnership in 2021-22 included:

- Consulting with the sector and providing an informed industry view to the Community Housing Steering Committee, the Planning System Reference Group and other forums
- Leading engagement across the sector on the Community Housing Master Agreement including provision of industry-legal opinion
- Helping the sector understand and maximise opportunities under the Queensland Housing Investment Growth Initiative.

CHIA Queensland also secured a new sponsor Karndean Designflooring - a leader in community housing flooring, providing a stylish, safe, durable product that meets the Building Code of Australia in quality, safety, hygiene and acoustics.

Our social media presence increased this year, adding Facebook to LinkedIn platforms to lift our profile. Our monthly e-bulletin is increasing take-up and feedback is positive. In July CHIA Queensland migrated its IT platform to improve security and launched its new email addresses to reflect our trading name.

We enhanced our governance practices by developing a Board Member Induction pack that includes a Director Induction Checklist and McCullough Robertson's Legal Advice to New Directors. We also updated our Code of Conduct and Conflict of Interest Disclosure Policy.

All governance and compliance requirements were met.





CHIA QUEENSLAND MEMBERS 2021-2022

- Aboriginal and Torres Strait Islander Community Health Service Brisbane
- Access Community Housing Ltd
- Anuha Services, Peace Lutheran Church Group
- BlueCHP Ltd
- Bric Housing Company Ltd
- Brisbane Housing Company Ltd
- Brisbane Youth Service
- Churches of Christ Housing Services Ltd
- Coast2Bay Housing Group Ltd
- Common Ground Queensland Ltd
- Community Accommodation and Support Agency Inc
- Community Action Inc
- Community Housing Ltd
- Community Housing (Queensland) Ltd
- Gladstone Central Committee on the Ageing
- Hervey Bay Housing Coalition Inc
- Hinchinbrook Community Support Centre Inc
- Home In Place
- INCH Housing Inc
- Jacaranda Housing Ltd
- Mackay Regional Housing Company Ltd – Connect Housing Group
- Mangrove Housing Ltd
- Mareeba Community Housing Company Ltd
- National Affordable Housing Consortium (NAHC)
- Regional Housing Limited
- Roseberry Community Services Inc – Roseberry Qld
- Tableland Community Housing Association Inc
- Youth Housing Project Association Incorporated
- Yumba-Meta Housing Ltd
- YWCA Australia Ltd

CHIA Queensland acknowledges its:

- Associates: David Cant, Anglicare SQ Homelessness Services Women & Families, Alyce Haack
- Reciprocal Members: Q Shelter, Committee for Brisbane, Council for Homeless Persons Queensland

CHIA QUEENSLAND DIRECTORS AND OFFICE BEARERS 2021-2022



Chair, Kristan Conlon
Partner, McCullough Robertson



Director, Jane West
CEO, BRIC Housing



Director, Andrew Elvin
CEO, Coast2Bay Housing Group



Director, Lizbeth (Lizz) Bott
CEO, Jacaranda Housing



Director, Peter Garrone
Chief Financial Officer & Company Secretary Brisbane Housing Company Ltd



Director, Andy Denniss
Manager, Business Development & Strategic Partnerships, Churches of Christ Housing Services Limited



Director, Dushyanthi Thangiah
CEO, Yumba-Meta Limited



Deputy Chair, Frances Paterson-Fleider
QLD State Manager, CHL (Queensland)



Director, Alexandra McColl
Executive Manager, Brisbane Operation for Home In Place

CHIA Queensland's Board of Directors volunteer their time, energy, expertise, knowledge and networks to oversee the governance, strategic directions and policy of the organisation. Directors are elected or appointed at the Annual General Meeting.

The CHIA Queensland Board consists of at least five but not more than seven Directors representative of member organisations as per Clause 9.3 of the Constitution, and up to two Directors, to be appointed by the Board for the term determined by the Board, for their particular skills and experience. Each Director must retire from office at the conclusion of the third year following his or her appointment as a Director and, if eligible and nominated, may be re-elected up to a maximum of a total of three terms of three years.

CHIA Queensland's Board of Directors met eight times in the 2021 – 2022 year. Meetings were held in person and by video conference.

Frances Paterson-Fleider from CHL (Qld) retired from the Board on 15 October 2021. Lizabeth (Lizz) Bott, from Jacaranda Housing, was elected to the Board at the 2021 AGM.

BOARD ATTENDANCE 2021 – 2022

	3 Aug 2021	14 Sept 2021	26 Oct 2021	23 Nov 2021 AGM	7 Dec 2021	1 Feb 2022	15 Mar 2022	26 Apr 2022	7 June 2022
Kristan Conlon (Chair)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frances Paterson-Fleider (Deputy Chair 2021) <i>Resigned 15/10/2021</i>	Yes	Yes	-	-	-	-	-	-	-
Andrew Elvin (Deputy Chair 2022)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Peter Garrone (Treasurer & Company Secretary)	Yes	Yes	Yes	Yes	Yes	Yes	Apology	Yes	Yes
Jane West	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Apology	Yes
Alexandra McColl	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dushyanthi Thangiah	Yes	Yes	Apology	Yes	Apology	Yes	Yes	Yes	Apology
Andrew Denniss	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lizabeth Bott <i>Elected 23/11/2021</i>	-	-	-	Yes	Yes	Yes	Yes	Yes	Yes



SPONSORS AND PARTNERS



McCullough Robertson is a leading independent Australian law firm with more than 400 staff spread across its offices in Brisbane, Sydney, Canberra, Newcastle and Melbourne.

Operating for over 96 years, McCullough Robertson advises businesses in a diverse range of industries including property, construction, mining and energy, banking, insurance, agribusiness, telecommunications, renewables and government.

Their work in the not-for-profit sector forms an integral part of the McCullough Robertson DNA, as they strive to build successful organisations and, in turn, stronger communities. They have extensive experience partnering with clients in the not-for-profit and charity sector spanning community and affordable housing, health, education, arts and culture, family and community services, indigenous affairs, and aged care.



Grant Thornton is one of the world's leading independent assurance, tax and advisory firms, combining service breadth, depth of expertise and industry insight with an approachable "client first" mindset and a broad commercial perspective.

CHIA Queensland's Audit Partner, Matt Bell, has experience across a broad range of industries including not-for-profit, real estate and construction and food and beverage. In the not-for-profit sector Matt has a focus on education, affordable housing, training and health services sectors.

Matt is a Director of the Grant Thornton Foundation, a public ancillary fund which provides support to selected charitable organisations active in the area of youth.



With almost 50 years of experience across the globe, Karndean Designflooring creates luxury vinyl flooring for residential and commercial projects that are built to last. Karndean Designflooring see flooring differently and are dedicated to creating the finest, most innovative designs to authentically replicate natural woods and stones.

Karndean Designflooring offer beautiful, design-led floors in loose lay, rigid core hybrid and gluedown options, along with a choice of wood look planks or stone look tiles. Key ranges are LooseLay Longboard, LooseLay Originals, Korlok, Van Gogh and Knight Tile.

As you'd expect from a leader in community housing flooring, every stylish, safe, durable Karndean product has a generic BRE Global Green Guide rating associated with it and meets the Building Code of Australia – quality, safety, hygiene and acoustics. Plus with guarantees on some ranges reaching up to 20 years for commercial environments and the low cost of maintenance, the life cycle costs of specifying Karndean are highly favourable in comparison to other flooring options.

Furthermore, all Karndean floors benefit from our K-Guard+ surface protection system. Using PU technology, K-Guard+ provides a hygienic and durable finish that will protect our floor for years to come. Karndean Designflooring primarily adds perceived value to community housing, from new builds to refurbishments, adding to the pride residents have for their home, and keeping them well maintained for longer.

When you partner with Karndean Designflooring, you can be assured you are working with some of the leading experts in luxury vinyl tile. Our priority is to deliver beautiful floors that are long-lasting in any environment and easy to care for.



SDM Housing Software delivers an integrated, modular solution designed for the community housing sector. The underlying database is Microsoft's SQL Server and the software is licenced based on Small or Large SaaS packages determined by the number of units that are managed with the benefit of unlimited user access.

The software, a market leader in the UK for many years, has been extensively enhanced to suit the specific needs of the Australian sector, with comprehensive functionality for all aspects of community housing including:

- Rent & Housing Management/ Waiting List & Allocations
- Voids & Vacancy Management/ Repairs, Responsive & Planned Maintenance
- General, Purchase & Sales Ledger
- Fixed Assets & Complaints Registers
- CRA Rent Calculator/ Landlord & Agent Modules
- Web Portal/ Imaging & Attachments
- Extended Database Facilities/ Report Writer & Inquisitor Reporting Tools