

## Who is Housing Choices Australia?

Housing Choices Australia is a leading housing association committed to sustained, thriving tenancies in quality affordable housing and well-connected communities.

As a property owner, developer and manager, Housing Choices Australia provides long-term affordable and social housing that is indistinguishable from neighbouring properties.

The 'value add' of Housing Choices Australia's tenancy management is the partnership approach with residents, support agencies and community organisations that sustains tenancies and connects people to their neighbourhoods and greater life opportunities.

Housing Choices Australia has ambitious goals to significantly increase its impact across Australia. Currently, operations include six offices across Victoria and Tasmania and a recent merger in South Australia, with Common Ground Adelaide.

## Housing Choices Australia vision

All people affordably housed in neighbourhoods that support life opportunities.

## Housing Choices Australia mission

To be a leading provider of affordable homes across Australia, working with partners to create resilient and inclusive neighbourhoods.

## Housing Choices Australia approach

Housing Choices Australia works in partnership to sustain thriving tenancies in quality affordable housing in well-connected neighbourhoods.

**Partnership:** Partnerships are central to everything we do. Our first partnership is with our residents.

**Sustain Thriving Tenancies:** We share the common goal with our residents of a sustained tenancy. We believe this can be a foundation and a springboard for life opportunities.

**Quality Affordable Housing:** We commit to providing and maintaining quality housing at affordable rent.

**Well Connected Neighbourhoods:** We strive to ensure our properties and our residents are well connected to local communities.



## Business performance

Housing Choices Australia has built a strong, viable, responsive organisation with the relationships, assets, diverse funding base and market reputation required to deliver quality, affordable housing to Australians in need on a large scale.

### Snapshot

- Approximately 3,500 properties and 3,700 tenancies across Victoria, Tasmania and South Australia
- Tenancy rental arrears in Victoria: 0.95%
- Tenancy rental arrears in Tasmania: 0.42%
- 86% resident satisfaction
- 90% partnership satisfaction

### Achievements

- Housing Choices Australia has delivered more social housing in Australia under the Nation Building Economic Stimulus Package than any other housing provider, to the value of \$160m.
- Housing Choices Australia has delivered more affordable housing under any financing arrangement than any other community housing provider in Victoria.

## Housing Choices Australia residents

Housing Choices Australia houses a broad range of people, including those who are working full or part-time but have been priced out of the housing market, people living with disabilities or mental illness, and those who are on fixed low incomes.

- The average period of tenure is 3.2 years
- 23% of our primary tenants have a disability
- 27% of tenants live in single person households
- 70% of our tenants receive some form of government income payment as their primary income source

## Contact us

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**Website:** [www.housingchoices.org.au](http://www.housingchoices.org.au)





## Michael Lennon

*Managing Director*

Michael's 25 year international career in housing, planning and urban development includes a stint as CEO of the Glasgow Housing Association, where he oversaw the largest housing stock transfer in Europe. Prior to this he was the first CEO of Housing New Zealand Corporation. In 2008 Michael established and began the growth of Housing Choices Australia, where he remained as CEO until 2012. A leading thinker and contributor to the sector, Michael also led the restructure of the Australian Housing and Urban Research Institute. He has been Managing Director at Housing Choices Australia since June 2014.

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## Roberta Buchanan

*General Manager Housing, Victoria*

Roberta has over 18 years' experience in senior roles in the community service sector in the UK and Australia. Roberta has extensive experience in tenancy management, asset management, community development, neighbourhood renewal and stakeholder engagement.

During her time in Australia, Roberta has also managed a range of aged care and disability services where she was instrumental in embedding a person-centered service delivery model.

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## Nick Bond

*General Manager Housing, Tasmania*

Nick has over 12 years' experience within the property sector in the areas of valuations, investment analysis, capital transactions, leasing and asset management.

Nick has experience in managing large property portfolios in addition to negotiating complex lease, sale and management agreements.

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## Noel Phillips

*Chief Finance Officer / General Manager - Corporate Services*

Noel has over 30 years' experience in finance, operations and management. Working in the retail and hospitality sectors, he has worked in leading organisations such as Ray's Outdoors, Fosters Limited, and Australian Leisure and Hospitality Group.

Noel has extensive experience in developing strategic business plans, including mergers and acquisitions and a deep understanding of finance and accounting related matters.

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## Martin Joyce

*General Manager, Business Strategy & Engagement*

Martin has a background in economics and finance, having worked in KPMG's Human Services consulting practice for more than a decade.

Martin left KPMG in 2014 at a Director level, having conducted extensive analysis on housing policy and reform in Western Australia, ACT, Tasmania and Victoria. He also led the triennial review of the South Australian Housing Trust. Martin has a wide understanding of the human services and social policy environments in government, with a particular emphasis on reform of public and social housing.

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## James Henry

*General Manager Property Development & Asset Management*

James is a registered architect with extensive experience on a diverse range of projects. He came to Housing Choices Australia in the capacity of Project Manager and delivered several innovative developments and redevelopments to provide homes for those most in need while also providing expert input on portfolio renewal and strategic development plans.

James recently took on a higher role, leading the newly formed Property Development and Asset Management team. He is responsible for ensuring strategic development and management of our national portfolio to ensure high quality, sustainable outcomes that will serve the needs of our tenants into the future.

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## Hayley Parkes

*General Counsel*

Hayley has worked at Mallesons Stephen Jaques (now King & Wood Mallesons) and held the position of Assistant Director at the Australian Consumer and Competition Commission. Hayley has also worked as a volunteer lawyer at Footscray Community Legal Centre and the Homeless Persons' legal clinic. Her legal experience includes commercial contracting, regulation compliance and competition and consumer issues.

Hayley holds both a law and science degree and has a considerable record of working in the Community and Not-for-Profit sectors.

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