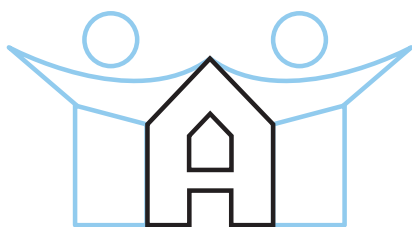


ANNUAL REPORT 2022



Alliance Housing (WA)

Supporting Affordable Housing in the South West

BUNBURY • BUSSELTON • COLLIE • DONNYBROOK • EATON • AUSTRALIND • NANNUP • MANJIMUP • NARROGIN



Provide and manage quality, secure, affordable housing



Encourage tenant participation



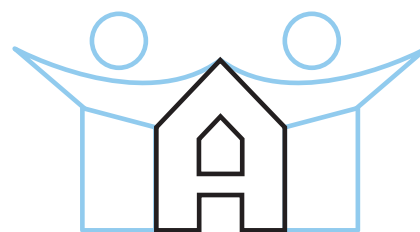
Develop and promote awareness of housing issues



Relieve housing related poverty

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Alliance Housing (WA)

Alliance Housing plays an integral role in relieving housing poverty in communities throughout South West WA. An independent, sustainable, passionate not-for-profit organisation, we are about providing affordable housing to ensure safety, security and quality of life for people in need. Alliance Housing has been meeting the need for affordable, secure, high quality housing in the Greater Bunbury and South West regions for more than 20 years.

From small beginnings, the organisation has grown to now manage a number of properties around WA, housing adults and children throughout Australind, Bunbury, Eaton, Collie, Busselton, Manjimup, Nannup, Donnybrook, and Narrogin.

OUR MISSION:

To relieve housing-related poverty by providing and managing quality, secure and affordable housing for people in need.
To develop and promote awareness of housing issues and community housing within the framework of a “not for profit” organisation.

OUR VISION:

To encourage tenant participation in the development, design and management of the accommodation provided by Alliance Housing. To continue growing our portfolio of affordable housing across Western Australia, and providing individuals and families with secure accommodation that meets their needs.

MEET THE BOARD



Murali Mahendran
Chairperson



Jan Pederson
Vice Chairperson



Christine Penny
Treasurer



Rob Holmes
Secretary



Ben de Chaneeet



John Benson



Melfe Greenhalgh

CHAIR AND CEO'S REPORT

Chairperson's Report

The past year has been a year of great growth and development for Alliance Housing. We attained Tier 2 status as a Community Housing Organisation (CHO). We also demonstrated a lot of resilience and strength navigating our way through the challenges Covid 19 provided. As a Tier 2 CHO we effectively reset our strategic objectives as well as policies and procedures.

After years of planning and hard work, we commenced construction of the ten independent living units at Donnybrook in June 2021. I am delighted to see the project is progressing well. The progress of this project is a culmination of a lot of diligent hard work. We also received support from the State Government, the Shire of Donnybrook, and the community. I look forward to the completion of the construction work and being able to offer these great living units to older members of the community.

Alliance Housing successfully secured 23 grants this year, with a total value of \$2.4 million worth of grant funding through the Western Australian State Government's Social Housing Economic Recovery Package. We are also in the process of providing 23 of our South West homes with major upgrades. The refurbishments will significantly extend the life of the properties so Alliance Housing can continue to support the South West community by helping to meet the needs of low-income households. Properties in Australind, Bunbury, Busselton, Glen Iris and Nannup will receive extensive work to improve living conditions including security measures, fixtures and fittings and making homes more energy efficient to reduce costs.

I along with the board of Alliance Housing are very proud of the Alliance Housing team who have been well led by our CEO Kay Shaw who put in a tremendous effort this year ensuring our success.

In line with our strategic objectives of growing our housing portfolio to assist more people, we have purchased some land and are embarking on a future dual key development in Dalyellup. I look forward to a new year full of continued growth for Alliance Housing meeting our strategic direction and continue enhancing the lives of our clients.



Murali Mahendran
Chairperson

CEO's Report

Alliance Housing has grown from strength to strength in the past year receiving significant funding for several key projects across the South West.

What we have achieved in the last 12 month has been nothing short of amazing.

I would like to sincerely thank the Alliance Housing staff, our success has only been made possible due to their hard work and commitment.

Despite taking on additional projects along with the day to day running of the organisation, we are still operating with the same staffing levels as the previous year, and this is certainly a credit to our team and their willingness to step up when required.

Similarly, a sincere thank you to our wonderful chairperson Murali Mahendran and the entire board for their unwavering support and enthusiasm.

To have a board that is so engaged, active and passionate about what we do, has been fundamental to our success and growth over the past 12 months.

As we set our sights ahead, the future is so very bright for Alliance Housing and our current and future tenants.

We are really looking forward to the official opening of the Donnybrook Bridge Street Housing Project in early 2023 and to welcoming tenants into the new units.

This project has been a long time in the making and the first of its kind for Alliance Housing, so to see it come to fruition is exciting for all involved.

It wouldn't have been possible without the support of the Shire of Donnybrook-Balingup, the South West Development Commission and McGowan State Government and we look forward to continuing to work with them on future projects.

After acquiring \$2.4 million through the McGowan State Government's Social Housing Economic Recovery Package, a major focus for the coming year will be undertaking upgrades and refurbishments to 23 of our South West properties.

Properties will receive extensive work to improve living conditions, which will be a significant but extremely worthy undertaking. Tender on the project will be going out in the coming months.

We are currently in the early stages of planning for the Dalyellup dual key development, which will allow us to offer additional accommodation by building two homes that share an entry point. This type of development will be another first for Alliance Housing and is a great way to maximise space. I'm confident it will be successful, and we look forward to progressing it further in the coming year.

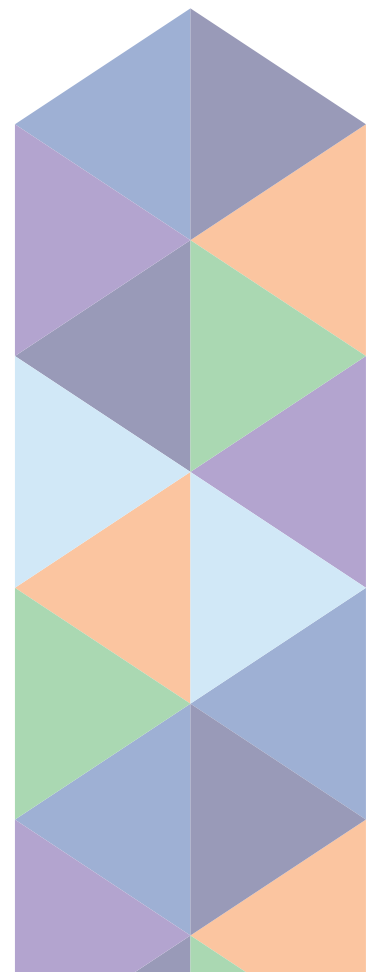
As we look ahead to 2022-2023, I am excited for all that is still to come after such a successful and rewarding past 12 months.

I would like to sincerely thank our supporters and tenants who make the work we do so very worthwhile.

All of us at Alliance Housing look forward to continuing to support communities across the South West.



Kay Shaw
Chief Executive Officer



TO THE MEMBERS

Audit Opinion

We have audited the financial report of ALLIANCE HOUSING (WA), which comprises the statement of financial position at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, notes to the financial statements including a summary of significant accounting policies and the responsible persons declaration.

In our opinion the accompanying financial report is in accordance with the requirements of ACNC Act including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of this report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of *Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the entity's financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

Responsibility of the Responsible Persons

The responsible persons of the registered entity are responsible for the preparation of a financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 is appropriate to meet the entity's requirements and the needs of the members. The responsible persons' responsibility also includes such internal control as they determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report the responsible persons are required to assess the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to a going concern and using the going concern basis of accounting unless they intend to liquidate the entity or cease operations or have no realistic alternative but to do so.

Auditor's Responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of the audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of misstatement in the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible persons.
- Evaluate the appropriateness of the entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

Philip Edmondson, CA
Edmondson Accounting
Dated: 9 September 2022

STATEMENT OF FINANCIAL POSITION

2021				2022
	ACCUMULATED FUNDS			
2,906,032	Accumulated Funds at start of year		3,383,465	
1,902,319	Asset Revaluation Reserve		3,581,319	
3,299,193	BAPHC Funds Transferred		3,299,193	
<u>477,433</u>	Surplus for the period		<u>2,079,967</u>	
8,584,977	Accumulated Funds at year end			12,343,944
	This was represented by:-			
	CURRENT ASSETS			
240,039	Cash at Bank – Working Account		191,195	
8,497	Cash at Bank – REST Working Account		8,982	
919,500	Cash at Bank – Term Deposits – 8701, 9309 & 6396		852,000	
878,626	Cash at Bank – Business Cash Reserve 238128		1,128,588	
1,716,727	Cash at Bank – Bridge Street Housing Project		368,474	
0	Cash at Bank – SHERP Refurbishment Funds		1,215,185	
60,696	Prepayments & Accrued Income		65,833	
0	Debtors		216	
<u>500</u>	Petty Cash		<u>500</u>	
3,824,585				3,830,973
	less CURRENT LIABILITIES			
8,497	Bonds & Other Funds Held in REST		8,982	
11,575	Accruals		21,904	
1,711,558	Deferred Income Bridge Street Project		209,779	
0	Deferred Income Refurbishment Grants		1,215,905	
19,500	Maintenance grant received in advance		0	
580	Corporate Credit Cards		855	
88,781	GST & Payroll Liabilities		-39,534	
<u>40,788</u>	Creditors		<u>204,629</u>	
1,881,279				1,622,520
1,943,306	NET CURRENT ASSETS			2,208,453
	add NON - CURRENT ASSETS			
89,121	Office Equipment	93,345		
<u>-86,021</u>	Less Accumulated Depreciation	<u>-89,330</u>	4,015	
69,384	Motor Vehicle at Cost	69,384		
<u>-33,258</u>	Less Accumulated Depreciation	<u>-50,610</u>	18,774	
20,680	Fixtures & Fittings at Cost	21,729		
<u>-7,245</u>	Less Accumulated Depreciation	<u>-11,470</u>	10,259	
88,320	Bridge Street Housing Project at cost		1,701,778	
7,490,000	Rental Properties at Valuation		9,315,000	
7,630,981				11,049,826
	less NON - CURRENT LIABILITIES			
669,500	BAPHC – Lease for Life Contingent Liability		602,000	
45,761	Unused Annual Leave Provision		31,525	
17,938	Unused Long Service Leave Provision		24,699	
<u>256,111</u>	Provision for Maintenance		<u>256,111</u>	<u>914,335</u>
989,310				
8,584,977	NET ASSETS			12,343,944
STATEMENT OF CHANGES IN EQUITY				
8,407,544	Balance of Equity at start of the financial year		8,584,977	
477,433	Total Comprehensive Income for the year		2,079,967	
-300,000	Asset Revaluation Account – Change in Valuations		1,679,000	
8,584,977	Balance of Equity at end of the financial year			12,343,944

STATEMENT OF PROFIT OR LOSS

2021			2022
	OPERATING INCOME		
1,331,226	Property Income	1,374,039	
22,953	Property Income – Tenant Liability & Other Recoups	25,200	
0	Rent Relief Grant	29,268	
152,780	Step Up Step Down Facility	152,780	
0	SHERP Refurbishment Grant	7,200	
0	Bridge Street Housing Project Funding	1,701,778	
0	Office Rent	2,353	
55,112	ATO Cash Flow Boost (Covid 19) & Synergy Tariff Offset	0	
<u>7,333</u>	Interest & Sundry Income	<u>1,570</u>	
1,569,404			3,294,188
	OPERATING EXPENDITURE		
	Property Management		
63,259	Insurance – Landlord	78,641	
35,874	Step Up Step Down Facility	54,445	
120,669	Property Maintenance – General	145,332	
148,928	Rates, Service Charges & Levies	155,400	
<u>114,568</u>	Long Term Maintenance	<u>117,200</u>	551,018
483,298			
	Administrative Expenses		
2,486	Advertising, Promotion & Events	2,250	
5,500	Accounting & Audit	5,500	
747	Bad Debts Written Off	0	
3,054	Bank Charges & Transaction Fees	3,037	
65,053	Consultants & Legal	47,348	
16,824	Computer & IT Expenses	19,001	
25,332	Depreciation & Profit/Loss on Disposal	24,886	
2,295	Employee Fringe Benefits	0	
8,350	Honorariums	8,200	
3,147	Marketing & Web Expenses	3,989	
3,158	Minor Equipment Purchases & Repairs	2,749	
10,200	Office Expenses	11,056	
3,498	Postage	2,629	
6,342	Printing, Fax, Stationery and Photocopying	5,755	
4,236	Professional Indemnity & General Insurance	4,391	
48,995	Rent, Service Charges & Electricity	53,024	
2,506	Security	2,334	
0	SHERP refurbishment expenditure	7,200	
839	Subscriptions, Licenses & Govt. Charges	826	
31,711	Superannuation	37,811	
6,433	Telephone	5,657	
2,172	Training & Other Staff Expenses	1,855	
9,054	Travel, Motor Vehicle, Accommodation & Meals	9,980	
344,725	Wages & Salaries	401,835	
<u>2,016</u>	Workers Compensation Insurance	<u>1,890</u>	<u>663,203</u>
1,091,971	Total Expenditure		1,214,221
477,433	OPERATING SURPLUS		2,079,967
	STATEMENT OF COMPREHENSIVE INCOME		
477,433	Net Surplus for the year		2,079,967
	Other comprehensive income		
0	Items that will not be reclassified subsequent to profit or loss		0
0	Items that will be reclassified subsequent to profit or loss		0
477,433	Total comprehensive income for the year		2,079,967

NOTES TO ACCOUNTS

1. Statement of significant accounting policies

The committee has prepared the financial statements on the basis that the entity is a non-reporting entity because there are no users dependent on a general purpose financial report. The financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the ACNC Act. The organisation is a not for profit entity for the purpose of preparing financial statements under Australian Accounting Standards.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by Australian Accounting Standards and Interpretations and the disclosure requirements of AASB 101 *Preparation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

Basis of preparation

The financial statements have been prepared on an accruals basis and are based on historical costs unless specifically advised otherwise. The going concern assumption has been applied.

The following significant accounting policies, which are consistent with previous years unless stated otherwise, have been adopted in the preparation of this financial report:

Income Tax

The entity is exempt from income tax pursuant to the provisions of the Income Tax Assessment Act.

Property, Plant & Equipment

Where applicable each class of property, plant and equipment is carried at cost (unless specifically stated otherwise) less accumulated depreciation.

Depreciation

Where applicable depreciation is charged on plant and equipment at rates determined by their estimated useful lives and using the reducing balance method. Assets with a cost of less than \$1,000 are written off in the year of purchase.

Rental Properties

Rental properties are recorded at valuation based upon independent valuations prepared on a regular basis.

Employee Benefits

Where applicable Annual Leave and Long Service Leave are accrued at current rates of pay for all eligible staff.

Significant management judgement in applying accounting policies & Estimation Uncertainty

Management undertakes a number of judgements, estimates and assumptions about recognition and measurement of assets, liabilities, income & expenses. The actual results may differ from the judgements, estimates and assumptions made by management and will seldom equal the estimated results.

The following are the significant management judgements that may have been used in applying the accounting policies of the entity:

Useful lives of depreciable assets

Management reviews the useful lives of depreciable assets at each reporting date based on the expected utility of the assets. Actual results may vary due to many factors including obsolescence.

Provisions – Long Service Leave and Annual Leave

The liability for long service leave and annual leave is recognised and measured at the present value of estimated future cash flows at reporting date. In determining the present value of the liability attrition rates, pay increases and inflation are taken into account.

Audit Fees

Audit fees of \$5,500 were paid to Edmondson Accounting during the financial year.

BAPHC Lease for Life Contingent Liability

The Lease for Life Contingent Liability recognises deposits paid by tenants which are repayable upon termination of the residents contract.

Capital Commitment Bridge Street Housing Project

A contract to build 10 housing units has been entered into at a estimated cost of \$3,400,000.

To date \$1,701,778 cost has been incurred and also recorded as income.

Royalty for regions grant of \$2,000,000 will be received for this project and \$209,780 will be recorded as deferred income until the time of completion of the project.

Alliance Housing WA will fund the balance of the project.

RESPONSIBLE PERSONS' DECLARATION

The responsible persons declare that, in their opinion:

- a) the attached financial statements and notes thereto have been prepared in accordance with, and satisfy the requirements of ACNC Act.
- b) there are reasonable grounds to believe that the entity is able to pay its debts as and when they become due.
- c) the attached financial statements and notes thereto provide a true and fair view of the financial position and performance of the entity.



Signed on behalf of the Board of Management

Name: Murali Mahendran

Date: 11.09.22

TENANT STORIES



Malc and Sue Brookes – a house that became a family home

Malc and Sue, together with their grandson Matt joined Alliance Housing in 2020, two years later the family is still very happy with the property they have made into their home.

Thanks to where the property is located in Bunbury they have been able to reconnect with friends and family from 30 years ago when they lived in the area previously as well as make new friends along the way.

They love their home and enjoy taking Matt, who they have cared for since he was a baby, fishing nearby as well as tending to the garden.

Matt loves going to school and thanks to where the house is, he can ride there every day.

Working closely with Alliance Housing, they have also made improvements including a patio, installing reverse-cycle air conditioning and a garden shed.

These recent improvements are sure to make their future summers as a family even more memorable.



Margaret Doyle – a life well lived

Born and raised in South Africa, Margaret trained to become a nurse before moving to Scotland to qualify as a midwife.

She traveled and worked in several countries until she fell in love with a farmer whilst in Namibia and was happily married for 40 short years, raising three children.

In 2011, Margaret relocated to Australia to be with two of her three children and said Australia has been very good to her.

Margaret has been a tenant with Alliance Housing since 2014, which has helped to ensure her savings last a little longer.

She said she loves her unit and the community it is situated in, with everyone getting along well.

Margaret enjoys knitting, reading and drawing, but her neighbours said she also loves to bake biscuits and make marmalade.

Margaret said the staff at Alliance Housing have always been friendly, helpful and patient with her 'old lady queries' – who could ask for more?

Jarrold Doe – home helps journey to independence

For Jarrold, being an Alliance Housing tenant for the past six years has meant he has been able to continue to grow and live independently.

It has also provided a better balance for Jarrold and his family, who have been able to support him and enjoy regular visits rather than having to focus on being his carers.

Jarrold's family are grateful to Alliance Housing, because they believe securing a safe and appropriate home for him to live independently in, meant life could remain as normal as possible particularly after the death of his father, who had been his primary carer.

Jarrold said he was very happy with the unit because it is much bigger than his old bedroom. Having extra space also means his nieces and nephews can come for visits and he has enough room to pursue his interests including playing Playstation and woodwork in the garage.

He enjoys living in a friendly and safe neighbourhood which is close to his Nan and Uncle Trev, who he visits regularly for Friday night dinners.

Since moving into his unit Jarrold has gained further independence, learning new skills including shopping and cooking for himself.

He enjoys finding new recipes to try which he then cooks with his support worker Ernesto.

Recently, he also started playing Ten Pin Bowling, which he is really enjoying especially because of the fun and social environment.

Jarrold has worked for Activ for the past 15 years and is currently working at their Timber Manufacturing Services site assembling pallets.

Working for the timber manufacturing services site has allowed Jarrold to combine work with his passion in woodwork.



Maureen and Doug Smith – coming home

After selling their business and home in Esperance in 2006, Maureen and Doug bought and fitted out a bus to travel around Australia, stopping for up to a year to work in different towns and communities along the way.

Maureen worked in aged care and Doug as an electrician and bus driver, so they were always able to find work in the towns they visited on their travels.

During their travels in 2011, they received wonderful news that their first grandchild was on the way, so decided to head back to Western Australia.

After living in the bus for nine years they were lucky enough to move into their unit in a beautiful little complex.

They love where they are living and said it's a beautiful little community where everyone gets along.

Maureen cares for her brother, who also lives in the same complex.

Maureen loves to knit and is currently making beanies for all ages for local not-for-profit Doors Wide Open.

She also buys dolls from the secondhand shops and brings them home, cleans them up and knits new little outfits for them to donate back to the Salvation Army at Christmas time.

TENANT STORIES

Glenn Meyer – the beauty of a second chance

Glenn has been with Alliance Housing for almost five years after successfully transitioning from Richmond Wellbeing, with his health improving significantly in that time.

Before coming to Alliance Housing, he had been living with his mum following the breakdown of his marriage and getting seriously ill.

Glenn said being an Alliance Housing tenant has allowed him to be more independent after becoming accustomed to relying on others.

He said Alliance Housing staff have always been extremely helpful when any maintenance issues occurred enabling him to enjoy a stress-free living.

Glenn said he loves where he lives, with peaceful surroundings, friendly neighbours and being integrated into the community, all big benefits.

In 2019, after walking the 1000km Camino De Santiago from France and across Spain, Glenn decided to open a business with his friend who had accompanied him on the trip.

With a background in business, Glenn was confident he could do it again.

In July 2021, together with his business partner he decided Busselton needed an E-Bike shop given the excellent cycling infrastructure in the area and in February of this year their dream became a reality with their own brand – Revolution E-Bikes.

A good fit for a man who has always loved bikes.

When Glenn's mum passed away in May 2021, she left him a small inheritance.



To honour his dear mum, he invested the money into the E-Bike shop, to build something tangible in her memory.

Glenn said he wouldn't have been able to stay in Busselton or open the business if it wasn't for the support from Alliance Housing.

Whilst he still must monitor his health, Glenn said so far so good!

TENANT FORUM

Tenant Feedback Forum

Every year Alliance Housing hosts a Tenant Forum to discuss results and topics from the Annual Tenant Satisfaction Survey.

The Tenant Forum was held in September 2021 at Alliance Housing with the survey results showing 100% of residents and tenants were satisfied with their property condition.

Alliance Housing has continued with its program of responsive, cyclical and lifecycle works to maintain and improve properties.

This includes prompt and professional general maintenance, painting projects, kitchen upgrades and replacements and upgrades of common areas.

Alliance Housing also continues to conduct regular inspections for each property, identifying any emerging issues and preparing suitable and timely responses.

Having a roof over everyone's head is regarded as essential to a person's health and wellbeing.

However, not all Australians have the same access to safe and affordable housing.

Alliance Housing prides itself in providing rental housing at below market rates to low-to-moderate income families and individuals living in the South West, who may otherwise struggle to find affordable housing.

The survey focuses on tenants and resident satisfaction with their housing and how this has changed over time, and how they would like to see their tenancies move forward.



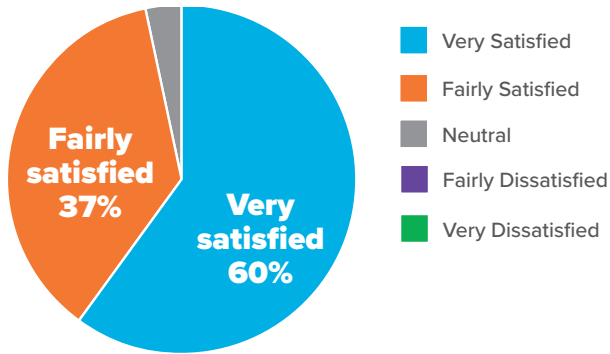
Results from the 2021 survey found:

- 100%** – were satisfied with the overall maintenance carried out
- 100%** – were very or fairly satisfied with asset management
- 87%** – were sure how to make a complaint.
- 13%** – were unsure or didn't know how to make a complaint

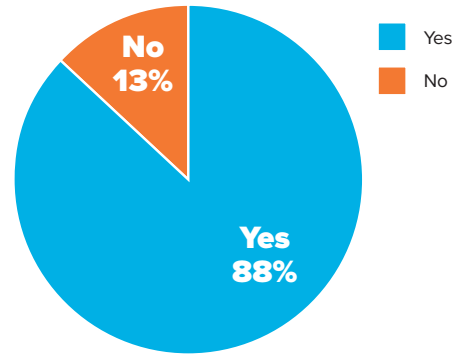
TENANT SURVEYS 2022 RESULTS

FELT THEIR RIGHTS ARE SUPPORTED BY ALLIANCE HOUSING

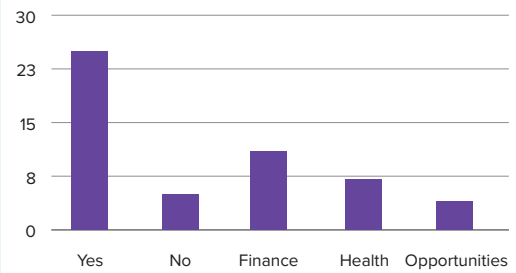
Neutral 3%



KNOW HOW TO MAKE A COMPLAINT

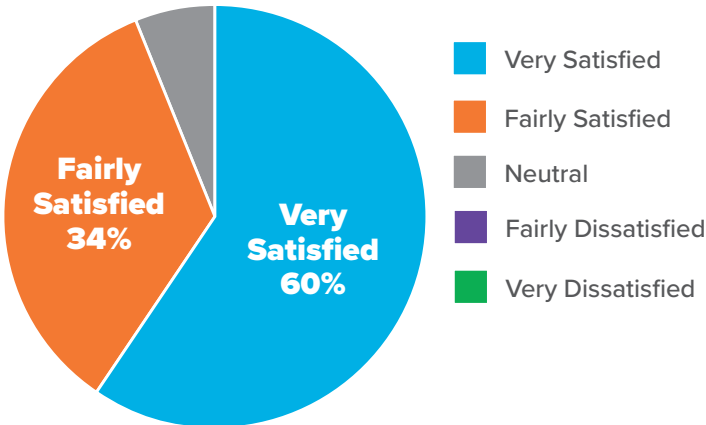


LIFE IMPROVEMENTS SINCE BECOMING TENANTS/RESIDENTS WITH ALLIANCE HOUSING

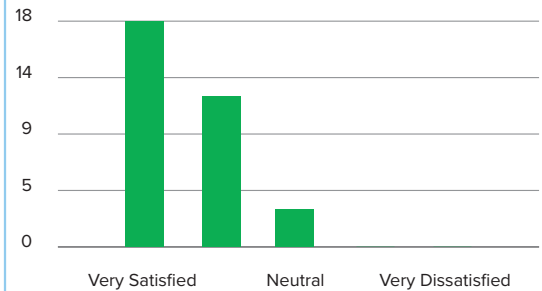


OVERALL SATISFACTION WITH THE SERVICE AND STAFF AT ALLIANCE HOUSING

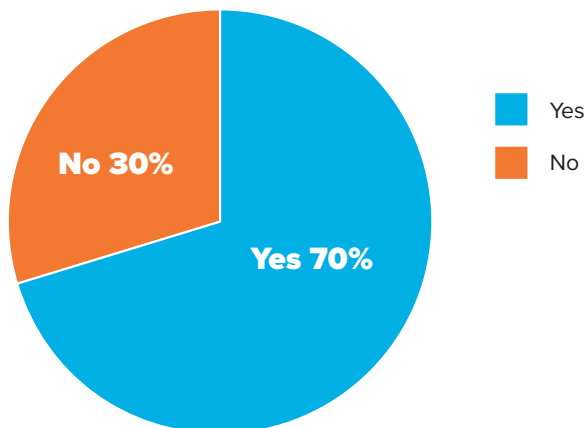
Neutral 6%



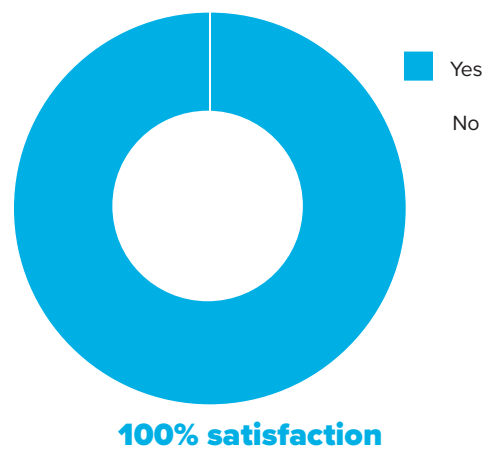
OVERALL MAINTENANCE AND REPAIRS



KNOW HOW TO ACCESS OUT OF HOURS EMERGENCY SERVICES



HAPPY WITH WORK CARRIED OUT BY TRADESMAN



TENANT SURVEYS 2022 RESULTS

“We find staff and service very fair and satisfactory”

“We feel more secure that we can keep a roof over our and our grandson’s head”

“All the trades people sent to complex or my unit have been pleasant, neat and tidy in their work”

“I have never met an Alliance rep who hasn’t been both courteous and friendly”

“It has provided me with the dignity of not being homeless or to live with a relative I may have not wanted to live with”

“They are an understanding team”

“The longest I’ve rented anywhere because rent is affordable or place has not sold”

Annual Tenant Survey & Voucher Winner

Thank you to all our tenants who completed and returned this year’s Annual Tenant Survey. We really do appreciate the input from yourselves on how we can provide you with great service and we value your comments. This year we also asked you to let us know if you wished to be involved in our tenant forums where we discuss with tenants the feedback and results on the recent survey or other upcoming projects. We encourage an honest and constructive discussion and provide a healthy and safe environment in which it can be done.

This year we had three Coles vouchers to hand out to our lucky winners. Congratulations to Crystal, Mary and Kathleen who returned their surveys and let us know that they wished to participate in the draw. We hope you enjoyed your vouchers!



Mary Clinch
Survey Winner



Crystal (Thomson)
Jauncey Survey Winner

BRIDGE STREET DONNYBROOK HOUSING PROJECT



Donnybrook's Bridge Street Housing Project is close to completion with its official opening expected to be in early 2023.

The \$3.4 million project will provide 10 units for seniors over the age of 65, currently living in the Donnybrook-Balingup area as part of the Alliance Housing's key objective to provide more social and affordable housing throughout the South West.

We are looking forward to hearing from Seniors living in the area needing fit for purpose accommodation. Housing plays such an essential role in supporting quality of life and wellbeing as well as helping to facilitate connection to community.

We have had considerable interest in this project and still taking details from eligible applicants.

This project will have a direct impact on improving the quality of life of local people allowing them to live independently whilst staying connected to the Donnybrook-Balingup community.

Despite unforeseen weather delays, construction has been ongoing since the turning of the sod in June 2021 with JAK Civil handing over the site to Smith Constructions in February 2022.

Concrete pads and wall frames have gone up, followed by the roofing. Smith Constructions are happy with the progress of the project and are confident completion will still be in early 2023.

We have been building a register of interest from Donnybrook-Balingup over 65 residents since site works began and we will be sending out application forms to those eligible in the not too distant future.



TENANT BBQ

Tenant BBQ – A day by the sea

Alliance Housing held its regular Tenant Barbecue in November 2021, at the Koombana Bay foreshore.

It was the first time the barbecue was held outside of the Alliance Housing office and was a big hit with everyone who attended especially the youngest, Serenity who enjoyed the nearby playground.

The event was a great opportunity for board members, staff, tenants, and residents to socialise together informally whilst enjoying some sunshine and ocean air.

Tenants Don and Tony did a wonderful job cooking the barbecue for everyone to enjoy.

Don said he would like to see more similar events after everyone had such a good day with great weather.

Alliance Housing received a Gingerbread house kindly donated by Lorraine Schram to use as a raffle prize with the lucky winner, tenant John.

John kindly decided to share his prize with Serenity, who happily accepted the house with a giant grin.

Crystal, Serenity's mother, said they both had a wonderful time.

Serenity really enjoyed her sausage, drink, and of course the lollies and gingerbread house she happily went home with.

The Tenant Barbecue is a regular event held by Alliance Housing and it is hoped other tenants will have an opportunity to attend future events.



Don & Tony



Murali & John



Crystal & Serenity



Kay & Lyn



Murali & Heather



Crystal & Melfe



Mary & dog

\$2.4 million to upgrade South West homes



We are excited to share that 23 of our South West homes will be receiving major upgrades thanks to a recent \$2.4 million grant through the McGowan State Government's Social Housing Economic Recovery Package.

The funding is a welcome boost and will directly improve the quality of life for 48 Alliance Housing clients living in the region with 23 houses in the South West to receive major refurbishments.

The refurbishments will significantly extend the life of the properties so Alliance Housing can continue to support the South West community by meeting the needs of low-income households.

Properties in Australind, Bunbury, Busselton, Glen Iris and Nannup will receive extensive work to improve living conditions including security measures, fixtures and fittings and making homes more energy efficient to reduce costs.

Local businesses will also benefit from this funding, with opportunities for the work to be carried out by local Southwest builders and trades wherever possible.

The improvements will mean tenants can remain in the community near friends, local schools and services and provide an added layer of security, which is so important in today's uncertain climate.

The funding will go a long way in assisting Alliance Housing to maintain and upgrade properties while continuing to meet the needs of clients, including those living with disability, young people who experience homelessness, the elderly and women and children escaping domestic violence.

Alliance Housing chief executive Kay Shaw said she was very proud of the Alliance Housing team who put in a tremendous effort with the grant application to ensure it was successful.

MINUTES OF THE ANNUAL GENERAL MEETING 2021

Minutes of the Annual General Meeting held
Wednesday 20th October 2021 – 12 noon at

Alliance Housing, U2/93 Albert Rd Bunbury WA.

OPENING OF MEETING

Chairperson Jan Pedersen opened the meeting at 12 Noon and welcomed all present.

Acknowledgment of traditional landowners.

PRESENT

Jan Pedersen	Alliance Housing WA
Rob Holmes	Alliance Housing WA
Christine Penny	Alliance Housing WA
Kay Shaw	Alliance Housing WA (CEO)
Murali Mahendran	Alliance Housing WA
Melfe Greenhalgh	Alliance Housing WA
Ben de Chaneet	Alliance Housing WA
John Benson	Alliance Housing WA
Maria Papas	Alliance Housing WA (Staff)

APOLOGIES

Nil

ACCEPTANCE OF MINUTES OF 2020 ANNUAL GENERAL MEETING

Recommendation: That the minutes of the 2020 AGM held 21st October 2020 be accepted as a true and correct record.

Accepted by all.

Any questions arising from previous minutes: Nil

CIRCULATION OF ANNUAL REPORT

Chairperson Jan Pedersen circulated Alliance Housing's 2021 Annual Report and thanked all Staff involved in its compilation.

COMBINED CHAIRPERSON AND EXECUTIVE OFFICER'S REPORT

Chairperson Jan Pedersen read the combined Chairperson and Executive Officer's Report as was presented on page 4 and 5 of the Annual Report.

Chairperson Jan Pedersen gave a special thanks to Elysian Consulting's Greg Cash who has been a great help to Alliance Housing this year and provided mentoring to CEO Kay Shaw.

Any questions for the Chairperson: Nil

Accepted by all.

FINANCIAL REPORT

CEO Kay Shaw presented the Financial and Audit Report on behalf of Treasurer Christine Penny, highlighting items on pages 8 to 9 of the Annual Report.

The audit for the financial year 30 June 2021 has been completed and AH has performed extremely well over the last 12 months.

Impact of the Covid-19 response was still felt, with rent reviews and turnover impacted until March 2021 by the moratorium. Interest received was, and still is, at a minimum. Despite these challenges, total income was recorded in excess of \$1.5 million.

Total operating income for the financial year 30 Jun 2021 was increased by ATO Cash flow boosts amounting to \$55,112. These cash injections have now ceased in line with lifting of the moratorium.

Total operating expenditure was consistent with previous financial year at \$608,673.

This year, AH undertook development of 10 units for independent living of over 65's in Donnybrook. These are due for occupancy towards the end of next financial year. Application for NRAS credits has been made. AH has funded 50% of the project and may only receive 50% of the NRAS credits. This will be determined once application is approved and CEO KS will report back to the Board at such a time.

AH has received total grant monies to date of \$1,711,558 towards the Donnybrook Housing Project with a further \$200,000 to be received. These funds are held in the bank until site works and construction progress payments are made.

Due to current climate in the construction industry, Donnybrook Housing Project costs have exceeded budget which was set some years ago. AH has taken steps to reduce any financial risk to the organisation, including building cash reserves to reduce burden of borrowings. Cash reserves of \$878,626 have been built up.

Stage 1 of the Social Housing Recovery Package (SHERP) maintenance grants opened up this year with claims capped at \$20,000. AH received their total claim of \$19,500. This amount enabled the organisation to repair and replace guttering to 15 of its properties.

Revaluations have been carried out on all AH owned properties. The advice received from AH's Auditor is that internal market reviews of the portfolio are carried out annually and every 3 years, an independent valuation be carried out. AH has adopted this recommendation.

This year's audit was undertaken by the new Auditor, Edmondson Accounting. No adjustments were made to the financial statements.

Any questions arising from either reports: Treasurer Christine Penny sought clarification on frequency of GST claims for Donnybrook Housing Project. CEO Kay Shaw confirmed this is being done quarterly.

Moved acceptance of Financial Report: John Benson
Seconded: Murali Mahendran
Carried

Recommendation: Treasurer Christine Penny suggested Board meet newly appointed Auditor Phil Edmondson and invite him to a future Board meeting.

Chairperson Jan Pedersen also suggested Financial Report be presented by the Auditor at AGM moving forward. **Accepted by all.**

DISSOLUTION OF 2020/2021 BOARD

The Chairperson declared all positions vacant and called on John Benson to take the chair for the election of the Chairperson for the ensuing year.

ELECTION OF 2021/2022 OFFICE BEARERS AND BOARD OF MANAGEMENT

Nominations had been received for the following Office Bearer positions:

Chairperson:

Murali Mahendran	Nominated	Accepted
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Murali Mahendran took the Chair.

Vice Chairperson:

Jan Pedersen	Nominated	Accepted
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Secretary:

Robert Holmes	Re-nominated	Accepted
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Treasurer:

Christine Penny	Re-nominated	Accepted
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Nominations had been received for the following Board positions:

Board Member

Melfe Greenhalgh	Re-nominated	Accepted
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Board Member:

John Benson	Re-nominated	Accepted
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Board Member:

Ben de Chaneet	Re-nominated	Accepted
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The 2020/2021 Board was declared elected.

Moved: Robert Holmes

Seconded: Christine Penny

Carried

Accept resolution of number of Board Members as per constitution, with the option to change during the year – Agreed a Board of 7 Members, noting 2 potential vacancies in the event of existing Board Members being absent throughout the year and to also meet a skill-set deficit in the area of legal.

Moved: Robert Holmes

Seconded: Christine Penny

Carried

APPOINTMENT OF AUDITOR

Recommendation: Edmondson Accounting be appointed as Auditor for the financial year 2021-2022.

Moved: Ben de Chaneet

Seconded: Melfe Greenhalgh

Carried

Recommendation: Chairperson Murali Mahendran recommended inviting Auditor to future Risk committee meeting. CEO Kay Shaw advised this may be 'fee-for-service'.

Agreed by all.

GENERAL BUSINESS

Chairperson Murali Mahendran thanked CEO Kay Shaw and staff for their hard work during the year. Murali also acknowledged and thanked outgoing Chairperson Jan Pedersen for her consultative and inclusive leadership that has helped put AH in a very strong position, having now achieved Tier 2 status as a Community Housing Organisation.

CEO Kay Shaw thanked the Board on behalf of staff and personally for their guidance and the trust afforded to her as she's navigated the challenging new role of CEO.

CEO Kay Shaw expressed her belief that AH have a strong foundation of policies, business and strategic plans, which together with a new strong team now, will enable the organisation to achieve the clear objectives set by the Board of Management.

CLOSE OF MEETING

There being no further business, Chairperson Murali Mahendran thanked all for their attendance, declared the Annual General Meeting 2020/2021 closed at 12.39 pm and invited all to enjoy refreshments together.



ALLIANCE HOUSING VALUED PARTNERS



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