

ANNUAL REPORT --- **2023** ---



Alliance Housing (WA)



Supporting Affordable Housing in the South West

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

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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 become a significant Community Housing Organisation (CHO) in Western Australia and relieve housing related poverty by providing and managing quality, secure and affordable housing for those people on a low-to-moderate income.

It is also our intent to develop and promote awareness of housing problems and solutions that may be offered within the framework of a "not-for-profit" organisation.

OUR VISION:

- **To relieve housing related poverty.**
- **To encourage tenant participation in the development, design and management of accommodation provided by the Association.**
- **To develop and promote awareness of housing issues and, in particular, community housing.**
- **Work with agencies to support mutual clients.**
- **To do all lawful things as are necessary, incidental or conducive to the fulfilment of the above objects.**
- **To enrich the lives of tenants.**

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

Alliance Housing has had a very progressive past 12 months. We completed construction of 10 independent living units at Donnybrook. We have been true to our strategic objectives and continue to increase our housing offering to the community and increasing our activities to improve outcomes for existing tenants and assist more people.

After years of planning and hard work Alliance Housing completed construction of 10 units at Bridge Street, Donnybrook. The 10 independent living units are already housing tenants over the age of 65. The development incorporated universal design principles and are within walking distance of the Donnybrook town centre. The successful completion of this project is a cumulation of a lot of diligent hard work and support from the State Government, Shire of Donnybrook-Balingup, and the community.

Alliance Housing has successfully secured the Social Housing Economic Recovery Package grants funding to carry out major upgrades to our housing portfolio through the Western Australian State Government. The total value of the funding is \$2.4 million. Refurbishment work on our housing stock is progressing to plan. The refurbishments will significantly extend the life of the properties so Alliance Housing can continue to support the community by helping to meet the needs of low-income households.



Murali Mahendran
Chairperson

We have also successfully secured grants for an innovative dual key home construction in Dalyellup and an addition of two units to the Bridge Street, Donnybrook housing units. This is a testament to the hard work, credibility, and standing of Alliance Housing within the Western Australian Community Housing sector.

While Alliance Housing has increased development and construction of new housing stocks in the past few years we have continued focusing on and performing our core function of servicing our clients and maintaining affordable, secure, high quality housing in our portfolio. We have done this in a caring and compassionate manner which Alliance Housing has become renowned for.

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.

I look forward to commencing construction of our Dalyellup dual key development and the next phase of the Donnybrook housing projects next year as well as the completion of the refurbishment works on our existing portfolio. We will continue to serve our existing clients in a caring and compassionate manner.

I am excited about a new year full of continued growth for Alliance Housing meeting our purpose, our strategic objectives, and continue enhancing the lives of our clients.

CEO's Report

After seeing considerable growth and receiving an influx of funding last financial year, the Alliance Housing team spent 2022-2023 focusing on completing projects and ensuring our services continue to best suit the needs of our tenants.

I would like to sincerely thank the Alliance Housing Board for their continued time, support, and guidance – we are eternally grateful for your knowledge and guidance.

A big thank you also to our staff who go above and beyond on a daily basis. There is so much that goes on behind the scenes to make it possible for us to support people throughout the community, to win grants and for projects to move forward and none of it would be possible without your continued hard work and dedication.

There has been plenty to celebrate in the past 12 months.

It was wonderful to see the completion of the \$3.25 million Donnybrook Bridge Street Housing Project and to celebrate the official opening of the 10-unit complex with tenants and stakeholders.

A special mention also to our Vice Chairperson Jan Pedersen, who was named Bunbury's 2023 Citizen of the year – we are so very lucky to have you.

After receiving a significant \$2.4 million grant, through the McGowan State Government's Social Housing Economic Recovery Package last year, the Alliance Housing team has been busy overseeing extensive improvements to South West homes.

Work has begun on units in Nannup and houses in Bunbury and Busselton with the project expected to be finished by the end of 2024. Once complete, 23 homes will have had significant external and internal upgrades done to significantly extend the life of the properties.



Kay Shaw
Chief Executive Officer

The last year has been extremely challenging for so many in our community due to the ever-increasing cost of living and continued rental crisis across the South West.

It is in these hard times that the services we provide become even more important to ensure roofs over people's heads.

I am so thankful we were able to support even more people this year – helping young families, retirees and everyone in between.

This is why it is so important for us to continue to apply for grants and find new housing solutions across the South West.

I am so excited to see what the next year will bring, as we continue to work hard for those who need it most throughout the South West.

A very special thank you to all our supporters, stakeholders and especially our tenants and residents who are at the heart of what we do each day.



FINANCIAL REPORTS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2023

	2023	2022
	\$	\$
REVENUE		
Grant Funding	759,218	1,738,246
Interest Received	18,096	1,570
Other Income	4,354	2,354
Rental Income	1,602,672	1,552,019
EXPENSES		
Administrative Expenses	(209,929)	(191,472)
Depreciation Expense	(23,275)	(24,886)
Employee Benefits Expense	(438,004)	(439,646)
Finance Costs	(10,391)	-
Grant Funding Expenditure	(566,343)	(7,200)
Project Funding Expenditure	(25,951)	-
Property Management Expenses	(611,137)	(551,017)
PROFIT BEFORE INCOME TAX	499,310	2,079,967
Income Tax Expense	-	-
PROFIT FOR THE YEAR	499,310	2,079,967

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

As At 30 June 2023

	2023	2022
Note	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	4 2,092,541	3,764,924
Trade and Other Receivables	5 62,716	45,654
Other Assets	6 74,439	65,832
TOTAL CURRENT ASSETS	2,229,696	3,876,410
NON-CURRENT ASSETS		
Property, Plant and Equipment	7 13,682,773	11,049,826
TOTAL NON-CURRENT ASSETS	13,682,773	11,049,828
TOTAL ASSETS	15,912,469	14,926,238
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	8 1,081,241	1,667,959
Borrowings	9 227,654	-
Employee Benefits	11 18,461	31,525
TOTAL CURRENT LIABILITIES	1,327,356	1,699,484
NON-CURRENT LIABILITIES		
Lease Liabilities	602,000	602,000
Employee Benefits	11 33,248	24,699
Long-Term Provisions	10 250,438	256,111
TOTAL NON-CURRENT LIABILITIES	885,686	882,810
TOTAL LIABILITIES	2,213,042	2,582,294
NET ASSETS	13,699,427	12,343,944
EQUITY		
Reserves	4,437,492	3,581,319
Retained Earnings	9,261,935	8,762,625
TOTAL EQUITY	13,699,427	12,343,944

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2023

	2023			
	Retained Earnings \$	Asset Revaluation Surplus \$	BAPHC Funds Transferred \$	Total \$
Balance at 1 July 2022	5,463,432	3,581,319	3,299,193	12,343,944
Profit / (Loss) for the Year	499,310	856,173	-	1,355,483
Balance at 30 June 2023	5,962,742	4,437,492	3,299,193	13,699,427

	2022			
	Retained Earnings \$	Asset Revaluation Surplus \$	BAPHC Funds Transferred \$	Total \$
Balance at 1 July 2021	3,383,465	3,581,319	3,299,193	10,263,977
Profit / (Loss) for the Year	2,079,967	-	-	2,079,967
Balance at 30 June 2022	5,463,432	3,581,319	3,299,193	12,343,944

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		2,358,671	3,288,837
Payments to suppliers and employees		(2,220,614)	(1,523,071)
Net cash provided by/(used in) operating activities	13	138,057	1,765,766
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(1,800,049)	(1,764,731)
Net cash provided by/(used in) investing activities		(1,800,049)	(1,764,731)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payment of borrowings		(10,391)	-
Net cash provided by/(used in) financing activities		(10,391)	-
Net increase/(decrease) in cash and cash equivalents held		(1,672,383)	1,035
Cash and cash equivalents at beginning of year		3,764,924	3,763,889
Cash and cash equivalents at end of financial year	4	2,092,541	3,764,924

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 30 June 2023

The financial report covers BUNBURY HOUSING ASSOCIATION INCORPORATED as an individual entity. BUNBURY HOUSING ASSOCIATION INCORPORATED is a not-for-profit Association, registered and domiciled in Australia.

The functional and presentation currency of BUNBURY HOUSING ASSOCIATION INCORPORATED is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation 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.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements and material accounting policies all comply with the recognition and measurement requirements in Australian Accounting Standards.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(c) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a reducing balance basis over the asset's useful life to the Association, commencing when the asset is ready for use.

(d) Rental Properties

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

(e) Employee benefits

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

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.

4 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash at Bank	1,240,541	2,912,924
Term Deposits	852,000	852,000
Total Cash and Cash Equivalents	2,092,541	3,764,924

5 Trade and Other Receivables

	2023	2022
	\$	\$
CURRENT		
Trade Receivables	316	216
GST Receivable	62,400	45,438
Total Current Trade and Other Receivables	62,716	45,654

6 Other Assets

	2023	2022
	\$	\$
CURRENT		
Prepayments & Accrued Income	74,439	65,832
Total Other Assets	74,439	65,832

7 Property, plant and equipment

	2023	2022
	\$	\$
Buildings		
At Fair Value	13,673,000	11,016,778
Total Buildings	13,673,000	11,016,778
PLANT AND EQUIPMENT		
Furniture, Fixtures and Fittings At Cost	21,729	21,729
Accumulated Depreciation	(15,826)	(11,470)
Total Furniture, Fixtures and Fittings	5,903	10,259
Motor Vehicles		
At Cost	69,384	69,384
Accumulated Depreciation	(67,962)	(50,610)
Total Motor Vehicles	1,422	18,774
Office Equipment		
At Cost	93,345	93,345
Accumulated Depreciation	(90,897)	(89,330)
Total Office Equipment	2,448	4,015
Total Plant and Equipment	9,773	33,048
Total Property, Plant and Equipment	13,682,773	11,049,826

8 Trade and Other Payables

	2023	2022
	\$	\$
CURRENT		
Accruals	26,774	21,904
Credit Cards	525	855
Deferred Income	838,222	1,434,667
PAYG	6,898	5,904
Superannuation Payable	4,271	-
Trade Payables	204,551	204,629
Total Trade and Other Payables	1,081,241	1,667,959

9 Borrowings

	2023	2022
	\$	\$
CURRENT		
Bank Loans	227,654	-
Total Current Borrowings	227,654	-

10 Provisions

	2023	2022
	\$	\$
NON-CURRENT Provision for Maintenance	250,438	256,111
Total Provisions	250,438	256,111

11 Employee Benefits

	2023	2022
	\$	\$
Current Liabilities		
Annual Leave Provision	18,461	31,525
Total Current Employee Benefits	18,461	31,525
Non-Current Liabilities		
Long Service Leave Provision	33,248	24,699
Total Non-Current Employee Benefits	33,248	24,699

12 Contingencies

As at 30 June 2023, Bunbury Housing Association Inc has the following contingent liabilities. The Lease for Life contingent liability recognises deposits paid by tenants which are repayable upon termination of the residents contract.

13 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2023	2022
	\$	\$
Profit for the year	499,311	2,079,967
Cash flows excluded from profit attributable to operating activities		
- Finance costs	10,391	-
Non-cash flows in profit:		
- depreciation	23,275	24,886
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(17,062)	(216)
- (increase)/decrease in other assets	(8,607)	(5,136)
- increase/(decrease) in trade and other payables	(586,717)	(258,759)
- (increase)/decrease in financial liabilities	227,654	-
- increase/(decrease) in lease liabilities	-	(67,500)
- increase/(decrease) in provisions	(5,673)	-
- increase/(decrease) in employee benefits	(4,515)	(7,476)
Cashflows from operations	138,057	1,765,766

14 Capital Commitment Donnybrook Site

A contract to build 2 more housing units at the Donnybrook site has been entered into for which Bunbury Housing Association Inc have received some grant monies and have a further commitment for the contribution to the final stage of the project (which is still separate from the original 10 unit project).

Details for the two new units at Donnybrook are as follows:

\$472,681	Grant funding Received
\$241,819	Alliance Housing Committed Funds
\$714,500	Total Construction Costs

15 Statutory Information

The registered office and principal place of business of the association is:

BUNBURY HOUSING ASSOCIATION
INCORPORATED
UNIT 2, 93 ALBERT ROAD
BUNBURY WA 6230

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Responsible person..... *M. Mahendran*

Responsible person..... *Kay Shaw*

Dated 12.09.2023

Independent Audit Report to the members of BUNBURY HOUSING ASSOCIATION INCORPORATED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of BUNBURY HOUSING ASSOCIATION INCORPORATED, which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of BUNBURY HOUSING ASSOCIATION INCORPORATED has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

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 our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (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 Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities 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 responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Registered Entity or to 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 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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.



**Daniel Papaphotis CPA Registered Company
Auditor # - 410503**

Francis A Jones Pty Ltd
154 High Street
Fremantle WA 6160

14 September 2023

TENANT STORIES

A fresh start



Ashleigh is a single mum to a 13-year-old boy and a 9-year-old girl who have happily lived in the South West for almost seven years.

Unfortunately, the rental crisis greatly impacted the family, taking a toll on the children's sense of stability and putting a great deal of pressure on Ashleigh.

After living in Busselton for five years, the young family felt the full force of the rental crisis when the owner of the property had to take back possession of the house, they had called home since 2017.

Ashleigh was left with just 30 days to find a new property to move to – an incredibly difficult task with few rentals available, two children to look after and work commitments.

She did the best she could applying for several properties, some \$200 above her budget.

After spending a significant amount of time jumping from caravan parks and free campgrounds as a family of three in a tent, they were referred to Accord West who got the family onto the Department of Communities priority list and were then referred on to Alliance Housing.

After filling out another application for a rental with Alliance Housing, Ashleigh felt incredibly lucky to receive a life changing call that her application was successful.

A week later she had the keys to what could be home for a long time.

Ashleigh and her children have now been in the property since March and are incredibly grateful to have a roof over their heads, especially through the winter months.

A massive weight has been lifted from Ashleigh's shoulders and after falling into a depression due to their changed circumstances, her emotional wellbeing and mental health is now improving.

Life is now looking much brighter for the family, as they get back on their feet and turn their new house into a cherished home.

Ashleigh said her children are extremely grateful to have a room of their own and a bed to call their own.

Becoming Alliance Housing tenants has changed their lives for the better, Ashleigh said she would forever be grateful for the help given to her and her family.

Now they have somewhere to call home again, they can get back to doing what they love – being outdoors and go fishing.

Ashleigh's son also loves art, design and engineering and her daughter loves everything about being a little girl and is very much a free spirit.

As a mum Ashleigh doesn't have much time to herself, but when she does, she enjoys a good book and helping others.

Coming home

Graham was born and grew up in Nannup and went on to raise his own five children in the beautiful town he called home.

Graham worked at the local mill for 50 years before retiring in 2013.

At the time of retirement, his health wasn't the best and he sadly had to leave Nannup to move in with his son.

Graham was eager to get back to Nannup and after spending some time with his daughter in Albany, his health improved enough that he was able to move back to his hometown.

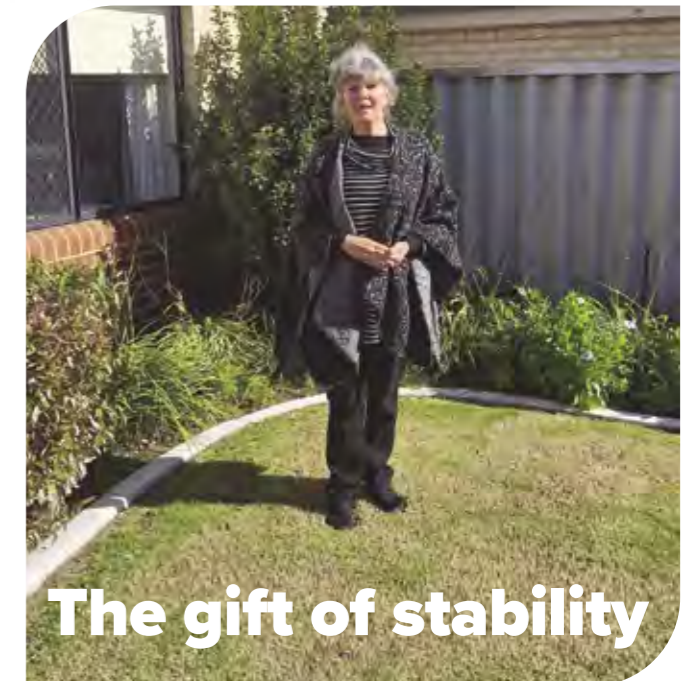
This was possible thanks to Alliance Housing who found Graham a unit in Nannup.

Graham said the newly renovated unit was nice to live in and convenient being close to all the services.

He said renting through Alliance Housing was budget friendly and meant he had money to spend on other things once the rent was paid.

Graham enjoys beach fishing and 4wheel driving.

He doesn't get away as much anymore but still loves to explore the South West when he can.



Linda became a tenant of Alliance Housing in May 2023, and could not be happier.

Due to health issues, Linda found it very difficult to hold down permanent employment and without any assistance from Centrelink, was not able to afford a private rental.

She was left with no other option but to house share, which was affordable but came with difficulties.

Although Linda met some wonderful people, she was always left with a sense of fear that her circumstances could change in an instant.

Linda said she couldn't believe the beautiful and ideal home she had been provided with, thanks to Alliance Housing.

Now, she no longer fears the threat of homelessness, or of a rental becoming unaffordable.

Although Linda's energy levels are limited, she enjoys painting, sketching, and spending time with the love of her life – her five-year-old grandson.

Linda said she is so very grateful.

TENANT STORIES

The Cliffords

Neville and Jill Clifford were the very first to go on the list for a unit in Donnybrook's Bridge Street Housing Complex. Fast forward to June 2023 and Neville was given the honour of officially opening the project.

The couple said they felt very lucky in their new home and extremely grateful to continue living in their community.

"It was worth the wait," Mr Clifford said.

"It already feels like home and we're hoping to be here forever."

The couple said becoming tenants with Alliance Housing had been very beneficial, allowing them to downsize, be closer to amenities, be able to walk to shops and ride their bikes to different places.

Neville has lived all his life in Brookhampton – a short 12km from Donnybrook.

The couple purchased an orchard when they got married in 1970. They ran beef cattle and sheep on the farm, raising three sons who would later give them three grandchildren.

Neville was a Fire Control Officer for the Brookhampton Fire Brigade for 29 years and has been an active member of the Brookhampton Bell Ringers Service since he was 15, he's also a life member of his local football club.

Today, the Cliffords spend their free time volunteering and playing at local sporting clubs including cricket, golf and tennis.

Now that they are living in Donnybrook, Neville also plans to continue to support his community by joining the local men's shed.



The Turners

Frederick and Patricia Turner are some of Alliance Housing's newest tenants, recently moving into the newly constructed Bridge Street Units in Donnybrook.

Fred said the Bridge Street unit had more space, better outlook, less traffic noise from the highway and could provide the assistance Patricia requires.

Fred was a District Superintendent for the WA Water Board in Perth and after retiring in 1989, the couple travelled around Australia for 16 years.

Returning from their adventures, they decided to settle in Yelling for eight years before happily moving and settling into the Donnybrook community in 2013, where they have lived ever since.

Fred is part of the Donnybrook Men's Shed where he enjoys making jewelry boxes and other small projects.

TENANT FORUM

Focus on tenant satisfaction

Late last year, we sent out our Annual Tenant Satisfaction Survey, asking tenants and residents for feedback on our services.

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



Alliance Housing is thankful to all tenants and residents who took part in the survey, as their feedback helps us to continue to improve and provide the best support and services we can.

Following the survey, we held the annual Alliance Housing Tenant Forum in September 2022.

Based off survey results, the forum focused on how rent is calculated, the after-hours maintenance contact number and feedback, and compliments and complaints form.

After discussions had at the forum, the decision was made to create fridge magnets with the after-hours maintenance number. Each tenant received a magnet when the Christmas operating hours were sent out.

As part of our aim to provide the best services possible to our tenants, we have continued with our 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.

We also conduct regular inspections for each property, identifying any emerging issues and preparing suitable and timely responses.

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

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

We pride ourselves 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 results revealed:

94%
were satisfied with the condition of their home

100%
were satisfied overall with the service and staff at Alliance Housing (graph below)

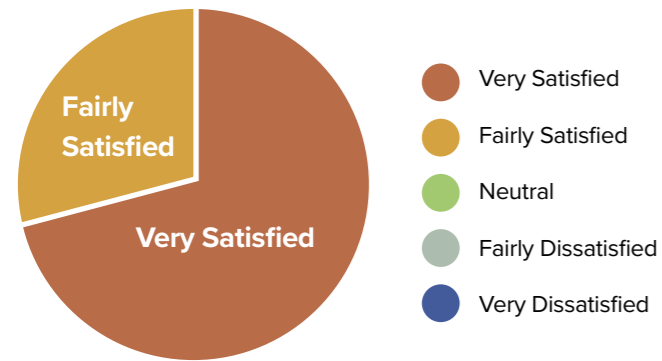
81%
understood how rent is calculated

100%
knew how to make a complaint

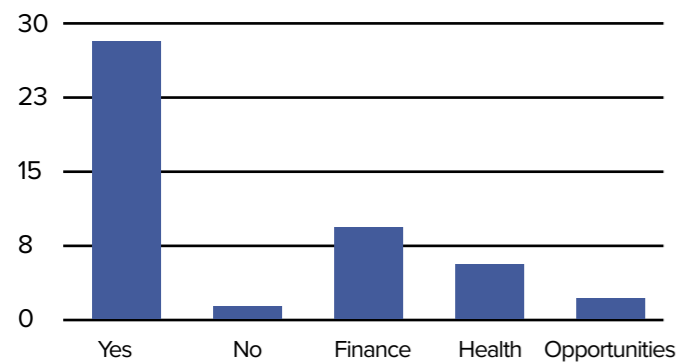
60%
knew how to make an appeal

90%
knew how to access Out of Hours Emergency Services

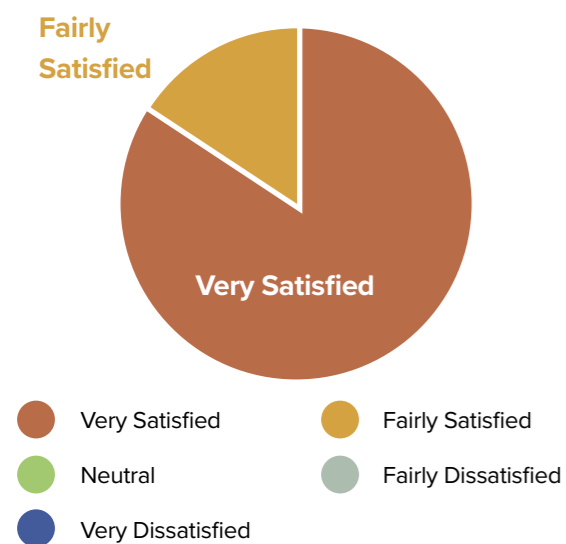
Overall Satisfaction graph as above



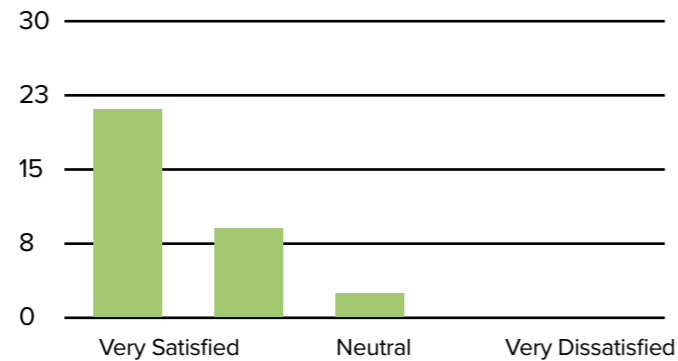
Has your life improved since becoming an Alliance Housing Tenant/Resident?



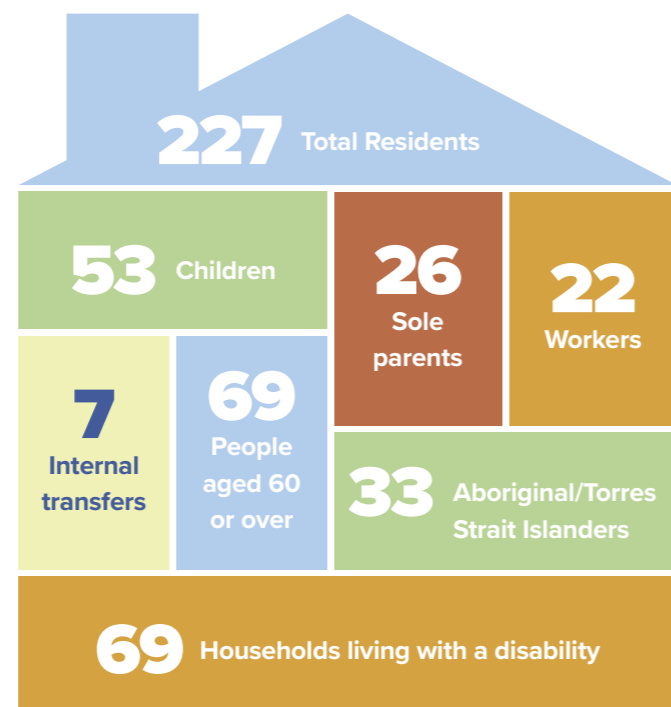
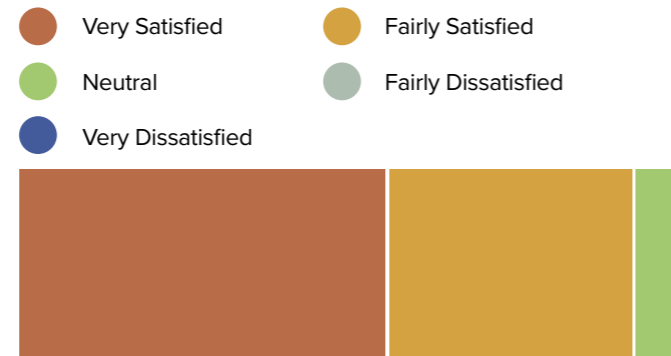
How satisfied are you with the attitude, knowledge and skills of Alliance Housing Team?



How satisfied were you with the overall maintenance and repairs carried out at the property?



Satisfaction of property condition



Tenants' comments

Love having my own home, a secure tenancy, a peaceful outdoor area & my own little garden.

Very happy with my beautiful, well designed & decorated home.

All I can say is Thankyou.

We were previously homeless and then in a refuge. To have stability is so important.

If we have a problem the staff attend to things asap.

Have always found the team pleasant & helpful and willing to have a chat with a "dotty old gal"

Alliance Housing is very prompt & professional in the way they operate & treat their tenants with respect.

Rental Security. This is the longest I've stayed in one home.

Independence, Security, friendly neighbours, close to Doctors, shops and Senior Citizens.

Annual Tenant Survey and Voucher Winners

Thank you to all our tenants who participated in this year's Annual Tenant Survey.

We really do appreciate your input and value your comments, so that we can provide you with the best services possible.

Congratulations to Kath, Neville and Glenys who were our survey winners, with each receiving a gift voucher.



Our survey winners, Kath and Neville with their gift voucher.

HOMES WITH HEART FOR NEW DONNYBROOK TENANTS

We celebrated the official opening of the \$3.25 million Donnybrook Bridge Street Housing Project on June 7, 2023.

It was great to celebrate the completion of the much-needed project with tenants, Alliance Housing board members and significant stakeholders including the Member for Collie-Preston Jodie Hanns.

The 10-unit housing complex for over-65s was officially opened by tenant Neville Clifford who was the very first to put his name down for one of the units, along with his wife Jill.

The couple said they felt very lucky and extremely grateful to continue living in their community.

“It was worth the wait,” Mr Clifford said.

“It already feels like home and we’re hoping to be here forever.”

Alliance Housing chief executive Kay Shaw said it was so good to get roofs over people’s heads that really needed it.

“Housing plays a critical role in supporting quality of life and wellbeing in older age and appropriately designed housing can support people to live independently for longer,” she said.

“To be able to provide homes for seniors and allow them to continue living in their community, close to family, friends and critical services is such a terrific outcome.”

The project was a combined effort with support from the South West Development Commission, McGowan Government and Shire of Donnybrook-Balingup making it a reality.

Funding provided through the State Government’s Regional Aged Accommodation Program made the project possible – giving locals more options for staying in their community, surrounded by their support network, as their needs change with age.

A special thank you to the entire Alliance Housing team for their hard work, along with the team from Smith Constructions, particularly site manager Shane Jackson who ensured the project was finished to the highest standard in a timely manner.



FUNDING TO IMPROVE SOUTH WEST HOMES

After receiving a significant \$2.4 million grant, through the McGowan State Government’s Social Housing Economic Recovery Package last year, the Alliance Housing team has been busy overseeing extensive improvements to South West homes.

Once the works are complete, the refurbishments will greatly improve the lives of 48 tenants across 23 homes by significantly extending the life of the properties.

A nine-unit over 55s complex in Nannup, which received funding for both external and internal upgrades is approximately 70 percent complete.

Six of the units have already been handed back to its tenants with the other three expected to be completed before the end of the year.

There are two units in Busselton under refurbishment, one is 90 percent complete and the second is currently under internal demolition.

Improvements on a five-bedroom family home in Greater Bunbury are also underway.

Whilst refurbishments are being carried out, Alliance Housing has organised relocating and housing of tenants to ensure there are no out of pocket expenses for them.

The upgrades are expected to be fully completed by the end of 2024 with work also planned for properties in Australind, Bunbury and Glen Iris to improve living conditions including security measures, fixtures, fittings and making homes more energy efficient to reduce costs.

The improvements will mean tenants can remain in their local communities near friends, schools and services and provide an added layer of security, which is critical in today’s uncertain social and economic environment.



TENANT BBQ

Alliance Housing held its regular Tenant Barbecue in December 2022, at the Koombana Bay foreshore.

It was a beautiful day and it was so great to see so many of our residents and tenants attend.

The annual event is a wonderful opportunity for board members, staff, tenants, and residents to socialise together informally, whilst also enjoying some sunshine and ocean air.

As in previous years, Alliance Housing tenants Don and Tony did a wonderful job cooking the barbecue for everyone to enjoy.

Alliance Housing had two raffle prizes on the day.

A Christmas hamper was won by Denese and the second prize, a kindly donated Gingerbread house, went to one of our great cooks for the day – Tony.

The Tenant Barbecue was a big hit with everyone who attended and will be held again in 2023.

Alliance Housing staff look forward to the next event and hope other tenants and residents will take the opportunity to attend.



SMART 2 ASK 2022



The Smart2Ask Community Expo was held on Thursday November 24, 2022, at the Stirling Street Arts Centre in Bunbury.

Alliance Housing staff attended the community event, with our wonderful Tenancy Officer Alexa, who is also a qualified hairdresser jumping in to help the hairdressers provide free haircuts to those in need.

Alliance Housing's chief executive Kay Shaw said it had been great to see so many other community groups there to share information and resources with those in need.

"Well done to the committee for organising such a fantastic event and we would also like to thank our amazing contractors and stakeholders for their amazing donations," she said.

"The joy on the faces of those in need receiving the donations was so rewarding to see."

The Smart 2 Ask Community Expo is an annual event and we look forward to attending again later this year.



VISIT FROM THE MINISTER OF HOUSING JOHN CAREY



Alliance Housing was lucky enough to be recognised for their invaluable work in the social housing space with a visit from the Minister for Housing John Carey and the Minister for Disability Services Don Punch on Friday, July 8, 2022.

During their visit, Alliance Housing had the opportunity to discuss the great work community housing is doing throughout the South West using the State Government's Social Housing Economic Recovery Package (SHERP) grants and other funding opportunities that are available as part of the McGowan Government's investment in housing.

Alliance Housing WA has successfully secured 23 grants through the SHERP program, with a total value of around \$2.5 million.

Refurbishment work has already begun on houses and units across the South West thanks to the funding and is due to be completed by the end of 2024.

During their visit, Minister Carey said he was particularly touched to hear the perspective from one of Alliance Housing's community housing tenants.

The tenant spoke about how the work of Alliance Housing is centered on meeting the needs of tenants and how this builds connection, trusting relationships, and community – which is ultimately what social housing is all about.

MINUTES OF THE ANNUAL GENERAL MEETING 2022

Minutes of the Annual General Meeting held Wednesday 19th October 2022 – 12 noon at Alliance Housing, U2/93 Albert Rd Bunbury WA.

OPENING OF MEETING

Chairperson Murali Mahendran opened the meeting at 11.57am and welcomed all present.

Acknowledgment of traditional landowners.

PRESENT

Jan Pedersen	Alliance Housing WA
Rob Holmes	Alliance Housing WA
Christine Penny	Alliance Housing WA (Via Zoom)
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
Danielle Gaff	Alliance Housing WA (Staff)
Laura Brennan	Alliance Housing WA (Staff)
Alexa Machin	Alliance Housing WA (Staff)
Eden Coulter	Alliance Housing WA (Staff)

APOLOGIES

Nil.

ACCEPTANCE OF MINUTES OF 2021 ANNUAL GENERAL MEETING

Recommendation: That the minutes of the 2021 AGM held 20th October 2021 be accepted as a true and correct record.

Accepted by all.

Any questions arising from previous minutes: Nil

CIRCULATION OF ANNUAL REPORT

- Chairperson Murali Mahendran circulated Alliance Housing's 2022 Annual Report and thanked all Staff involved in its compilation.

COMBINED CHAIRPERSON AND EXECUTIVE OFFICER'S REPORT

- Chairperson Murali Mahendran read the Chairperson's Report as was presented on page 4 of the Annual Report.
- Chairperson Murali Mahendran thanked the staff and CEO of Alliance Housing as well as the fellow Board Members, for all their hard work and achievements over the last 12 months.
- Chairperson Murali Mahendran gave a special thanks to John Benson for being part of the Project Control Group for the Donnybrook Bridge St Project. The Project is nearing the finish line after 5 years. Murali is proud of the effort and results achieved.
- Kay Shaw read the CEO's Report as was presented on page 5 of the Annual Report.
- Kay Shaw gave a special thanks to Laura Brennan for taking on the finance role at Alliance Housing as that has allowed her to focus on the project work and her role as CEO.
- Kay Shaw also thanked the Board for their unwavering support over the past 12 months

Any questions for the Chairperson: Nil

Accepted by all.

FINANCIAL REPORT

Alliance Housing Financial Officer Laura Brennan presented the Financial and Audit Report on behalf of Treasurer Christine Penny, highlighting items on pages 8 to 9 of the Annual Report.

- This year's audit was undertaken by the Auditor, Edmondson Accounting. Auditor Phillip Edmondson was unavailable to present the Auditor's Report as recommended in the 2021 AGM. No adjustments were made to the financial statements.
- Operating Income increased significantly for the 2021/2022 Financial Year which includes the \$1.7 million in Bridge Street funding received.
- AH received a Rent Relief Grant of \$30,000 for the moratorium placed on rent increases due to the pandemic
- Surplus for the 2021/2022 financial year is quite significant at \$2 million dollars which includes the \$1.7 million in funding and capital grants.
- Operating expenditure of \$7000 for SHERP expenses has been spent in the 2021/2022 financial year
- Other than an increase in wages due to the increase in staffing needs, expenditure was in line with other years
- Cash reserves continue to be built up and are currently at \$1.1 million which is to be utilized for the Donnybrook Project
- An asset revaluation has been carried out and AH assets have increased by \$1.6 million.
- Alliance Housing is in a strong position with an equity balance of \$12 million.

Any questions arising from either reports: Nil

Moved acceptance of Financial Report: Murali Mahendran

Seconded: John Benson **Carried**

DISSOLUTION OF 2021/2022 BOARD

The Chairperson declared all positions vacant and called on Ben de Chaneet to take the chair for the election of the Chairperson for the ensuing year.

ELECTION OF 2022/2023 OFFICE BEARERS AND BOARD OF MANAGEMENT

Nominations had been received for the following Office Bearer positions:

Chairperson:

Murali Mahendran	Re-Nominated	Accepted
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Murali Mahendran took the Chair.

Vice Chairperson:

Jan Pedersen	Re-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 2022/2023 Board was declared elected.

Moved: Ben de Chaneet **Seconded:** Jan Pedersen **Carried**

APPOINTMENT OF AUDITOR

Recommendation: Edmondson Accounting be appointed as Auditor for the financial year 2022-2023. This will be Edmondson Accounting third year auditing for AH and they meet all the audit requirements for ACNC reporting. Phillip is very knowledgeable, thorough, and efficient, also communicates well and is very prompt.

Moved: Kay Shaw **Seconded:** Christine Penny

Carried 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 the Board Members for a great year and looks forward to another great year.

CLOSE OF MEETING

There being no further business, Chairperson Murali Mahendran thanked all for their attendance, declared the Annual General Meeting 2021/2022 closed at 12:19 pm and invited all to enjoy refreshments together.



Alliance Housing (WA)

ALLIANCE HOUSING VALUED PARTNERS



Alliance Housing (WA)

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Provide and manage
quality, secure,
affordable housing



Encourage tenant
participation



Develop and promote
awareness of
housing issues



Relieve housing
related poverty