

# MLAHMC Ltd



## Housing Management Service Prospectus

### Summary

MLAHMC Ltd is a tier two NRSCH registered Aboriginal Community Housing Provider. We have been providing housing management services to Aboriginal organisations in the North West Region accumulating 20+ years' experience managing properties via 'Direct Management Agreements' as well as via the NSW AHO Sublease arrangements.

As an Aboriginal organisation, our vision is for stronger and healthier families and communities through the provision of sustainable, quality housing and related services.

### Current Management Portfolio

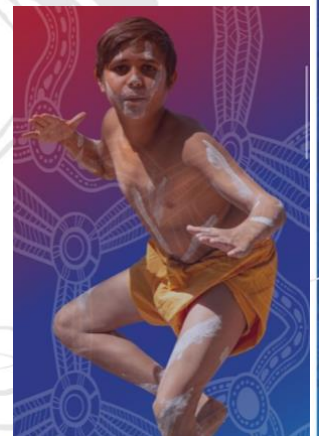
MLAHMC currently manages 750 plus properties via sublease, direct management agreement and owned properties, including 12 missions/reserves.



### Satellite Office Locations Map

MLAHMC maintains 3 office bases spread across regional and remote NSW with office locations in Dubbo, Parkes and Broken Hill. MLAHMC also has the technological ability for employees to work remotely and currently have an employee working under these arrangements.

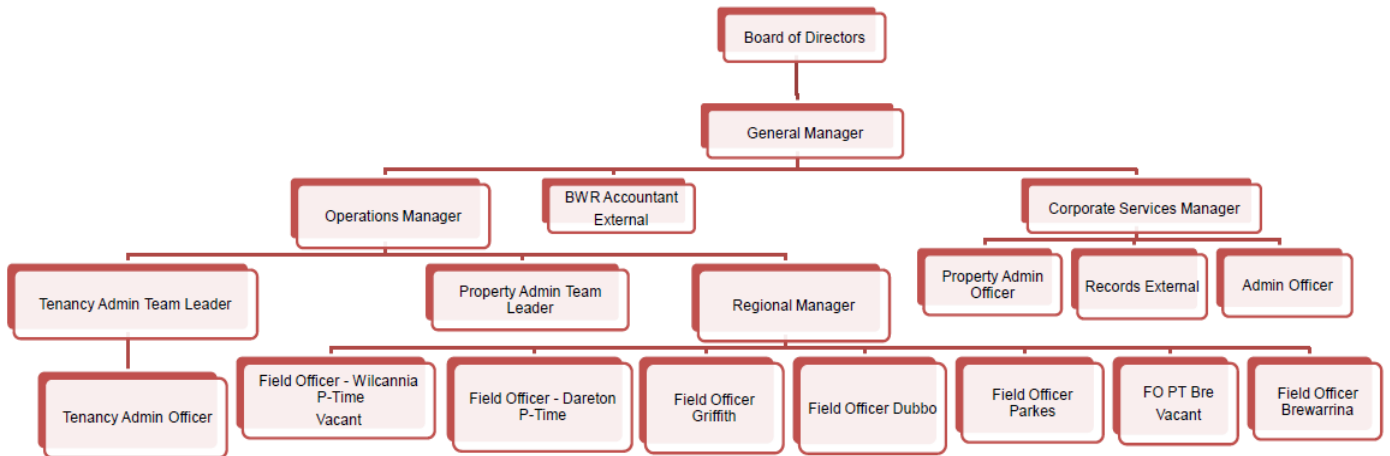
The Dubbo Office houses the Operations Manager, Regional Manager, Tenancy Team Leader, Tenancy Administration Officer, Dubbo region and Griffith region Field Officers. Our Parkes office houses the General Manager, Property Team Leader and Field Officer – Parkes Region. Our Corporate Services manager is based in the Broken Hill office as well as this serving as the office base for the Wilcannia/Dareton locations. We are also open to exploring additional office locations it suitable for the portfolio sizes.



## Housing Performance

- Annual rental income has increased over the past 5 years
- All land rates and water rates and usage payments up to date
- All trade invoices paid.
- All properties insured annually.

## Operations Model Staffing Structure



## Regional Service Map



## Tenancy and Property Management Functions

### Housing Allocations

- In consultation and supported by MLAHMC as the owner you are given the freedom to select your tenants for vacant properties

### Rental Functions

- MLAHMC will collect, record and receipt all income collected.
- MLAHMC will monitor and manage rental arrears in line with our rent arrears process and will undertake any necessary NSW Civil Administration Tribunal Processes.
- Quarterly tenant newsletters
- Regular updates on MLAHMC Facebook page regarding service changes, wrap around supports, community events and tenant rights and responsibilities.



### Property and Asset Management Functions

- MLAHMC will conduct at least two inspections per year.
- MLAHMC are currently developing the new Asset Management Plan with the project to be started within September 2022. A report will be completed for all properties and will cover a minimum 10 year period.
- In developing the Asset Management Plan,
  - a property audit will be completed every four years with the initial description of works to be completed by an independent building consultant and then reviewed by MLAHMC Ltd staff annually.
  - Priority will be given to works that improve the safety and security of the property and, wherever possible, the tenant should be given an opportunity to assist in setting such priorities.
- The Asset Management Plan will be reviewed every 2 years

### Repairs and Maintenance Systems

- All MLAHMC trades are sourced local within the North Western region across all key categories, including building, electrical and plumbing. MLAHMC takes community feedback on trades into consideration with selection processes.
- Repairs can be lodge via our phone line 24 hours per day, 7 days per week with our after-hours service just undergoing a new review and upgrade to ensure all phones are answered by one of our staff.
- Tenants can also lodge a repair via our website
- All repairs requested received a phone up phone call to the tenant to confirm the repair has been satisfactorily completed. This is a new system, running about 6 months which has increased the speed and satisfaction of repairs for our tenants.



## Owner Communication and Reporting

- Quarterly owner meeting with at least 6 monthly meeting in person.
- Monthly Owner Activity Statements provide to all Aboriginal Land Councils.
- Owner provided with the 'Quarterly Snapshot' summary of portfolio performance, (this is already provided to owners manage by MLAHMC).
- Quarterly Newsletter distributed to all owners.

### Quarterly Owner Snapshot

Owner Organisation:	Example Local Aboriginal Land Council		
Report Period:	1 April – 30 June 2022		
To:	Chairperson: Example	CEO: Example	
No. Properties	64	No. days in your Community:	N/A
Rent Charged (\$):	\$158,184.30	Rent Collected (\$):	\$150,655.69
Rent Collection %:	95%	% at previous snapshot:	97%
No. repairs requested:	70	No. repairs completed:	69
Inspections Completed	0	No. support referrals completed:	2

### Vacant Property Update

Address	Reason Vacant	Status
Example Street	Awaiting allocation LALC	Property to be allocated by LALC. An allocation form is enclosed.

#### General

- This snapshot will provide an indication of your stock's performance during the last quarter of the 2021-2022 Financial Year.

#### Changes to our Board

- A New Director has been appointed to the MLAHMC Board- Ms Keshia Keed. A profile on Keshia can be found in the enclosed MLAHMC newsletter.

#### Additional Portfolio Information

- MLAHMC is pleased to note that your portfolio is compliant and performing above AHO's rent target of 95%.
- Housing for Health have reattended properties on 9<sup>th</sup> and 15<sup>th</sup> June 2022 to survey water and electrical repair requirements and fix minor repairs.

## Additional Service Features

Wrap around services are important relationships established to help coordinate and provide support for our tenants and are an inbuilt function for our team.

MLAHMC staff actively work to build relationships with other service providers, participate in community activities to raise awareness of the services available and provide referrals and support are provided wherever suitable.

Examples of links to wrap-around services provided in the last two years include;

- Food Relief,
- Temporary Housing,
- Domestic Violence Services,
- Tenant Advocacy,
- Occupational Therapy assessments & modification funding,
- Electricity and Water Ombudsman, and



All staff have and continue to undergo training to further advance their skills in being able to provide links and access to wrap around services, including Mental Health First Aid, Certificate IV in Social Housing, just as examples.

MLAHMC actively and consistently use our social media and newsletters to create awareness link tenants to wrap-around support services.

## Additional resourcing/improvements to stock under management

MLAHMC have been successful over the years in obtaining fundings to improve the stock managed. Projects have included;

- Infrastructure funding for reserves managed,
- Partnering with other ACHP's for the Tenant Support and Education Project and
- Significant investment in upgrading many houses through Aboriginal Community Housing Investment Fund (ACHIF).
- MLAHMC are founding Board members and continued members of the Aboriginal Community Housing Industry Association of NSW (ACHIA), the peak body for Aboriginal housing in New South Wales. The purpose of ACHIA is promote the human rights of all Aboriginal people in NSW to decent, affordable and secure housing; including the right to choose a culturally appropriate social landlord; and advocate on behalf of Aboriginal Housing owners, managers and tenants across all levels of Government. Membership with ACHIA allows MLAHMC to impact policy and decision making based on our experience as a provider as well as those of our owners and tenants to high level decision makers.



## Where To From Here?

If you would like to further explore MLAHMC Ltd services;

- One on one conversation between your organisation and MLAHMC Ltd to discuss your management expectations, and any needs/changes specific to your organisation.
- MLAHMC to assess your portfolio's current position
- Finalise service provision details and develop into the Direct Management Agreement.

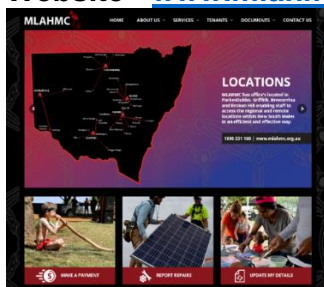
## Contact Details

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## You Can Look Us Up!

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Facebook - [www.facebook.com/mlahmc/](https://www.facebook.com/mlahmc/)

