

Australasian Housing Institute Master Class



How involvement in the Community Renewal project at Bonnyrigg has changed St George Community Housing

Nazha Saad
CEO



"Better lives, stronger communities through affordable, quality housing"

Background

- Bonnyrigg – large public housing estate in Western Sydney
- Housing condition – deteriorating, stock, safety, crime associated with design and high concentration of public housing
- Well located
- Houses over 3,000 people; 65% born overseas and almost half do not speak English or not well; 83% low income; 31% aged 5 -19 years; 51% single parent families and 9% disability.
- Entry point for refugees, residents speak over 150 languages/dialects.
- Partnership in existence 2006; financial close and mobilisation in 2007
- 30 year project, 18 stages, 3 fold increase in density, 30 – 70% split



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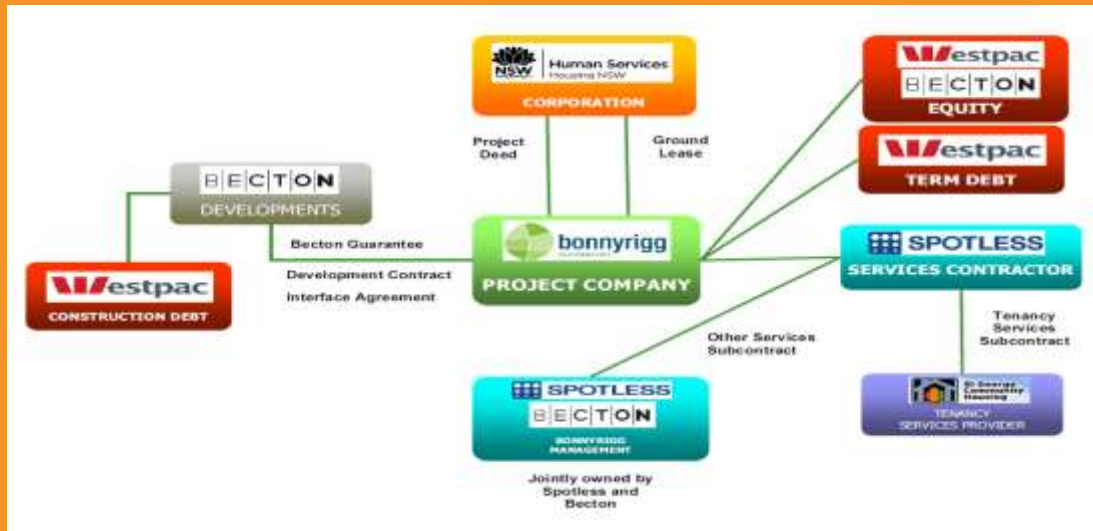
Stakeholder Context

- **Tenants** - anxious about change, distrust of government and also concern about the role of the private sector
- **Private sector** – little knowledge of social housing, limited experience in social housing PPPs and no operational service delivery, limited experience with NFP sector
- **Government** – no experience in social housing PPP, risk averse, many different stakeholders and demands, not wanting or knowing how to let go
- **Community Housing** – limited contract experience, no experience in social housing PPP, limited exposure to managing a large social housing estate; normally provided operational services; limited experience working with private sector; no balance sheet



What is a partnership about?

- **partnership** is about acting together for mutual and equitable benefits and its about the behaviours toward each other



- Entities don't have partnerships, its people that have them
- PPP contractual/financing structure which creates significant inflexibility and detracts from partnership behaviour
- **PPP = People People People**



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Objectives

1. Improving services and providing tenants with better opportunities
2. Supporting the local community to build its strengths, skills and overall capacity
3. Renewing the housing and public areas and achieving better integration of private and social housing in a community.



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Where are we up to?

Physical

- Newleaf Communities Stage 1 & Stage 2 – 131 private; 77 social
- Stage 3 – Demolition complete, Stage 4 & Stage 5 – rehousing
- 14 stages to go
- Tenant satisfaction 88%
- 9 out of 10 residents say happy with new community
- Public Park re-landscaped



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Where are we up to?

Social

- BM – needs assessment aimed at understanding need and building community capability
- Top down and bottom up approach
- Resident engagement initiatives
 - CRG, TAG, Youth Advisory Committee
 - Translated publications and bilingual community support worker
 - Computer labs, gardening, men's shed, kitchen club, resume writing, breakfast club
- Greenwings transitional local employment program. Landscaping, common area maintenance, social procurement, Fairfield LGA
- Longitudinal Study – change and its impact on personal/wellbeing/family/neighbourhood life, redevelopment impact, stigmatisation



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Challenges

- Maintain commitment to the vision ***“a great place where people want to live with opportunities for all”***
- Meet our promise to the community over the long term
- Managing expectations regarding housing stock and density
- Fostering sense of community – building bridges for a mixed tenure community
- Ongoing interpretation of the Deed



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What has this meant to SGCH?

- Confidence to deal with private sector from a values base
- Capability and expertise in Contract Management
- SGCH on the Social Housing map – differentiation
- Governance processes, systems and procedures, and rigour around KPIs
- Addition of specialist and corporatised functions
- Capability in issues management, community regeneration, tenant engagement
- Strategic, political and also neutral



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Questions and Discussion

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