



2018



ARGYLE HOUSING ANNUAL REPORT

WELCOME

Welcome to the 2018 Annual Report for Argyle Housing.

This report captures the highlights and challenges over the previous year, and describes through our tenants and community stories the value of being adaptable. A sensitivity, intuition and attentiveness are woven through all the elements of this digital report that reinforces why Argyle exists. These snapshot cards represent the information and images you will see in our very first digital Annual Report which can be found on our website at argylehousing.com.au/AnnualReport2018



INTRODUCING ARGYLE'S STRATEGIC PLAN 2018 - 2021



OUR VISION To deliver quality housing options and connections to community.

OUR VALUES

RESPECT

We have regard for the feelings, wishes and rights of everybody.

OPPORTUNITY

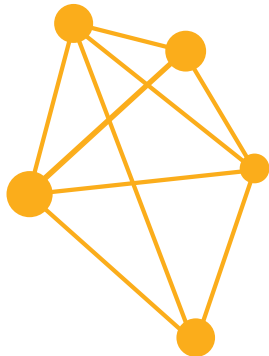
We seek out ways to improve and add value to the delivery of our services.

ACCOUNTABILITY

We are accountable for what we do and how we do it.

RESILIENCE

We face our challenges, we learn and we move forward.



STRATEGIC OBJECTIVES

CUSTOMER EXPERIENCE

To assist people on low to moderate incomes by providing access to housing solutions.

COMMUNITY CONNECTIONS

Encourage the involvement of people and organisations in the solution of problems affecting the community.

PEOPLE & CULTURE

Foster an inclusive and positive workplace environment.

RELATIONSHIPS & PARTNERSHIPS

Develop strong and effective relationships and partnerships to achieve positive outcomes for the people and communities we serve.

GROWTH FOR SUSTAINABILITY

Increase housing options while sustaining our current assets.



Download the Strategic Plan at argylehousing.com.au/strategic-plan-2018-2021

TENANTS

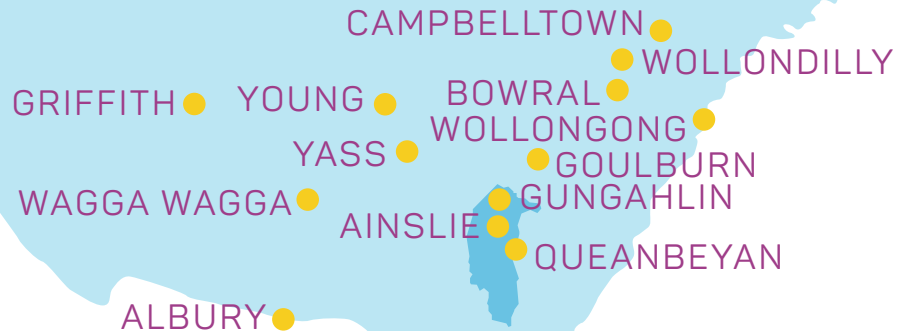
Argyle is committed to assisting people on low to moderate incomes to access housing solutions that meet their needs.

Our tenancy management provide services to 4601 tenants and household members from the Campbelltown region through to Albury at the Victorian border.

Tenants are the heart of Argyle and we would particularly like to thank the tenants who have shared their inspirational stories in this annual report.

TENANTS AND HOUSEHOLD MEMBERS BY LOCATION

Ainslie	204
Gungahlin	102
Bowral	1440
Campbelltown	838
Griffith	216
Queanbeyan	300
Goulburn	113
Wagga Wagga	333
Albury	100
Yass	217
Young	310
Wollondilly	385
Wollongong	43





ERIC'S STORY

Eric is an Argyle tenant who embodies the term adaptability in every moment of his day to day living. As a quadriplegic, Eric lives an independent lifestyle and continues to overcome obstacles with a positive outlook and a 'can do' attitude that has allowed him to achieve remarkable outcomes for himself and other people who live with a disability.

2060
MALE TENANTS



503
SINGLE PARENTS

940
TENANTS LIVING WITH A DISABILITY

2537
FEMALE TENANTS

FRANCENE'S STORY

"I took one action step and achieved a goal - it felt so good. Then another action step and before long I had completely changed my life inside and out!"

Stable housing and support from the Argyle team in Young have helped to enable Francene to transform her life and start to plan for the future. Francene is proud to share her story and hopes that it will inspire others to reach out and dare to hope that change is possible.





COMMUNITY

Argyle Housing acknowledges the contribution that our communities make to the lives of our tenants. Communities provide a vital network through which we can advocate for change, improved services and opportunities for tenants to achieve a better future.

AINSLIE VILLAGE PARTNERSHIP

Supporting better health outcomes for Ainslie residents

In June 2017, Argyle Housing partnered with Directions Health Services in the ACT to provide an outreach health clinic at Ainslie Village. Directions Health is a community based organisation delivering programs and services to people who are impacted by alcohol, drugs and other addictions.

This collaboration provides an onsite opportunity for Ainslie Village residents to access health care and assistance on site. Health service staff and the Argyle Housing Tenancy Action Worker work together to assess resident health issues and drug and alcohol addiction. This service is particularly valuable where residents continually miss their medical appointments.



TRIPLE H
WAGGA WAGGA

HOMELSSNESS
WEEK EXPO

FRIDAY 10TH AUGUST
10AM TILL 12PM

WORKING TOGETHER TO END HOMELESSNESS IN THE MURRUMBIDGEE

In August, Argyle staff in Wagga Wagga attended the Homelessness Week expo to help create awareness of homelessness in the community and to try to reduce the stigma that homeless people experience.

The event was extremely successful with Argyle joining homelessness services providers, mental health services, health services, drug and alcohol services and NSW Family and Community Services to provide information to the local community on the complexities of homelessness and the growing number of people affected.

THAI CHI FOR ARGYLE TENANTS

Argyle Housing and the Suicide Prevention Awareness Network in Queanbeyan have teamed up to teach a weekly tai chi class for Argyle tenants in Queanbeyan. The classes aim to connect people, especially those who are vulnerable, whilst also providing general exercise for the body and mind. Initially for Argyle tenants only, the plan is to eventually open up the class to all older community members in Queanbeyan. The partnership with the Suicide Network has also provided Argyle with an active profile in the local health sector which has had flow on benefits for tenants.



PEOPLE, PERFORMANCE AND CULTURE

In today's organisations, adaptability and flexibility is a must to cope with fluctuations in demand and remain competitive. People must be able to develop adaptable attitudes to quickly embrace evolving conditions, new business opportunities, and shifting strategies. This year has seen Argyle experience changes across all aspects of our business and it's through our people, both internal and external, that we have been able to adapt responsively and effectively to these changes.

AT A GLANCE



FEMALE WORKFORCE

84%



MALE WORKFORCE

16%



EMPLOYEE TENURE 1-5 YEARS

46



TOTAL WORKFORCE

82

FULLTIME EMPLOYEES

63

PART-TIME EMPLOYEES

19



ACT COMMUNITY HOUSING SECTOR PROPERTY MANAGER OF THE YEAR

In September 2018, the Real Estate Institute of the Australian Capital Territory held their 2018 Excellence Awards for the industry.

“Our annual Awards for Excellence are a chance to reflect on the contribution the real estate sector makes to the ACT, and the professionalism and dedication of all the businesses and individuals working in this field.” REIACT President, Michael Kumm.

At the Awards, Argyle’s Tenancy Officer for Common Ground in Gungahlin, Raija Purse, was awarded the Community Housing Sector Property Manager of the Year. The significance of Community and Public Housing being involved in the awards and recognised within the Real Estate industry is one that will bring all sectors closer together to provide affordable and sustainable housing for ACT tenants.

I am very proud of Raija for winning the award.
Her work ethic and values align with the company’s
own vision and values.

Wendy Middleton - CEO



 **REIACT**
MEMBER 2018-19



PARTNERSHIPS & COLLABORATIONS LEAD TO GROWTH

Argyle Housing has built strong, positive partnerships and relationships that enable us to respond and adapt to the needs of our tenants and communities. We embrace opportunities that enable us to partner with key stakeholders to provide housing, support and social outcomes to vulnerable people. We acknowledge the growing need for more affordable housing and have developed strategies to grow this area of our business sustainably.

HUMANITARIAN SETTLEMENT PROGRAM

In November 2017, Argyle Housing entered into partnership with the Australian Red Cross to provide housing to individuals and families arriving in Australia under the Humanitarian Settlement Program (HSP). Argyle is delivering housing through this partnership in Wollongong, Canberra, Wagga Wagga and Albury, with the Argyle staff being co-located in Wollongong with the Red Cross.

The aim of the program is to provide education, support and opportunity to humanitarian entrants so that they can achieve and sustain housing in the private rental market by the end of their initial settlement experience.



AFFORDABLE HOUSING PROPERTIES IN WAGGA WAGGA

In March 2018, Argyle Housing purchased 5 x 3 bedroom properties in Wagga Wagga. The purchase of these properties meant that the organisation could play a part in providing affordable housing options to the region.

As a regional social and affordable housing provider, Argyle Housing has a genuine commitment to the Wagga Wagga community. By purchasing these properties Argyle Housing has been able to extend its housing stock in the area while also building a solid local relationship with key trades and business's that will enable future development opportunities.



ARGYLE OLDER WOMEN IN HOUSING PROJECT ACROSS NSW

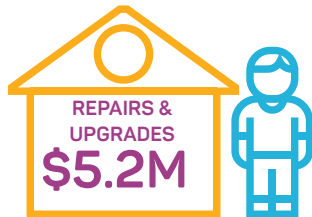
In June 2018, Argyle Housing entered into a Community Housing Assistance Agreement with the Department of Family and Community Services to purchase 8 x 2 bedroom units in Queanbeyan, Wagga and Griffith NSW.

Funded jointly by Argyle Housing and the state government's Community Housing Innovation and Leverage fund, the project aims to provide suitable affordable and social housing to women over 55 and Aboriginal women over 45 who are eligible for community housing assistance.

The project is well under way and contracts have exchanged on three properties in Queanbeyan. Strategies are also in place to partner with a local builder in Griffith to build 3 x 2 bedroom units and the project has been extended to Wagga Wagga to complete the quota.



FINANCIAL SUMMARY 2018



2018 INCOME

Rental Income - **\$21,982,322**
Government Grants - **\$4,039,621**
Management Fees - **\$454,055**
Tenant Repair Reimbursement - **\$643,048**
Water & Utilities Recoveries - **\$581,567**
Other - **\$840,284 (HSP \$730,627)**



2018 EXPENSES

Tenant & Property Related - **\$17,946,108**
Employee Related - **\$6,703,064**
Office and Administration - **\$4,130,611**



THANK YOU

We would like to thank the Commonwealth, NSW and ACT Governments; and the organisations, agencies, contractors and local governments that have worked with Argyle throughout 2017/2018. You have all helped us deliver great outcomes for our tenants and communities.

We also acknowledge and thank our staff across all locations. We appreciate your effort and commitment throughout the year

