



Homes Out West

www.homesoutwest.com.au

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Fact Sheet

Who is Homes Out West?

Homes Out West is a registered community housing provider which has been operating in the south western Riverina region of NSW since 1984. In earlier years the organisation was known as Deniliquin Community Tenancy Scheme. Today, with our head office located in Deniliquin, Homes Out West manages over 170 properties in the communities of Albury, Balranald, Moama and Deniliquin.

What is our mission?

Our mission is to work in partnership with the community to provide appropriate, sensitively managed housing, ensuring equal access and housing security to low income earners.

Homes Out West aims to be a regional leader in social housing. Our service is responsive, flexible and customer focused. We aspire to engage the community through creative, innovative and sustainable partnerships to meet the social housing needs of the region. In partnership with other community services we endeavor to meet individual client needs.

Who makes the decisions?

Homes Out West is governed by a community based Board of Directors. Directors are selected because of their skills and extensive knowledge. Implementation of the strategic direction and service provision are managed by an Executive Officer and a team of professional staff.

We also rely on Advisory groups in the communities we serve to inform our decision making.

Who controls our activities?

The Housing Act and Housing Regulation 2009 provide the legislative framework for Homes Out West's operations. The NSW Registrar of Community Housing monitors our activities and ensures compliance with the Act. We also have a funding agreement relationship with the Community Housing Division of Housing NSW.

How do we operate?

Homes Out West offers long term housing options under the Residential Tenancy Act. Applicants apply for housing and are assessed for eligibility. Eligibility being determined by Housing NSW policies. Appropriate housing is then provided dependant on vacancies and movement within current housing stock. Tenants can apply for a rent subsidy if they cannot afford the market rent.

How do we measure our performance?

Homes Out West has achieved three year accreditation against the National Community Housing Standards on three occasions in 2001, 2004, and 2008. The Accreditation process involves a comprehensive internal and external review of all facets of the organisations operations against the National Standards. We are currently accredited until 2011.

Prior to the recent legislative changes Homes Out West's performance was also measured externally by the NSW Community Housing Performance Based Registration System. This measured the outcomes in nine key areas such as service delivery, governance and financial management. Homes Out West successfully maintained an 'A' rating with this system.

Regular Tenant Satisfaction surveys also demonstrate a very high level of satisfaction with the services provided.



Where do we see ourselves in the future?

Recent government changes have given Homes Out West the opportunity to grow throughout the Murray River corridor of NSW. Our portfolio will grow significantly with the transfer of Housing NSW properties where Homes Out West will become the sole social housing provider along the Murray corridor. Our plan is to continue to provide a high quality social housing service to the communities along this corridor and our strategic direction will ensure we continue to work closely with the community, building community capacity and aiming to provide improved quality of life outcomes for tenants.



Thank you for making us feel safe and very happy

For more information:

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