

The Difference We Make

A safe, secure, affordable home is the stable base people need to change their lives for the better. We measure the difference our homes and services make for our residents and communities.

House and Home



AFFORDABLE HOUSING

98%
Residents pay less than 30% income in rent

30%
Average social housing rent as a % of market rent

A STABLE BASE

87%
Residents feel more stable since moving in

80%
Residents in crisis feel more stable with a Wellbeing Plan

SUSTAINABLE TENANCIES

98%
Residents sustaining their tenancy for over a year

96%
At risk tenancies saved from eviction

QUALITY HOMES

100%
Homes meet LAHC condition standard

77%
Residents happy with the condition of their home

ENDING HOMELESSNESS

82%
Allocations to people experiencing or at risk of homelessness

165
Residents in Housing First programs

Health and Safety



BETTER HEALTH

83%
Residents have improved wellbeing

82%
Residents can better manage their physical health

78%
Residents can better manage their mental health

SAFE AND SECURE

78%
Residents feel safe in their homes

74%
Residents feel safe in their neighbourhood

Social and community



CONNECTED COMMUNITIES

72%
Residents can better build relationships with people important to them

63%
Residents feel connected to their local community

713
Attendances at Building Bridges events

154
Residents led initiatives and events

A REAL SAY

73%
Residents feel we treat them with respect

65%
Residents feel we listen and act on their views

EMPOWERED TO CHANGE

74%
Residents making positive change in their lives

71%
Residents feel their quality of life has improved

IN THE RIGHT PLACE

85%
Residents can access the services they need

74%
Residents can access leisure and social activities

Work, learning and financial wellbeing



MANAGING MONEY

85%
Residents can better manage their costs

1.3%
Rent arrears

OPPORTUNITIES

29
Residents moving into stable employment

\$33,500
Awarded in scholarships

47
Residents awarded scholarships