

# The NSW Community Housing Conference

---

## **Building capacity to move into new business**

### Provider Perspective

Mohamed Ibrahim  
Affordable Community Housing Ltd

# Organization Profile:

## Affordable Community Housing Ltd (ACH)

---

- “A” rated organization
- Growth provider
- 1600 properties under management
- \$20m turnover
- 28 staff
- 96% tenant satisfaction rate
- Skill based board, professional executive management team and experienced staff
- Partnership with 35 support service providers

# Why capacity building is important

---

- ACH is looking to expand its operations beyond the traditional activities of property and tenancy management.
- ACH is taking on additional functions in housing development and community building.
- Growing need in all States and Territories for more affordable housing.

# Why capacity building is important..

## Continued

---

- Shifting governments policies providing a new opportunities
- ACH is trying to assist in relieving “housing stress” work in socio-economic, geographic or specific market sectors.

# Key Areas

---

1. Governance
2. Property Development, Procurement & Project management
3. Community renewal
4. Improved service access
5. Integrated Services
6. Public Relations
7. IT infrastructure

# ACH Response

---

- Amalgamation
- New business model and appropriate organization structure.
- Procurement and Property development activities
- Investment in IT infrastructure and systems
- Moved from Cooperative to Company limited by guarantee
- Establishing local tenant zones.

# How to address

---

- Appropriate funding/support from governments at the right time
- Governance (skill based board)
- Planned growth and additional capital funding
- Rationalization & Mentoring system
- Partnerships/joint ventures
- Workforce strategy