

<b>LAS #:</b>	2014.01	<b>Established:</b>	10/07/2014	<b>Last amended:</b>	10/07/2014
<b>Properties:</b>	See Property List	<b>Details:</b>	95 x 1br units; 55 x 2br units (150)		
			% of all NCCCH accommodation		17.1%
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Achieve sustainable communities through improvement of neighbour compatibility and the increased capacity of residents to co-exist amicably</li> <li>2. Reduction of nuisance and annoyance in specified complexes</li> <li>3. Improve housing outcomes and tenancy sustainability for seniors</li> </ol>				
<b>Rationale – Current Management Problems:</b>	<p>These properties have been identified by NCCCH as historically being allocated to senior residents. Some properties covered by this LAS were initially developed in accordance with NSW State Environmental and Planning Policies (SEPP) that demand restrictive allocation processes that ensure residency is limited to older people and/or people with disabilities.</p> <p>These properties have traditionally provided safe and secure housing for older and vulnerable members of our community. The majority of NCCCH residents living in these properties are single older women often relying on a single rate of either a Centrelink Aged or Disability Pension as their only source of income. Whilst not free from occasions of anti-social behaviour or neighbour disputes, there are only extremely rare occasions of more serious neighbour disturbances that can be caused by criminal activity, a higher concentration of people with living with a mental illness or behaviours often associated with drug or alcohol abuse.</p> <p>Many of these properties are designed specifically to respond to the needs of older residents. For example: limited steps, modified (or modifiable) amenities to ensure older residents can age in place, etc. and are located in reasonable proximity to shopping and key services.</p> <p>Informal support systems for older residents often exist in these communities and therefore strategies need to be adopted by NCCCH that encourage such an attribute.</p> <p>This LAS will ensure that our senior residents in these properties will continue to enjoy the benefits of living in such complexes.</p> <p>A person with a disability may also be eligible for housing in these complexes, regardless of age (see Allocation Strategies below).</p> <p>Some individual complexes covered by LAS may have additional or revised allocation and support strategies in order to respond to the needs of all current and future residents of these particular complexes. See the attached Property List, for further information.</p>				
<b>Allocation Strategies</b>	<ol style="list-style-type: none"> <li>1. Allocations to these properties are to be restricted to residents who meet the Seniors Living standard, as specified below: <ul style="list-style-type: none"> <li>• A single person aged 55 years or over (or an Aboriginal person aged 45 years or older)</li> <li>• A couple, where one person is 55 years or over (or an Aboriginal person is 45 years or older)</li> <li>• A 2-adult household, where at least one person is 55 years or over (or an Aboriginal person is 45 years or older)</li> </ul> </li> </ol>				

<b>Allocation Strategies (continued)</b>	<p>2. A person with a disability may also be eligible for housing in these complexes, regardless of age. Nominees who are not defined as “seniors”, must have a demonstrated record of being able to successfully co-exist in a medium-density environment. For this purpose, the client must provide authority for NCCH to conduct reference checks with former landlords.</p> <p>3. Implement additional restrictions of tenant eligibility for local complexes, according to the requirements detailed in the attached Property List</p>
<b>Tenant management &amp; support strategies</b>	<ul style="list-style-type: none"> <li>• All new tenants assisted with these properties must be provided with information about the Seniors Living policies of NCCH, including this LAS during the tenancy establishment process;</li> <li>• Where neighbour compatibility issues exist within these complexes, NCCH will provide opportunities for residents to exit the accommodation, including through the facilitation of internal management transfers or support for a tenant to locate their own alternative housing;</li> <li>• All properties included will be continually reviewed for required upgrades and amenity improvements to assist the residents to age in place</li> <li>• Wherever possible, NCCH will provide support for community activities at these properties</li> <li>• NCCH will assist in making appropriate referrals to services required by new and existing residents</li> <li>• Adopt specific management strategies for local complexes, according to the requirements details in the attached Property List</li> <li>• Current tenants @ 10/07/2014 in these properties who do not meet current tenant selection criteria can remain in their tenancy.</li> </ul>
<b>Next review</b>	30 <sup>th</sup> June 2017
<b>Outcomes &amp; Indicators</b>	<ul style="list-style-type: none"> <li>• Increased satisfaction from tenants with local community, environment and housing standard</li> <li>• Reduced incidence of reported nuisance and annoyance</li> <li>• Increased community involvement by seniors</li> <li>• Reduced vacancy rates</li> <li>• Reduced number of property offer refusals by nominees</li> <li>• Increased number of successful referrals to community-based support services</li> </ul>
<b>Approval</b>	LAS approved by the Housing and Communities General Manager

\_\_\_\_\_  
*Signed*

\_\_\_\_\_  
*Date*

### PROPERTY LIST

Property Address		Description	Modified*	Notes & Strategies
Banora Point	213 Leisure Drive	18 x 2br	No	
Brunswick Heads	1 Nana Street	8 x 1br	No	<ul style="list-style-type: none"> <li>Incidence of N&amp;A in this complex has arisen from cigarette smoke of some tenants, requiring NCAT orders in 2014 due to special circumstances. See LAS (Smoke Free Complexes) for further guidelines concerning allocations and tenancy management at this complex</li> </ul>
Brunswick Heads	13 Nana Street	12 x 1br	Yes	<ul style="list-style-type: none"> <li>Refer to LAS Modified Housing for strategies for allocating modified unit within this complex</li> </ul>
Brunswick Heads	9 Teven Street	8 x 1br	No	
Byron Bay	39 Marvel Street	20 x 1br	No	
Casino	100 North Street	5 x 2br	No	
East Lismore	125 Military Road & 26 Zambelli Drive	4 x 1br	No	
Evans Heads	2-4 Myall Street	11 x 1br	No	
Grafton	233-235 Mary Street	5 x 2br	Yes	<ul style="list-style-type: none"> <li>Refer to LAS (Modified Housing) for strategies for allocating modified units within this complex</li> </ul>
Kingscliff	88-90 Kingscliff St	6 x 1br; 2 x 2br (8)	Yes	<ul style="list-style-type: none"> <li>Property was constructed under the SEPP (Housing For Seniors and People with Disabilities)</li> <li>4 units of this 8 unit complex are subjective to client nominations under the A Place To Call Home (APTCH) program. On Track Community Programs is the designated partner for this complex.</li> <li>Refer to LAS (Modified Housing) for strategies for allocating modified units within this complex</li> </ul>
Lismore	28 Floral Avenue	3 x 2br	No	
Maclean	24 Church Street	2 x 2br	Yes	<ul style="list-style-type: none"> <li>Refer to LAS (Modified Housing) for strategies for allocating modified units within this complex</li> </ul>
Maclean	44 McLachlan Street	5 x 1br	No	<ul style="list-style-type: none"> <li>Refer to LAS (Modified Housing) for strategies for allocating modified units within this complex</li> <li>Complex is occupied by males, some with complex needs. Recommended for suitable use by male residents only.</li> </ul>
Maclean	24 Taloumbi Street	2 x 2br	Yes	<ul style="list-style-type: none"> <li>Refer to LAS (Modified Housing) for strategies for allocating modified units within this complex</li> </ul>
Maclean	26 Taloumbi Street	4 x 2br	No	<ul style="list-style-type: none"> <li>Headlease property rented by NCCH on basis that residents by seniors only</li> </ul>

PROPERTY LIST (Continued)				
Property Address		Description	Modified*	Notes & Strategies
Mullumbimby	19-21 Poinciana Street	10 x 1br	No	
South Grafton	19 Fleming Street	3 x 2br	No	
Tweed Heads	15 Margaret Street	8 x 1br	No	
Tweed Heads	6 Sullivan Street	6 x 2br	Yes	<ul style="list-style-type: none"> <li>Refer to LAS Modified Housing for strategies for allocating modified units within this complex</li> </ul>
Tweed Heads South	20-22 Water Street	3 x 1br; 5 x 2br (8)	Yes	<ul style="list-style-type: none"> <li>Property was constructed under the SEPP (Housing For Seniors and People with Disabilities)</li> <li>Refer to LAS Modified Housing for strategies for allocating modified units within this complex</li> </ul>

\* Partly or fully modified units within this complex