

LAS #: 2015-1 **Established:** 01/09/2015 **Last amended:** 01/09/2015

Properties:	South Grafton 2460	Details:	6x 2br houses 15 x 3br houses 2 x 4br houses 3 x 2br units 1 x 3br unit Plus leasehold properties
			% of all NCCH accommodation 2.9%

Objectives:	Social Mix	<ol style="list-style-type: none"> 1. Achieve sustainable communities through improvement of neighbour compatibility and the increased capacity of residents to co-exist amicably. 2. Reduction of nuisance and annoyance in South Grafton 3. Reduction of NCAT applications 4. Improved housing outcomes and tenancy sustainability for tenants of South Grafton 5. Safer working environment for NCCH staff and contractors 6. Reduced social housing density 7. Increased quality of life outcomes for all residents of South Grafton
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Rationale – Current Management Problems:	<ul style="list-style-type: none"> • Ongoing community conflict • Threat of physical assaults • Potential for domestic and family violence • Increase in drug and alcohol abuse • Increase in vandalism and criminal activities • Increase in serious anti-social behaviour • Increase in the incidence of cruelty to animals within South Grafton • Lower rates of acceptance of social housing properties and higher vacancy turnover rates.
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Allocation Strategies	<p>Allocations to properties in South Grafton will take into consideration the following:</p> <ol style="list-style-type: none"> 1. Clients whose personal circumstances or history indicate that precautionary measures are required, for example persons with a high level of mental illness or intellectual disability should be bypassed in areas of known antisocial behaviour, as appropriate. 2. Households that have a number of teenagers known to Juvenile Justice or agencies, or who display concerning behaviour, should be bypassed as appropriate, in order to reduce antisocial behaviour in the community. 3. Clients who have known behaviour concerns or a history of nuisance and annoyance should be bypassed as appropriate for a property in an area known for antisocial behaviour. 4. Clients you have been categorised with previous unsatisfactory tenancies relating to
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antisocial behaviours, tenant damage, or poor property care regardless of whether they have maintained a satisfactory tenancy in the private sector for the previous six months, should be reviewed prior to an offer being made.

5. In areas with high concentrations of children, consider making offers to households with fewer children, or children of an appropriate age to suit the dynamics of the neighbourhood, in order to change the social mix. This may include relaxing of the NCCH occupancy guidelines.
6. Clients who have complex circumstances and who are working with agencies under case management, and who demonstrated they be classified as location specific, be bypassed.
7. Consider bypassing clients with known drug or alcohol issues where exposure to other risk factors could create an adverse impact on other members of the local community.
8. NCCH be flexible in its occupancy guidelines to allow offers of 2 bedroom standalone houses be made to couples, to improve the social mix.

Portfolio Tenancy Management and Tenant Support Strategies

- Provide referral to support services as appropriate, to sustain tenancies.
- Address nuisance and annoyance, complaints and tenant arrears promptly.
- Regularly review property yard care to ensure that NCCH properties are being maintained to general streetscape standards and take immediate remedial action as required.
- When neighbour compatibility issues exist, NCCH will provide support for tenants to transfer, in accordance with the NCCH Tenant Transfers policy.
- Assist in the reduction of social housing density by limiting the number of new headlease properties acquired within the area covered by the LAS.
- Regularly review LAS outcomes and strategies in conjunction with Housing NSW.
- Provide fixed-term residential tenancy agreements for all new tenancies covered by this LAS and review tenant compatibility prior to agreement extension.
- Seek regular feedback about current/emerging issues from Police, local tenants and other stakeholders.

Next review 1st September 2017

Outcomes & Indicators

- Safer and more harmonious communities working together and moving forward.
- Reduced vacancy rates.
- Reduced incidence of reported nuisance and annoyance.
- Reduced number of property refusals by nominees.
- Increased satisfaction from tenants.
- Safer workplace for NCCH staff and contractors.

Approval LAS approved by the Housing and Communities General Manager

Signed

Date

PROPERTY LIST

Property Address		Description	Modified*	Notes & Strategies
South Grafton	4 Angophora Way	House 3 br		
South Grafton	333 Bent Street	House 3 br		•
South Grafton	37 Bimble Avenue	House 4 br		•
South Grafton	41 Bimble Avenue	House 3 br		
South Grafton	58 Bimble Avenue	House 3 br		
South Grafton	2 Camellia Way	House 3 br		
South Grafton	4 Coolabah Way	House 3 br		
South Grafton	8 Fitzgerald Street	House 3 br		
South Grafton	12 Flaherty Street	House 3 br		
South Grafton	22 Flaherty Street	House 3 br		•
South Grafton	27 Flaherty Street	House 3 br		•
South Grafton	19 Fleming Street	3 x 2 br unit		
South Grafton	14 Johnson Street	House 4 br		•
South Grafton	3 Jubilee Avenue	House 2 br		•
South Grafton	22 Jubilee Avenue	House 2 br		•
South Grafton	70 Margaret Crescent	House 2 br		•
South Grafton	17 Maxwell Avenue	House 2 br		
South Grafton	38 Maxwell Avenue	House 3 br		
South Grafton	44 Maxwell Avenue	House 2 br		
South Grafton	8 Robina Way	House 3 br		•
South Grafton	141 Ryan Street	House 2 br		•
South Grafton	20 Toona Way	House 3 br		•
South Grafton	2 Kennedy Street	House 3 br		•
South Grafton	4 Kennedy Street	Unit 3 br		•
South Grafton	6 Kennedy Street	House 3 br		•

Any Headlease properties in South Grafton as they occur from time to time.