

# Affordable Housing Property and Tenancy Management

## Introduction

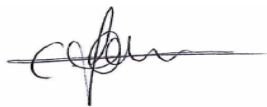
Evolve Housing Group is a dynamic, innovative, and successful Tier 1 Community Housing Provider based in Metro Sydney. Evolve has demonstrated capacity and expertise in the management of private, affordable and social housing properties, and in delivering the important social outcomes that flow when these housing assets are carefully managed and the tenants are supported to access appropriate services and supports.

In the past 10 years, Evolve has grown its affordable housing portfolio to over 2200 properties. This has been achieved through partnerships with the private sector, as well as through careful and targeted investment in housing.

Evolve's in-house capability reflects this growth through our establishment of our for purpose not for profit licensed real estate agency called **Echo Realty**, a division of Evolve, that stands for Evolve Connected Housing Options, and designed with a difference to serve the growing demand for affordable housing solutions in NSW, VIC and ACT. Echo Realty offers a more personalised service to our affordable housing residents.

We look forward to working with you to deliver positive housing and community outcomes for the people living in our community.

Yours sincerely



Charlie Souma

## About Evolve Housing and Echo Realty

Evolve Housing (Evolve) is an Australian public company limited by guarantee and a registered charity. It is a registered 'Tier 1' Community Housing Provider under the National Regulatory System and meets annual compliance requirements. It is also a registered Specialist Disability Accommodation Provider under the National Disability Insurance Scheme and accredited under the NSW Disability Service Standards.

Evolve's vision is to create thriving communities for all people, with its purpose to deliver housing solutions and services that empower people on their journey to independence. To deliver against this vision and purpose, Evolve's core focus is twofold:

- Providing safe, secure and affordable housing for people experiencing homelessness, at risk of homelessness or in housing stress; and
- Facilitating support and other opportunities that enable residents to maintain their tenancies, improve their well-being and enhance their ability to participate within their community and the broader economy.

Evolve's strategy centres around four (4) key goals – Grow Capacity; Enhance Business Practice; Sustain Tenancies; and Strengthen Communities. Its operating practice is underpinned by its five (5) core values of Inspiration, **H**onesty and Integrity, **E**mpathy, **A**ccountability and **R**espect (ihear).

Evolve's dedicated private real estate division Echo Realty, manages both affordable & private market housing and manages more than 2200 affordable properties alone.

**Echo Realty**, which stands for Evolve Connected Housing Options, is a for purpose not for profit real estate agency specialising in both affordable property management and private property management. Unlike traditional real estate agents whose main objective is to generate profits, Echo Realty is a for purpose not for profit provider of professional property management services. The Echo Realty difference is that all profits will be reinvested to grow the supply of affordable housing, and into social support programs delivered via Evolve Housing that empower very low to moderate income residents on a journey to independence.

The Echo Realty team has substantial real estate experience. They are specialists in general property management service and affordable housing property management. Echo Realty have been involved with affordable housing since 2009 and have managed properties as part of the National Rental Affordability Scheme (NRAS) since the program's beginnings. Echo Realty is one of the largest NRAS providers across all of Australia.

Equipped with property expertise our team is passionate about helping people achieve their property goals whether it is through renting, developing, or investing. Our team is committed to providing high level customer service to make your property experience as smooth, transparent, and successful.

A "for purpose" business model combines delivering high quality property management services for both general investors and affordable housing investors with the objective of creating positive social impact. At Echo Realty we do this by leveraging our expertise in real estate to generate income which is then used to grow the supply of affordable housing and to support social inclusion programs.

Echo Realty's affordable housing division has demonstrated experience in managing over 2200 Affordable rental properties on behalf of:

- Private owners and developers
- Not-for-profit organisations

- Local Councils including Willoughby, Parramatta, Bayside, Waverley and Canada Bay
- Government organisations
- Evolve-owned Affordable properties.

Echo Realty staff are responsible for property and tenancy management of the affordable housing and private market portfolio. This team is supported by Evolve Housing's Resident Services division, with all back-office functions are provided by Evolve Housing.

Echo Realty performs all property and tenancy management duties for its portfolio.

Echo Realty has demonstrated capacity to successfully deliver all tenancy management responsibilities in accordance with the Residential Tenancies Act and related legislation.

Echo's tenancy management work is supported by a suite of policies that ensure equity and consistency in service provision and provide operating and decision-making guidance and direction.

Echo has direct experience in applying affordable housing eligibility criteria, including the initial income assessment and periodic ongoing assessment, as demonstrated under its current affordable housing portfolio.

Echo has established procedures and processes to support the receipt of applications and the assessment and routine reassessment of tenant eligibility against agreed program criteria for its affordable housing portfolio.

All tenancies are signed up to a standard Residential Tenancies Agreement to ensure that rights and obligations of both tenants and landlords (and their managing agents) are clear and within legislation.

From a property management perspective, end of tenancy inspections and associated repairs processes are tightly managed in line with Echo's end of tenancy policies and procedures to ensure that there is minimal downtime between when a property becomes vacant and the next tenant moves in. Echo's property inspection and maintenance regime as previously described will also minimise any property related surprises.

## Fee Structure

This fee proposal covers the full service of Echo Realty, which includes.


- End to end property management service.
- Facilitation of repair and maintenance as directed by the property owner.
- Attendance at NSW Civil and Administrative Tribunal
- All Affordable housing eligibility checks including annual reviews
- Development and management of local allocation strategy
- Reporting and compliance requirements.
- Access to Echo Realty's after hour service.
- Dedicated experienced property manager with a direct line to a team leader.

**Fee structure (exclusive of GST)**

- Management fee on rent collected (affordable rents) is 6%
- Letting fee - 1 weeks rent for all new tenancies
- \$50 for lease preparation fee
- \$5.00 monthly admin fee
- No costs for standard advertising

Feel free to contact me directly on 0410 301 616 if you wish to discuss in detail.

Yours sincerely



Charlie Souma  
General Manager, Affordable Housing Services.