

AUCKLAND COMMUNITY HOUSING PROVIDERS' NETWORK (ACHPN)

JANUARY 2019



AUCKLAND
COMMUNITY HOUSING
PROVIDERS' NETWORK

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1.0 About us

The Auckland Community Housing Providers Network (ACHPN) represents not-for-profit community housing organisations working in the Auckland region. We have an important and distinct role in the provision of affordable housing, separate from both the state and private sectors. ACPHN is a major source of affordable housing for Auckland providing over 5,500 homes.

The knowledge and experience within the ACPHN represents the most skilled collection of affordable housing practitioners in New Zealand. Their experience and skill-base is comprehensive: tenancy management, asset management, affordable property development, social services provision, and community engagement.

1.1 Member organisations

ACHPN brings together 20 community housing organisations operating in Auckland. Our members are:

Accessible Properties New Zealand Ltd
Auckland Community Housing Trust
Bays Community Housing Trust
CNSST Foundation
Compass Housing Services Co. New Zealand Ltd
CORT Community Housing
Emerge Aotearoa Trust
Habitat for Humanity Auckland (HFHA)
Haumaru Housing LP
Homes of Choice Limited
LIFEWISE Trust and the Airedale Property Trust
LinkPeople
Monte Cecilia Housing Trust
New Zealand Housing Foundation
Ngāti Whātua Ōrākei Whai Maia Ltd
Penina Health Trust
Tāmaki Housing Association
The Salvation Army Social Housing
Whangarei Accessible Housing Trust
VisionWest Community Trust

1.2 Responding to the needs of our city

There is currently a significant shortage of housing in Auckland. ACHPN recognises that for Auckland to be a functional and inclusive city we need to increase the provision of all types of housing, including a variety of affordable housing options. The impact of our housing shortage is indicated most clearly by:

1. **The drastic increase in the Auckland Public Housing register:** Currently at 3,908, up 59% from September 2017.ⁱ
2. **The unsustainably high level of household income required to pay for private rental accommodation:** The bottom 40% of households by income pay close to 40% of their disposable income on housing costs – the international recognised benchmark for housing affordability is nothing over 30%.ⁱⁱ
3. **The extremely high cost of housing versus the average household income:** With a median multiplier of 9.32 (the ratio between median house price and median annual household income) Auckland is deemed to be severely unaffordable.ⁱⁱⁱ

As developers of new housing, members of ACHPN will be a significant contributor to the solutions required to alleviate the significant shortage of housing in Auckland.

With strong links to our communities and a strong base of experienced and skilled members, the ACHPN and the organisations it represents is uniquely placed to improve the housing outcomes across the Auckland region.

1.3 What is Community Housing?

The community housing sector is neither private or state owned. It is run by not-for-profit organisations in response to the housing need in its community. Community Housing Providers (CHPs) are more responsive to local need and offer greater innovation, efficiency and cost-effectiveness. Both in New Zealand and internationally, CHPs have a successful track record of developing and supporting inclusive, diverse and well-supported communities.

ⁱ <https://www.hud.govt.nz/assets/Community-and-Public-Housing/Follow-our-progress/September-2018/MSD-Public-Housing-factsheet-September-Quarter-update-Auckland.pdf>

ⁱⁱ <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/monitoring/household-income-report/2017/incomes-report-overview.pdf>

ⁱⁱⁱ <https://www.interest.co.nz/property/house-price-income-multiples>

1.4 Charter

All member organisations are either registered charitable trusts, Iwi organisations or joint venture government organisations with independent boards. All organisations are CHRA registered Community Housing Providers. <http://chra.mbie.govt.nz/>

In addition, ACHPN Members are committed to:

- Increasing the supply of affordable housing in the Auckland Region
- Maintaining ownership of affordable assets on behalf of the community
- A Housing continuum approach. Providing a range of affordable, healthy and good quality housing options for the people of Auckland who cannot sustainably access them without assistance. From renting to shared and full home ownership. (Affordable = below market levels)
- Providing appropriate support alongside home ownership and rental housing options
- Developing communities that are sustainable because they are well designed and because they have a mix of property design and tenure
- Contributing to the local community
- Providing a high standard of property maintenance and management
- Promoting the rights of clients including greater security of tenure and ensuring accessibility to housing support services
- Working together, in partnership with stakeholders, including Auckland Council and central Government to promote initiatives and projects that increase the supply of affordable housing
- Advocating to promote and implement the network commitments to influence public understanding and, local and central government policy and practice.
- A vision of “All New Zealanders well-housed”, and we support the work of our national peak body, Community Housing Aotearoa, in working with us toward that vision.

1.5 Goals and Strategic Objectives for 2019-20

1. Promote and raise the profile of the community housing sector as a viable and valuable alternative form of housing.
2. Lobby on behalf of Auckland community housing sector for a public policy environment which is more supportive of community based not-for-profit housing.
3. Build stronger, more productive relationships amongst the members of the Auckland Community Housing Provider Network for the betterment of community housing in Auckland.
4. Work with a variety of communities across Auckland to develop viable community-based housing projects which can be showcased as examples of successful community enterprise and viable alternative housing models.
5. Inform public opinion about community housing through education and co-ordinated network communication.

2.0 Property portfolio summary

ACHPN has a total of 5,625 properties within its combined Auckland property portfolio. The majority of the portfolio is leased; 959 properties are owned and 4,666 properties are leased, see Figure 2.1.

Ten organisations have portfolios that exceed 100 properties in Auckland these are: Accessible Properties, CORT Community Housing, Haumaru Housing, Homes of Choice, Lifewise, Monte Cecilia Housing Trust, Ngāti Whātua Ōrākei Whai Maia Ltd, Tamaki Housing Association, The Salvation Army and Vision West.

2.1 Summary of Properties as at December 2018

Network	Property owned	Bedrooms owned	Property leased	Bedrooms leased	Total property	Total bedrooms	Total Occupants (est.)
Accessible Properties Limited*	203	660	43	131	246	791	766
Auckland Community Housing Trust	27	58	0	0	27	62	120
Bays Community Housing Trust*	18	26	12	26	30	52	45
CNSST Foundation	36	36	0	0	36	36	51
Compass Housing Services NZ Limited	0	0	90	90	90	90	95
CORT Community Housing*	193	251	87	149	280	400	409
Emerge Aotearoa Housing Trust	44	75	8	24	52	99	99
Haumaru Housing	0	0	1412	1593	1412	1593	1446
Homes of Choice	95	427	26	101	121	528	513
LIFEWISE (Airedale Property Trust)	80	179	96	121	176	300	341
LinkPeople	0	0	104	104	104	104	104
Monte Cecilia Housing Trust*	23	79	79	241	102	320	487
Ngati Whatua O Otakei	100	200	0	0	100	200	200
Penina Health Trust	1	4	0	0	1	4	4
Tamaki Housing Association	0	0	2592	6723	2592	6723	8000
The Salvation Army Social Housing*	79	116	0	0	79	116	100
Whangarei Accessible Housing Trust	8	4	0	0	8	4	30
VisionWest Community Housing*	52	125	117	333	169	458	585
Totals 2018	959	2253	4666	9608	5625	11861	13371
Totals 2017	912		4656		5568		

*Properties in Auckland Portfolio only.

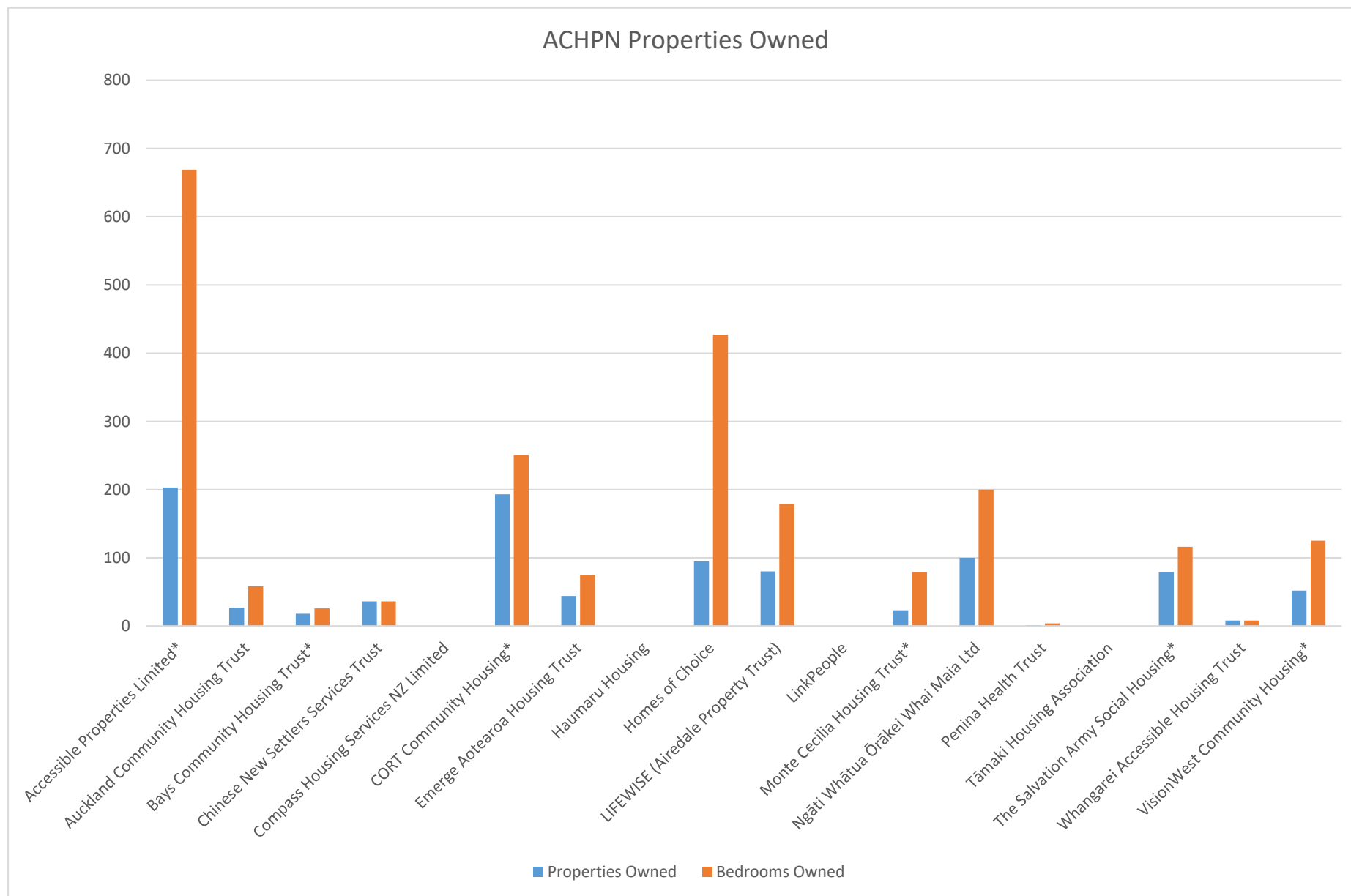
2.2 Assisted Home Ownership Providers

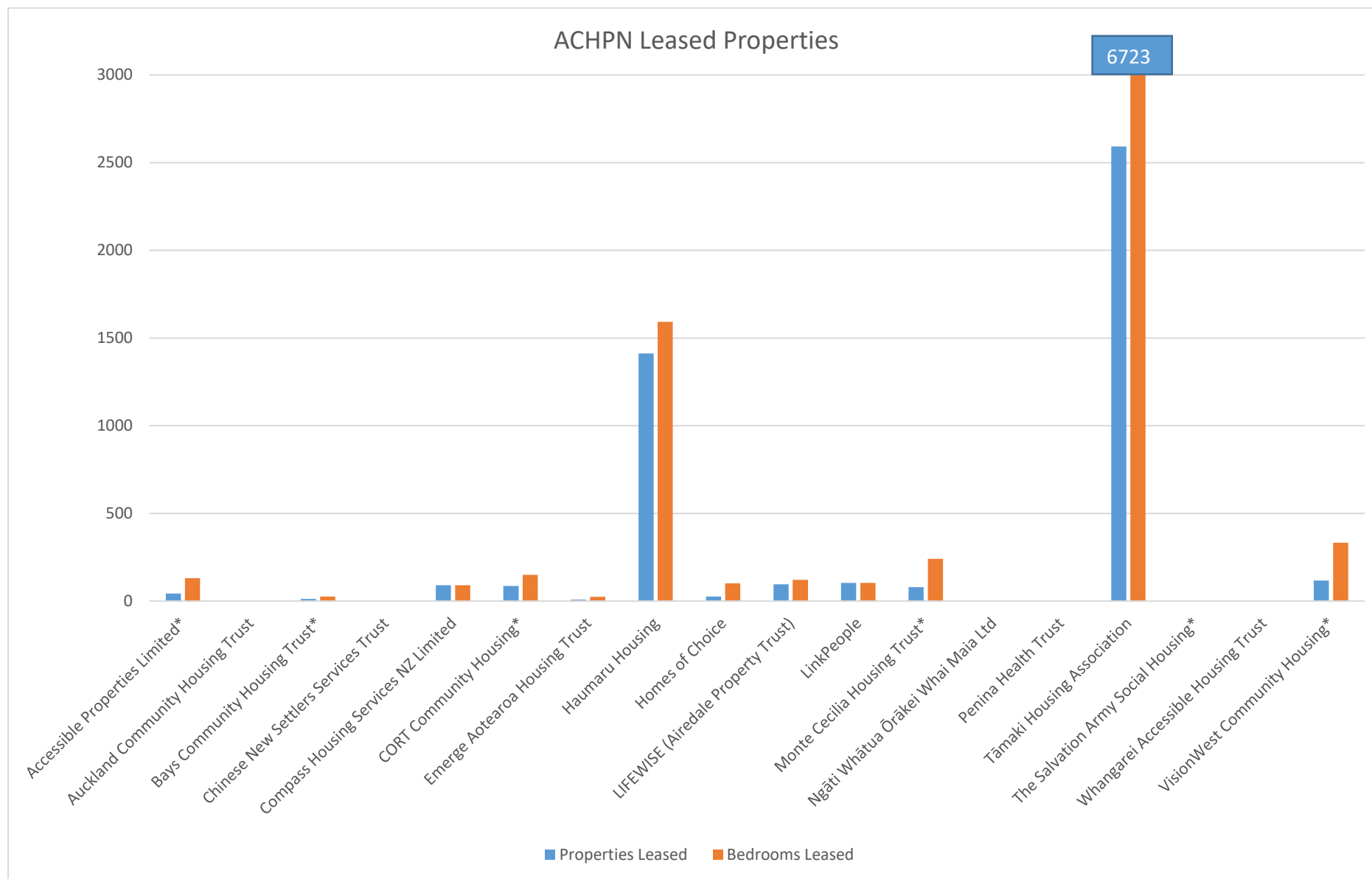
Network member	Staff FTE	Volunteer hours/year	Houses built in Auckland	Bedrooms built in Auckland	People housed in Auckland	Houses under active support Auckland *	Settled, e.g. external mortgage Auckland **	Houses built NZ	Bedrooms built in New Zealand	People housed New Zealand
Habitat for Humanity Auckland	30	23276	109	410	619	54	55	596	1989 Est	3304 Est
NZHF	6		710	2434	2970	259	135	757***	2595	3055 Est

* Houses under Active Support means houses for clients who are under a legal agreement that will lead to home ownership but who are still receiving active support from the Network member.

** Settled means that the clients have settled any loan balances with the Network member and continue to purchase their house without any support or subsidy from the Network member.

*** Housing Foundation builds houses for other Community Housing Providers including Housing New Zealand. Of the 757 houses built by HF to June 2018 over half were built for others.





3.0 Member descriptions

Organisation:	Accessible Properties New Zealand Ltd (owned by IHC New Zealand Inc.)
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Founded:	1 July 2010 (our predecessor IHC was founded in 1949)
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Status:	Limited liability company, tax-free, charitable organisation
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Target market:	People with disabilities, low income, social housing register, elderly
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Products:	IRRS rentals, affordable rentals, suitable and safe homes; and property management services for community organisations
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Area of operation:	New Zealand-wide (89 towns and cities with 2,700+ properties), coverage across Auckland
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Accessible Properties is an IHC Charity and a Community Housing provider with more than 60 years' experience. We are a trusted provider of quality homes and property services for people with disabilities, older persons and those on low incomes. We are committed to supporting tenants to improve their lives and positively contribute to their communities.

We manage more than 2,700 properties throughout New Zealand, 1,000 owned by IHC New Zealand. Over the last year through our Auckland development programme we have completed five new homes in the city, with another 61 under construction and a further 39 currently under negotiation

Organisation:	Auckland Community Housing Trust (AHT)
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Founded:	2006
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Status:	Not for Profit Charitable Trust
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Target market:	Low income families, people with mental health needs
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Products:	Social rent, transitional and long-term housing
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Area of operation:	South and West Auckland
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Primary goals are to assist low income families and people with mental health needs into housing that is affordable and meets their social needs. These goals are achieved by providing good quality rental accommodation and tenancy management.

Organisation: Bays Community Housing Trust (BCHT)

Founded: 2004

Status: Not for Profit Charitable Trust

Target market: Mental Health, Elderly, At Risk Youth

Products: Social rent, supportive services, long-term housing

Area of operation: North Shore Auckland

The primary focus of BCHT is to help people experiencing economic and social hardship to get into affordable housing on the North Shore, Auckland. BCHT's vision is to not only provide good quality affordable housing but also combine that with targeted support that complements work done through other partner agencies such as Community Support Workers. Currently the Trust houses 55 residents. This includes two five-bedroom houses for older women and a house for youth that have been under Oranga Tamariki - Ministry for Children's care.

Organisation: CNSST Foundation

Founded: 1998

Status: Not for Profit Charitable Trust

Mission: To improve the quality of life of Asian New Zealanders

Target market: Asian elderly

Products: Social rent and supported wrap around services

Area of operation: Auckland wide

CNSST social housing provides wrap around services and social housing to Asian elderly. We aim to work towards meeting the needs of the Asian seniors, children, youth and other new settlers, and to facilitate the successful integration of Asian new settlers into wider New Zealand society.

Organisation:	Compass Housing Services Co. New Zealand Limited
Founded:	31 July 2015
Status:	Compass NZ is a limited liability company and charitable organisation in New Zealand. Its constitution mandates any surplus generated in New Zealand will be reinvested back into the communities in which Compass operates. It is a subsidiary of Compass Housing Services Co Limited (Compass). Compass is a registered charity and nationally registered Tier 1 community housing organisation in Australia for over 30 years
Target market:	Our vision is, 'that ALL PEOPLE have appropriate and affordable shelter AND are engaged in sustainable communities.' We provide social and affordable housing services to people on low incomes focused on creating socially and economically active communities
Products:	Tenancy and property management services

Area of operation: New Zealand wide, with current operation in South Auckland

Compass offers a full range of tenancy and property management services, as well as international advocacy on the universal right to housing. We are a member of the UN Economic and Social Committee (ECOSOC) and a partner in the UN Habitat III New Urban Agenda. We are committed to growing the strength and reach of the community housing sector in NZ through partnerships.

Compass NZ leases 72 properties in South Auckland in Mangere and Papatoetoe and through a partnership with the Ted Manson Foundation is building over 160 new social housing in Glen Eden and Auckland CBD which will be completed in 2019.

Organisation:	CORT Community Housing
Founded:	1987
Status:	Not for Profit Charitable Trust
Target market:	Low income, disadvantaged people with housing and social needs
Products:	Social rent, long-term housing
Area of operation:	Auckland wide

CORT offers community housing across the Auckland region to single people, single parent families and older people who have very low incomes. With a property portfolio consisting of small clusters of 1 & 2-bedroom homes, there is a strong focus on working with tenants to create great places to live. CORT is well positioned for growth to meet the growing demand for its tenancy, property management and development services.

Organisation: **Emerge Aotearoa Housing Trust**

Founded: 2015 – (merger of Richmond Services and Recovery Solutions)

Status: Not for Profit Charitable Trust

Target market: General social and emergency housing provider. Specialise in mental health

Products: Emergency housing, social housing, supportive services

Area of operation: Nationwide

Emerge Aotearoa provides social and emergency housing for over 300 whānau from Whangarei to Christchurch. Our vision is that everyone has access to a stable, safe, warm home, creating healthy, resourceful whānau and resilient, connected communities.

Organisation: **Habitat for Humanity Auckland (HFHA)**

Founded: 1994

Status: Limited Liability Company with Charitable status

Target market: First home buyers, existing low-income home owners and referred tenants

Products: Affordable homeownership scheme, Minor Repair Service, Critical Home Repairs Service, Disaster Relief projects, Global Village teams of volunteers to Developing Countries

Area of operation: Auckland wide

HFHA offers an affordable home ownership scheme serving families of lower socio-economic means who have significant unmet housing needs. It provides support for 10 years with affordable repayments and life-skills programmes. It also provides other housing-related programmes including a Minor Repair service, Critical Home Repair service, Home Inspection Service and Curtain Bank. It is affiliated to an International parent organisation with operations in 80 countries.

Organisation: Haumaru Housing LP

Founded: December 2016

Status: Limited Liability Partnership

Target market: Over 65-year olds

Products: Affordable rentals

Area of operation: Auckland

Haumaru Housing is an Auckland-based community housing provider, delivering tenancy and asset management services for 1,412 rental units for older people. These homes are located in 62 villages across Auckland. Established in late 2016, Haumaru Housing is a limited partnership between New Zealand charitable trust, The Selwyn Foundation, and Auckland Council.

Organisation: Homes of Choice Limited

Founded: 10 April 2014

Status: Charitable Trust. Limited Liability Company (Subsidiary Co. owned by Spectrum Care Trust Board)

Target market: People with Disabilities

Products: Residential Homes, Respite Homes, Rental Options and property management services

Area of operation: Auckland region from Helensville to Pukekohe, Hamilton, Tauranga and Wellington

Homes of Choice aims to provide great homes which enable choice, affordability and happiness for people with disabilities. We use a person-centred and partnership-based approach to develop home environments that enable the people we support to live their lives of choice in the community. We strive to be responsive and forward-thinking, and to be actively engaged with our clients in the pursuit of our key strategic objectives: to house people better, to house more people, and to grow and diversify.

Organisation:	LIFEWISE Trust (Lifewise) and the Airedale Property Trust
Founded:	Lifewise Trust & Airedale Property Trust come out of Methodist Mission Northern that has been active in Auckland Housing for over 160 years
Status:	Not for Profit Charitable Trust
Target market:	Elderly, Disabled, Youth at Risk, Pacifica & Homeless
Products:	Social and long-term housing, Housing First, Foster Care, Youth Transitional Housing
Area of operation:	North of Taupo

Lifewise and Airedale Property Trust are charitable organisations operating under the auspices of the Methodist Church. Lifewise is about supporting people and families to improve their future, not just meeting immediate needs. Airedale provides property development, property management and tenancy expertise for all Methodist Church property in Auckland.

Organisation:	LinkPeople
Founded:	2016
Status:	Not for Profit Charitable Trust
Target market:	Low income people and families living with mental health and addiction issues
Products:	Social housing, sustaining tenancies at risk, rapid re-housing (emergency housing), housing first, supported wrap around services
Area of operation:	New Zealand wide

LinkPeople (previously Keys Social Housing which was established in 2001), is all about enriching people's wellbeing by linking them to healthy and affordable housing and the right supports that will see them sustain their housing. LinkPeople is a registered community housing provider offering a range of housing and service navigation services to vulnerable individuals and families often living with mental health and addiction issues.

Organisation:	Monte Cecilia Housing Trust
Founded:	1982
Status:	Not for Profit Charitable Trust
Target market:	Low income families
Products:	Social rent, short and medium-term housing, residential (emergency) housing programme, support services and housing advocacy
Area of operation:	Auckland wide but focused on south and west

Monte Cecilia Housing Trust provides essential housing and support services to over 600 low income families each year experiencing or faced with homelessness. Monte Cecilia has an established position as an Advocacy Service with 30 families on any given day waiting for that service and as a key emergency housing provider to support 38 families at any given times of crisis.

Organisation:	New Zealand Housing Foundation
Founded:	2005
Status:	Not for Profit Charitable Trust
Mission:	The Housing Foundation mission is to relieve poverty by providing or assisting the provision of affordable housing for low income persons and households in New Zealand
Target market:	Low income working people and households who aspire to live independently, affordably and sustainably in a stable home environment, within their community, who cannot achieve this without some form of assistance
Products:	Affordable rental and affordable equity products. Development management services. CHP development and support services. Household and property management services
Area of operation:	Auckland and Christchurch but also nationally in support of other Community Housing Organisations and advising TLAs.

The Housing Foundation delivers affordable rental and affordable equity products to low income households based on their circumstances which will enable them over time to move in to sustainable and affordable independent housing. The Housing Foundation also provides support to other Community Housing Organisations and works to grow the community housing sector and provide affordable housing for low income households.

Organisation:	Ngāti Whātua Ōrākei Whai Maia Ltd (Ngāti Whātua Ōrākei)
Founded:	February 2013 - Became a registered CHP in 2015
Status:	Ngāti Whātua Ōrākei Whai Maia operates in accordance with the Charities Act 2005 and the Ngāti Whātua Ōrākei Trust Deed. The majority of Ngāti Whātua Ōrākei Whai Maia activities are charitable or can be run as commercial ventures that support Ngāti Whātua Ōrākei Whai Maia Ltd's activities
Target market:	Ngāti Whātua Ōrākei whānau (they need to be a registered beneficiary member to Ngāti Whātua Ōrākei)
Products:	Social Rent, long term housing for whānau, wrap around services
Area of operation:	Central Auckland (Orakei)

Currently manage around 100 rental homes all within the Orakei catchment area. Approximately 50% social housing and 50% Ngāti Whātua Ōrākei Whai Maia market renters. All homes are occupied to date.

Organisation:	Penina Health Trust
Founded:	2001
Status:	Not for Profit Organisation
Mission:	To provide quality support that enhances holistic wellness
Target Market:	People with Mental Health and Addiction, low income
Products:	Community Support Services and Transitional Housing
Area of operation:	South Auckland

Since June 2001, Penina Health Trust has been committed to providing a wide range of community support services such as Family Support Services, Adult Community Living Services (ACLS), Youth Community Living Services (YCLS), Residential Rehabilitation-Step Down Home and Alcohol and other Drug Programmes and services. Penina became the first Pacific registered CHP in 2016 with one property for Social Housing, and is planning to build more in 2018. Penina also provides short-term housing for people with high complex housing needs through a transitional housing scheme with the Ministry of Social Development.

Organisation:	Tāmaki Housing Association (Limited Partnership)
Founded:	2015
Status:	Tāmaki Housing is a Limited Partnership and is 100% owned by the Tāmaki Regeneration Company (TRC). TRC is a Public Finance Act schedule 4A company jointly owned by the Government (59%) and Auckland Council (41%)
Target market:	Low income families that are eligible for social housing and families who wish to move along the housing continuum into affordable rental and affordable houses (market affordable and shared equity)
Products:	Social rent, affordable rental and affordable equity products
Area of operation:	Tāmaki (Glen Innes, Panmure and Point England)

Tāmaki Housing Association provides tenancy management services for social housing tenants in Glen Innes, Panmure and Pt England. We take a personalised approach to tenancy management and focus on providing sustainable tenancies to the community, and assisting the community move along the housing continuum into affordable rental and affordable houses.

Tāmaki Housing is 100% owned by Tāmaki Regeneration Company (TRC), which is jointly owned by the Government and Auckland Council. As part of the TRC group we work towards the social and economic regeneration of Tāmaki.

Organisation:	The Salvation Army Social Housing
Founded:	1884
Status:	Registered Charity with NZ Charities Commission
Mission:	Salvation Army provides support to over 120,000 individuals and their families throughout New Zealand. Housing is offered in a number of programmes including community ministry outreaches, prison reintegration, and drug and alcohol programmes, as well as via the SASH (Salvation Army Social Housing) programme which provides social housing units throughout New Zealand
Target market:	SASH is currently focused on providing social housing units primarily for 55 years plus. However, this target group will be expanded in 2019 with the addition of 130 plus new social housing units in Auckland.
Products:	Social housing and emergency housing
Area of operation:	New Zealand wide

Organisation: Whangarei Accessible Housing Trust

Founded: 2006

Status: Not for Profit Charitable Trust

Target market: Low income with physical disabilities (family members)

Products: Social rent, long-term rental housing

Area of operation: Auckland and Northland

Residential housing is the primary objective of the trust and the principal service offered. We provide fully accessible homes at affordable rents. When we are not able to offer one of the Trust's homes, we work with prospective tenants to link them with other alternative accessible housing, via other housing providers.

Organisation: VisionWest Community Trust

Founded: 1988

Status: Not for Profit Charitable Trust

Target Market: Low income, Families, Elderly, Single parents, Chronically Homeless

Products: Social Housing – Long Term, Housing First, Transitional Housing, Sustaining Tenancies at Risk

Area of Operation: Auckland - West and South, Christchurch

VisionWest Community Trust now provides a range of community services for over 20,000 individuals and families annually, with a staff and volunteer base of over 450 people.

VisionWest Community Housing operates across West Auckland, offering a comprehensive and integrated range of wrap-around support services that care for all people's physical, emotional, spiritual and intellectual well-being. VisionWest provides a holistic approach to care to enable long-term sustainable tenancies and settled communities.

HOUSING AFFORDABILITY CONTINUUM

Well-housed means living in adequate housing, that underpins good health, economic, environmental and social outcomes. Housing is a vital part of our community infrastructure. Public, private and community housing sectors each have an important role to play, working together to address the housing challenges facing New Zealand.

The New Zealand Human Rights Commission states that "The human right to adequate housing is a binding legal obligation on the State of New Zealand". Adequate housing takes account of security of tenure, affordability, habitability, availability and location of services, accessibility and cultural considerations.



Principles

1. **Affordability** means spending around 30% of gross household income on rent or mortgage. Other influencing factors include family size, transport costs to place of employment and health circumstances. We believe residual household income should be at least enough to meet basic living costs.
2. The continuum fosters **security of tenure and pathways to greater independence** by offering housing choice.
3. Value created is **retained and recycled** for the future benefit of housing affordability in that community.
4. The **local community** and those people to be housed should influence housing responses. Pathway subsidies should have flexibility to meet that community's needs.
5. There are **incentives** and support for households to improve their circumstances.
6. **Commissioning** that optimises outcomes and value creation for households through transparency, collaboration and partnerships, not preferred over procurement through competitive transactional tendering processes.
7. **Transparency** means subsidy costs and benefits are understood by all parties.
8. The development, measurement and evaluation of housing services and policies are driven by **robust, independent research and evidence**.
9. The continuum operates best where housing solutions are **matched to housing need in each community**. This includes tailored pathway subsidies for as long as people need it.
10. We measure **effective outcomes** based on the return on investment of total welfare spend on households and communities - now and over time.

Housing pathway

Very low income households

(Quintile 1)
Housing and support subsidies help very low income households and disadvantaged groups to access appropriate, secure and affordable housing. For this group 25% of their gross income is spent on housing. On the continuum this includes emergency and social housing.

Low to moderate income households

(Quintiles 2-3)
Low to moderate income households spending no more than 30% of their gross income on rent or mortgage costs. On the continuum this includes assisted rental and assisted ownership.

Moderate income and above households

(Quintiles 4-5)
Private housing bought and sold under prevailing market conditions. On the continuum this includes private rental and ownership. Some households in private rentals may receive the Accommodation Supplement.

Pathway subsidies

Emergency housing
Temporary accommodation and support subsidies for individuals and families who have an urgent need for accommodation because they have nowhere else to stay or are unable to remain in their usual place of residence. Includes temporary overnight

accommodation and short term stays of approximately 12 weeks.

Social housing
Subsidised rental accommodation combined with support services appropriate to household needs. Rents usually funded by the Income Related Rent Subsidy.

Assisted rental
Subsidised rental accommodation. Rents usually partially funded by the Accommodation Supplement and/or at below market rent levels.

Assisted ownership
Household income-related pathways to home ownership. Subsidies include rent to buy, affordable equity and shared ownership.