



## CEO Message

*Pictured Minister Ward, customer Cheryle and CEO Scott Langford*

At SGCH we're looking ahead to recovery from the COVID-19 pandemic and continuing to play our part in delivering economic and social benefit, along with our partners in government and the private sector. Now more than ever our key stakeholders – our customers – are relying on us to keep providing safe, secure and affordable homes.

This week we announced our subsidiary SGCH Sustainability has secured a [\\$210 million finance commitment](#) from the National Housing Finance and Investment Corporation (NHFIC). This finance commitment will provide funds to complete construction of two large projects in Liverpool and the City of Sydney, and create a pool of funds that will be invested into delivering more safe and sustainable homes in the future.

The latest [NHFIC report](#) suggests that each million dollars of residential building construction activity supports nine jobs across the economy. During the pandemic, we have completed three developments and been fortunate that our four sites under construction have not experienced significant delays or supply chain issues.

**Across these active construction sites, we are supporting over 1,000 local jobs and creating \$332 million of economic activity. Importantly, these projects will yield a minimum of 245 new social and affordable homes.**



This announcement also marks the end of the first chapter of our partnership with the [Clean Energy Finance Corporation](#) (CEFC). We are incredibly grateful for the support of CEFC who have been a key business partner since 2015. With their backing we have delivered 298 new homes and retrofitted 1,230 in just under five years. We continue to be committed to building energy efficient homes - the expertise and approach gained through the partnership with CEFC will continue to be our way of designing and delivering homes.

In the past eight weeks, we have delivered almost 200 new homes in the Liverpool area and on Tuesday, we were delighted to welcome Minister Gareth Ward to our newly-tenanted Elizabeth Drive property. Celebrating the milestone of 1,000 Social and Affordable Housing Fund (SAHF) properties now delivered, Minister Ward along with member for Holsworthy Melanie Gibbons, MP met our customer Cheryle who lives in a nearby SAHF property to hear her experience of finding a home with SGCH.



## Thank you, David Thrift

Last week we announced the upcoming succession of the SGCH Group Chair. Current Group Chair Mr David Thrift will be succeeded by Ms Annette Gallard at the June Board meeting. Mr Thrift will remain as a Director until November to support a smooth transition.

Ms Victoria Weekes will continue as Deputy Chair.

Following 11 years' service with SGCH as a Director, including three years as Chair, David will leave a strong legacy. At the time David joined the organisation, SGCH had just commenced tendering for the Nation Building Economic Stimulus Plan's Social Housing Initiative, that saw our business effectively double in a year. With highly honed financial management skills and a wealth of business acumen, David was a welcome addition to the SGCH Board. David's financial expertise and risk and credit management skills helped the SGCH Board consider opportunities to leverage off the assets vested to us by NSW Government in 2009.

David was instrumental in providing oversight as the organisation has secured debt financing facilities to create more than 700 new homes, including \$220 million from CBA. [Read more about our Board Succession announcement](#)

## 200 new homes in Liverpool

In the past quarter, we have completed four new developments in the Liverpool City Council Local Government area (LGA). These developments will provide 200 new homes in the area.

Located in the suburbs of Moorebank, Liverpool, Miller and Cartwright our latest developments are built to a 7-star NatHERS standard, providing our customers with increased amenity and reducing our portfolio operating costs.

The interest in the properties has been strong with 60 percent of apartments already leased at the completion of the build across the four sites.

The individuals and families who are now moving into these homes are both social housing customers and local key workers looking for affordable rental accommodation. Our customers tell us they are enjoying the location and amenity of their new homes – see Rochelle's story over page.

We have been working in the Liverpool area for 14 years of our 35-year history. These latest developments have doubled our portfolio in the LGA, with close to 500 homes now owned or managed by SGCH in the area.

## Adapting through COVID-19

*The past few months have been busy as we continue to adapt to 'a new normal' and focus on supporting communities through providing long term economic and social benefit. Here is a wrap up of some of our initiatives and statements to support partnerships and growth for our industry.*

[Strong leadership builds on emergency response](#)

[Construction Stimulus Announcement Statement](#)

[Support for new Green Star for Homes](#)

[Our response to homelessness and rough sleeping during COVID-19](#)

[SGCH welcomes government commitments to ensure tenants are safely housed during the COVID-19 crisis.](#)



## Rochelle's Story

One of our new developments is a 5-storey building in Elizabeth Street, Liverpool that is fast filling up and becoming home to 49 households. Those households include Rochelle\* and her 4-year-old son.

Rochelle and her son returned to live with her parents 11 months ago after her marriage ended. A qualified beauty therapist, Rochelle continued to operate the business she has run for the past 19 years. "It's been really nice to live with my parents and get support and help with my son while I get back on my feet. But I'm so used to being independent, I really needed my own space again"

Rochelle is moving into a 2 bedroom apartment in SGCH's new Elizabeth Street, Liverpool complex. She had been looking for somewhere affordable for a few weeks and was really pleased with the location and amenity of the building.

**"My new home is in a great area, close to everything I need and to my family and work. Importantly, it is also safe and secure."**

Now back at work since the coronavirus restrictions temporarily forced her to close her salon doors, Rochelle is hopeful about her new start. "I'm really looking forward to moving in. With my rent a little bit cheaper, I can build my business faster and look to buying my own place in the next few years. That's what I've worked hard for and I know I can achieve it again."

*\*Name changed for privacy reasons*

## Innovating to connect customers

For 35 years, our organisation has provided customers with the stability of a safe and affordable home and offered connection to opportunity. With offerings including training, education and employment services, we are also committed to actively building connections between people and the communities.

Many of our programs are designed to reduce social isolation and the COVID-19 restrictions meant finding new ways to connect online and stay in touch. To replicate some of our regular face-to-face activities, we introduced the Community, Place and Partnerships (CPP) Studio - an online platform where people can get involved with yoga, bingo, gardening, gentle exercises, and Tenant Group meetings or just a chat over coffee through Zoom.

We have assisted participants to download Zoom, create email accounts, and register for the programs, with instructions translated into our five most common community languages.

At the end of each session we are asking for feedback so we can keep building a better offering and variety of experiences. The Studio is proving popular and also has the added advantage of attracting customers who do not have the ability to join because of mobility problems. We look forward to working with our customers to keep developing the Studio and offering a great experience.

## Stimulus program delivers jobs, improves homes

Stimulus funding from the NSW Government has enabled the acceleration of \$2.3m of external works in two locations managed by SGCH, keeping dozens of trades employed to deliver upgrades to 97 social housing dwellings. The NSW Land and Housing Corporation (LAHC) maintenance stimulus is improving the homes of residents in Gymea and Marrickville and creating job opportunities for local trades and contractors.

CEO Scott Langford commended the work of partners to deliver this program.

“The leadership and staff team at LAHC have been fantastic to work with in putting this program together in the midst of the challenges of COVID-19. We are proud to be working with great partners like LAHC, and our contractors, to deliver a program that will benefit residents and communities, secure jobs for trades and support the economy.” [Read more](#)



## Assett Group donation

SGCH maintenance contractors Assett Group generously donated 100 essential food packs directly to our customers at the start of the COVID-19 pandemic.

Working on many of our planned maintenance projects, Assett meet SGCH customers on a daily basis. Assett quickly saw that some people were really struggling as restrictions started and basic supplies became difficult to get.

Wanting to give back, Joe Puccio, Managing Director of Assett Group contacted us with a practical and immediate response to the pandemic.

*“SGCH and their customers have supported Assett Group for 5 years now and, at Assett, we believe in giving back to the people we work with. We hope that our modest effort can offer hope and comfort to people who need it most.”*

The essential food packs were delivered by our team to customers who were impacted by the pandemic; older people who were unable to leave home, young families who had to manage the gap between lost casual wages and benefits, people isolated because their usual supports were no longer available.

Working with values-aligned businesses is integral to the SGCH service culture and we are humbled by the efforts of one of our larger contractors to assist our customers at this time.

