



REDWatch Meeting Presentation

Thursday, 6 August 2026



Together collectively stronger

In partnership with:



FOR CONSULTATION



View of future park opposite Waterloo Metro (looking towards Wellington Street)
Artist's impression only. Indicative and subject to change.

The logo features a large, stylized letter 'W' in a dark gray color. Inside the central negative space of the 'W' is a white rounded rectangle. The text 'WATERLOO PARTNERSHIP' is written in a bold, black, sans-serif font within this white rectangle.

WATERLOO PARTNERSHIP

What we'll cover:

- About Community Housing Providers (CHP)
- Support provided by CHPs
- What is different between public and community housing and what is the same?

About
Community
Housing
Providers
(CHP)

The logo for the Waterloo Partnership is a large, stylized letter 'W' in a dark grey color. Inside the central negative space of the 'W' is a white rounded rectangle. The text 'WATERLOO PARTNERSHIP' is written in a bold, black, sans-serif font within this white rectangle.

**WATERLOO
PARTNERSHIP**

What is Social Housing?

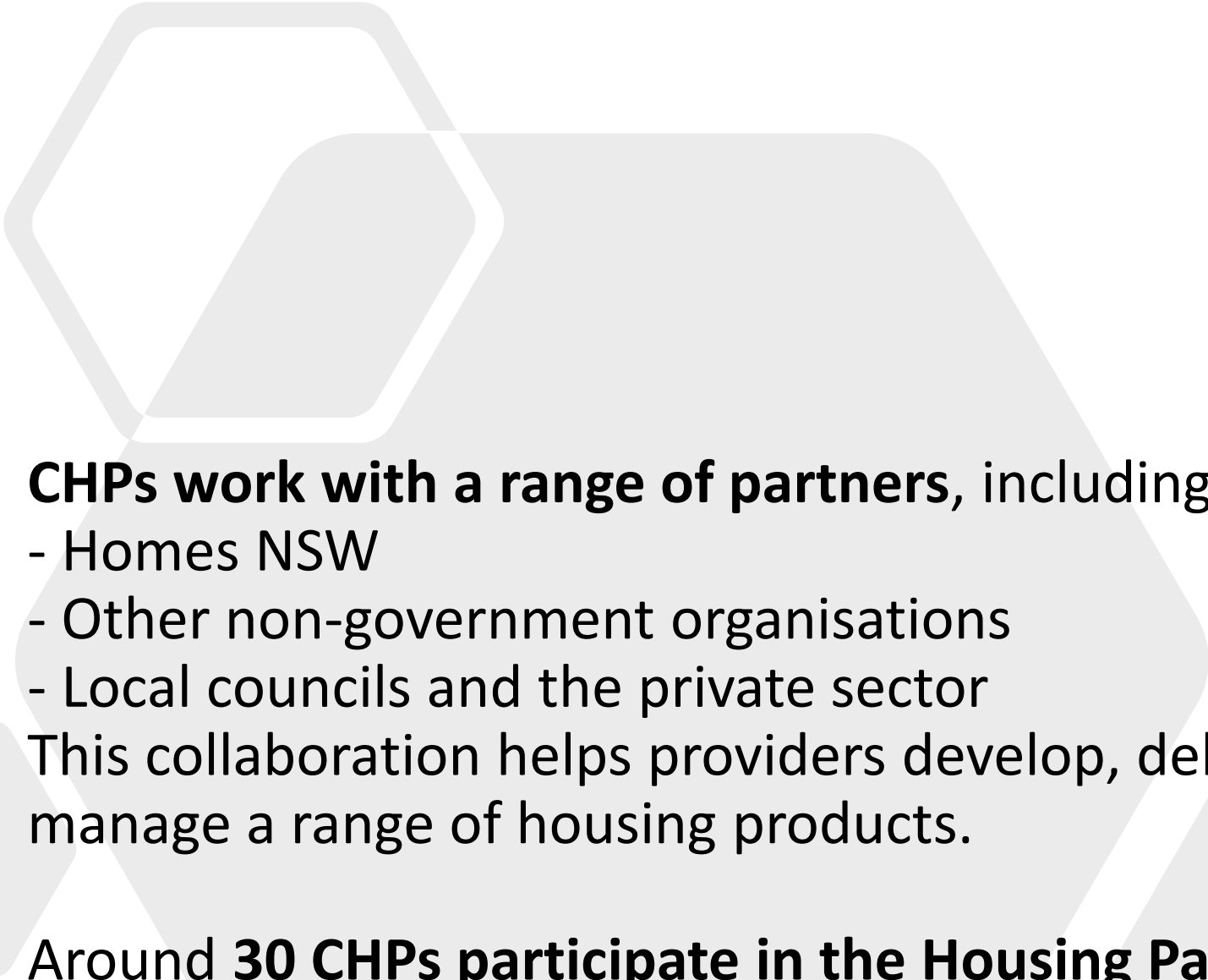
In NSW, Social Housing is secure and affordable rental housing for people with housing needs and whose needs cannot be met in the private rental market.

It includes public, community and Aboriginal housing.

What is Community Housing Provider?

Community housing providers (CHPs) are:

- Registered not-for-profit organisations.
- We provide safe, secure and affordable rental housing for individuals and families living on very low, low and moderate incomes.
- CHPs manage social, affordable and other types of housing in the community.
- CHPs also partner with government to build new homes to rent out at an affordable price.

A decorative graphic on the left side of the slide. It consists of several overlapping hexagons in different shades of grey. One hexagon is white with a grey outline. The text is placed within the white hexagon.

CHPs work with a range of partners, including:

- Homes NSW
- Other non-government organisations
- Local councils and the private sector

This collaboration helps providers develop, deliver and manage a range of housing products.

Around **30 CHPs participate in the Housing Pathways** multi-provider access system.

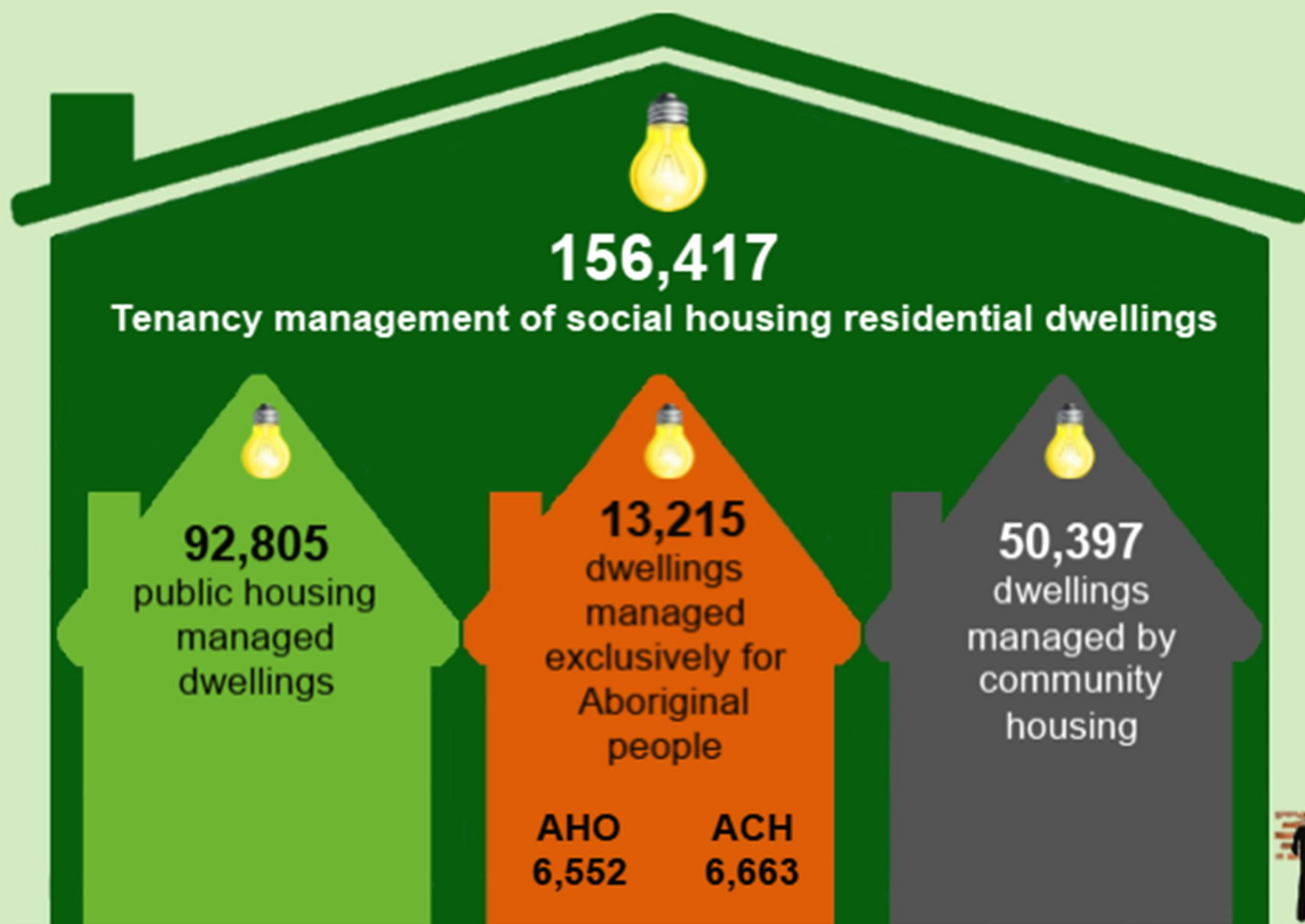
This is in partnership with Homes NSW and the Aboriginal Housing Office.

These providers allocate properties to tenants from the NSW Housing Register.



Social Housing Residential Dwellings Dashboard

- At 30 June 2025



New social housing supply:

Under the NSW Government's \$6.6 billion Building Homes for NSW program, we are building 8,400 new social homes in the next four years.

New supply

Over 3,400 social and affordable housing dwellings under the

Social and Affordable Housing Fund (SAHF)



- As Community Housing Providers (CHPs) in NSW, CHPs comply with the **National Regulatory Code for Community Housing**.
- CHPs undergoing annual compliance reviews to make sure they are complying with the **National Regulatory Code for Community Housing**.
- **CHPs are** independently regulated by the **NSW Registrar of Community Housing** and are bound by the **Residential Tenancies Act 2010 (NSW)**, just like other social and private housing providers.
- Along with providing affordable housing, CHPs help residents access support services and participate in social, education and employment activities. We are called community housing providers because we have strong local connections and invest in the wellbeing of our tenants and communities.

Supports provided by us:



Crisis
accommodation



Transitional
accommodation



Social Housing
& Specialist Disability
Accommodation



Affordable
housing

What is different
between public and
community housing
and what is the same?

The logo for the Waterloo Partnership is a large, stylized letter 'W' composed of two interlocking puzzle pieces. The left piece is light gray and the right piece is dark gray/black. A white rounded rectangle is positioned in the center of the 'W', containing the text 'WATERLOO PARTNERSHIP' in bold, dark gray, sans-serif capital letters.

**WATERLOO
PARTNERSHIP**



Public Housing	Community Housing
Owned and managed by the NSW Government (Homes NSW).	Owned and/or managed by registered not-for-profit community housing providers (CHPs).
You are a tenant of Homes NSW.	You are a tenant of the community housing provider, not Homes NSW.
Rents are generally based on household income.	Rents are generally based on household income and assessed in the same way as for public housing tenants. Tenants are also eligible for Commonwealth Rent Assistance, which is a rental subsidy paid directly to the CHP.
Repairs and tenancy management are handled by Homes NSW.	Repairs and tenancy management are handled by the community housing provider in line with Government guidelines and CHPs own policies.
Government complaints and review processes apply.	Providers have their own complaints processes and are subject to oversight by an independent regulator. Tenants can also lodge complaints with Ministers/MPs.
Tenants have the right to appeal certain decisions, through an internal review process and, where eligible, lodge a second tier appeal to the Housing Appeals Committee for independent review.	Tenants have the right to appeal certain decisions, through an internal review process and, where eligible, lodge a second tier appeal to the Housing Appeals Committee for independent review.

CHPs providing social housing must follow NSW requirements. Eligibility, affordability, lease terms and core tenancy rights are usually the same as for public housing. CHPs are often smaller and may offer more individualised support, specialist services and various programs for tenants to get involved with.



Link Wentworth



BIRRIBEE
HOUSING

Together collectively stronger

Why will there be three CHPs managing the social and affordable housing in Waterloo South?

Each of the CHPs in the Waterloo Community Housing Partnership specialise in a particular area of housing. This is why we have teamed up, to pool our knowledge to better serve the diverse needs of the Waterloo South community.

**Collectively, the three CHPs
have 75 years' experience
serving communities
across New South Wales.**

The Waterloo Community Housing Partnership is working with Homes NSW to support tenants across the estate. We are committed to open communication, so residents are informed and supported through all stages of the renewal.

The logo for the Waterloo Partnership is a black, stylized 'W' shape. Inside the central negative space of the 'W' is a white rounded rectangle containing the text 'WATERLOO PARTNERSHIP' in black, uppercase, sans-serif font. The logo is centered within a white rectangular box, which is itself centered on a light gray background featuring several overlapping hexagonal shapes of varying shades.

WATERLOO PARTNERSHIP

How will the 3 CHPs work together at Waterloo South?

The three CHPs have a legally binding partnership agreement that sets out a framework and principles for their collaboration at Waterloo South.

The CHPs have also committed to setting up One Door, which will be a single physical place for the Waterloo community to come to as well as a way of working.

One Door Representative will be available to receive forms, answer basic questions, provide service access information, and facilitate access to CHP staff across the 3 CHPs, regardless of landlord.

Each partner CHP will also sign up to an agreed set of service commitments which it will be responsible for delivering through its operations at Waterloo.

This will include shared approaches to how we talk and engage with tenants and shared service standards wherever possible.

What is CRA?

Commonwealth Rent Assistance (CRA)

CRA is a rental subsidy available to eligible households renting in the private market and from a community housing provider.

Aboriginal tenants in properties owned by the NSW Aboriginal Housing Office and managed by Homes NSW also receive CRA.

It is not available to public housing tenants.

In addition to charging rent based on household income, CHPs ask social housing tenants to apply for CRA which is then paid to the CHP.

CRA helps CHPs fund their services and programs. Homes NSW receives funding from the Australian Government to help pay for similar things.

Here is an example of how it works:

Example: A tenant receiving an Aged Pension	Public housing	Community housing
Income		
Aged Pension + Clean Energy Supplement	\$532.70	\$532.70
Commonwealth Rent Assistance (CRA)	–	\$106.00
Total Income	\$532.70	\$638.70
Deductions		
Rent, charged at 25%-30% of your income	(\$133.17)	(\$133.17)
CRA payable to your Community Housing Provider	–	(\$106.00)
Total deductions	(\$133.17)	(\$239.17)
The amount you have left after you have paid your rent	\$399.53	\$399.53



Any Questions?



**WATERLOO
PARTNERSHIP**