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Manager CERC Operations

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CEHL

- **Founded in 1985**
- **Not for profit company – 25 staff**
- **“Owned” by CERCs**
- **CERC Program Manager**
- **Holds title to around 1700 properties across Victoria**



CERCs

- **Independent legal entities**
- **105 CERCs throughout Victoria**
- **Have between 7 – 25 homes each**
- **Lease the houses from CEHL and let them to their members**
- **Collect rents & organise maintenance**



Financial structure of Program

- **Rents = 25% of household income + CRA**
- **CERC keeps 45% of income for (small) maintenance & rates etc.**
- **CEHL collects 55% of income for loans, company costs & (big) maintenance**
- **2008 Budgeted Rental Income \$11.6m**
- **2008 Budgeted Expenses \$11.3m**



Strengths of the Program

- **Exceptional quality housing**
- **Lifetime security**
- **Affordable, flexible rents**
- **Tenant empowerment & skills development**
- **Efficient, responsive maintenance**



Challenges for CERCs

- **New rent system, reducing income**
- **Aging membership/ burnout**
- **Personality clashes/ Difficult members**
- **Expectations of being professional landlords**
- **Increased reporting requirements**



Challenges for CEHL

- **New rent system, reducing income**
- **Registration as Housing Association**
- **Increased reporting requirements**
- **Turnover of CERC Officebearers**
- **Rent arrears management**
- **Wayward CERCs**



Voluntary work by members

- **Managing the business of the CERC**
- **Tenant selection**
- **Preparing houses for new tenancies**
- **Rent collection & arrears management**
- **Annual house inspections**
- **Cyclical, responsive & own maintenance**



1700 homes (all over Victoria) & 25 staff

CEHL staff support & monitor CERCs –

- **Training and community development**
- **Property development**
- **Administration**
- **Asset management**
- **Monitor CERC performance**



For more information

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