What’s different?
Inner city innovation through Partnership in mixed tenure housing

NATIONAL HOUSING CONFERENCE – PERTH – NOVEMBER 2015
About the partners:

- **Department of Social Inclusion** - Housing SA as the developer, property owner, tenancy and contract manager.

- **Urban Communities** – A property management company based in community who manage government owned housing, private, social and affordable rental, Owners Corporations, facilities management services and Placemaking.

- **St John’s Youth Services** is a community based organisation and Preferred Support Provider that provides accommodation and related support services to young people and children experiencing homelessness, at risk of homelessness or who are in crisis.
• Commenced in 2010, as part of the Nation Building Economic Stimulus Plan
• Completed in June 2012 at a cost of around $50 million
• UNO Apartments in the CBD of Adelaide lived up to its name and took home the top national prize in the High Density Housing category in the 2013 Urban Development Institute of Australia’s (UDIA) National Awards for Excellence.
• UNO is a 17 story building comprising
• 146 mixed housing tenures and
• 2 retail/commercial spaces
• Developed by Department for Communities and Social Inclusion, Housing SA, with
• Funding from the Australian Government’s Nation Building Economic Stimulus Plan.
UNO includes:

- 27 social housing apartments
- 27 National Rental Affordable Rental Scheme apartments
- 28 affordable home ownership apartments
- 34 apartments sold on the open market, and
- 2 retail/commercial tenancies on the ground floor
- Youth 110, a crisis accommodation and 24 hour 7 days a week support service of 30 self-contained units for young homeless people
Shared Governance

- Partnership is integral to the UNO concept and the Governance to ensure the operational success of the building and tenancies, as both a housing development and a vibrant community.
- Separate agreements are in place that align with the spirit and intention of the Partnership Governance Protocol.
Housing SA

- Contract manager and Landlord
- Designed to deliver quality housing within the Adelaide CBD, and offer a sense of community within the building.
- Apartments are owned by private buyers and the State
- Commercial and crisis service offices owned by State.
Urban Communities

• Provides property and tenancy management services for the social apartments, retail/commercial spaces and place making services for UNO.

• Body Corporate management including maintaining common property.
St John’s Youth Services

• Homelessness Preferred Support Provider
• Physically connected to the UNO Building
• Separate entrance, foyer and lift
• Independent apartments
• Onsite 24hour support

The first youth crisis accommodation service to be located *within* a mixed residential building.
UNO is a mixed tenure privately owned building consisting of 116, one and two bedroom apartments for social, affordable and private accommodation, penthouse apartments and 30 bedsit apartments for youth crisis accommodation.

- Arrears of its social, affordable & private tenancies at 1% or less.
- High retention rate within the social portfolio with 18% turnover since August 2012
OUTCOMES

• Only 4 resales since opening there is a strong feeling from owners that UNO is not only a great place to live as an owner occupier but also a great place to invest.

• The average stay in a private dwelling for tenants is two years which is comparable to other apartment buildings in the CBD.

• From a Community Corporation perspective the asset is behaving better than anticipated with budgets to date yielding a surplus for the Corporation due to the lack of wear and tear to the common areas
## OUTCOMES

<table>
<thead>
<tr>
<th>Category</th>
<th>Former service model 2010</th>
<th>Implementation youth110</th>
<th>IMPACT youth110</th>
<th>TRANSITION PERIOD 2011-2013 transition data not directly comparable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BREAKING THE CYCLE</strong></td>
<td></td>
<td></td>
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<tr>
<td>Single Returns</td>
<td>50%</td>
<td>3%</td>
<td>&lt;5%</td>
<td></td>
</tr>
<tr>
<td>Multiple returns</td>
<td>30%</td>
<td>0%</td>
<td>&lt;1%</td>
<td></td>
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<tr>
<td><strong>SUSTAINABILITY</strong></td>
<td></td>
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<tr>
<td>Did not return to crisis service</td>
<td>50%</td>
<td></td>
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<tr>
<td>Housing and long term NPAH</td>
<td>8%</td>
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<tr>
<td>Safe return to Family</td>
<td>14%</td>
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<tr>
<td><strong>CULTURAL INCLUSION</strong></td>
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<tr>
<td>ATSI</td>
<td>3%</td>
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<tr>
<td>CLDB</td>
<td>20%</td>
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<tr>
<td><strong>PARTICIPATION</strong></td>
<td></td>
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<tr>
<td>Education</td>
<td>14%</td>
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</tr>
<tr>
<td>Employment</td>
<td>8%</td>
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</table>
UNO enjoys a rich diversity of culture, age, gender and social backgrounds allowing a broad approach to social activities and resident engagement that supports inclusion as a fundamental principle of the UNO community.