



## JACARANDA HOUSING

PO Box 64, Brisbane Market, Rocklea QLD 4106  
Phone: 07 3392 8848 Email: info@jacarandahousing.com.au

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I write to provide you with a new update on Jacaranda Housing's "*Better Homes for the Future*" strategy.

In our last update in June, I advised that we were working with the Queensland State Government to finalise important administrative matters around the strategy. I'm pleased to report that these matters are now finalised. In the coming weeks, Jacaranda will take the next steps in searching for better homes for our tenants.

Our relocation schedule is prioritised according to need and we will work closely with tenants who will be relocating in the coming months. We are aiming to purchase properties in suburbs that best suit the needs of our tenants.

Alongside this work, we also supported a tenant to relocate from a no longer fit-for-purpose property to a home within Jacaranda Housing's portfolio. The tenant is delighted with their new home as it is closer to family and support networks. The tenant also appreciated the support our team provided throughout their relocation journey.

I thank all tenants who have been waiting patiently to have the opportunity to move to better homes. We acknowledge the wait has been longer than expected and you are eager to move. We appreciate how you have continued to work closely with our team throughout this process.

I have also included our *Frequently Asked Questions* below, which answers a lot of questions that we have received from tenants over the past year - I encourage you to have a read over it.

If you have any questions about the strategy (or want to know if you will be asked to relocate), please contact our CEO Lizz Bott or Special Projects Manager Scott McGregor on (07) 3392 8848.

Yours sincerely,

Adrian Pisarski  
Chairperson

## Frequently Asked Questions

### **Will you sell my property while I'm still living in it?**

No – Jacaranda Housing will not list any properties while tenanted. We will support tenants to relocate and settle into new homes. Once this process is complete, we will then list and sell the no longer fit-for-purpose property. Tenants will have several months' notice to prepare for any relocation.

### **Are you going to house me into a tiny studio apartment?**

No – we are aiming to purchase two-bedroom properties as a minimum. The two-bedroom minimum size allows space for tenants and provides options for future tenants who may need additional space (such as a parent and child).

### **Why won't you tell me if I have to move yet?**

Jacaranda determined that tenants would prefer to be advised on relocation's when they need to be. Our recent survey reaffirmed this position where tenants overwhelmingly said they would like three to six months' notice if they would be asked to relocate. If you are particularly anxious about your circumstances, you can call Lizz or Scott on 3392 8848.

### **How can I trust that Jacaranda Housing will deliver the strategy well?**

Earlier this year, Jacaranda has completed the first phase of this strategy. During this time, we secured prices well above valuation on every property sold and positive feedback from tenants who needed to relocate from under-occupied properties. This next phase will see us purchase seven new homes and support tenants to relocate. We ask that we are allowed the opportunity to demonstrate our professionalism and best practice toward supporting tenants through this process.

### **Will my rent stay the same or increase moving to a newer home?**

While you remain eligible for community housing, your rent will continue to be calculated as 25% of your household income.

### **How many properties are you selling, and how many new homes are you purchasing?**

Jacaranda Housing will buy 53 better, fit-for-purpose homes funded through the sale of 37 older and no longer fit-for-purpose properties. We are committed to ensuring our tenants remain in their communities where they are proudly located.