



JACARANDA HOUSING

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Dear Tenant,

BETTER HOMES FOR THE FUTURE UPDATE

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

Jacaranda recently sold four unoccupied houses that were no longer fit-for-purpose. Partnering with Elevate Residential, we secured prices well above valuation on every property sold. These above valuation sales provide Jacaranda the opportunity for more housing for people in the greatest need in our community.

Lizz and the team are currently working closely with tenants who will relocate in the year ahead. We are working with the Queensland State Government to finalise several administrative matters, which will pave the way to begin our acquisition program and buy better homes.

Our approach continues to be person-centered and responsive to the emerging needs of tenants. Our relocation schedule prioritises tenants to ensure their safety and comfort in their homes as they age or manage disability.

Last year, we supported the relocation of several tenants who needed to move due to underoccupancy. I'm pleased to report that these tenants are delighted with their new homes and have shared their experience with us below:

"At first, I was nervous about moving. I had been in my house for many years and never lived in a unit. At times, I felt overwhelmed with the idea of moving.

That's why I decided to focus on slowly downsizing and getting a head start on packing boxes. I am grateful that I had support from my family throughout this process, making the move so much easier.

I admit that I was skeptical about whether I would like the new unit. My priorities were to stay close to my community, avoid stairs, and have lots of windows and sunlight in my home. As soon as I saw my new home ticked all these boxes, I could relax and settle in.

I love my new home!"

We are committed to being open and honest in communicating with our tenants about the *Better Homes Strategy*.

I have included a short FAQ with my letter, which answers common questions we have received over the past few months.

DELIVERING THE
BETTER HOMES
STRATEGY



If you have any questions about the strategy or want to discuss your circumstances, please don't hesitate to contact our CEO Lizz Bott or Scott McGregor, on 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 relocations 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?

Jacaranda has just 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 provided 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.