

# Sustaining tenancies for rough sleepers – A community housing provider perspective

Rebecca Pinkstone, Chief Operating Officer

# Core elements of the housing first model

---

- ✓ A commitment to a whatever it takes approach – intensive tenancy management and acting within RTA to support tenancy sustainment
- ✓ Permanent affordable housing – an ongoing commitment to housing complex need clients
- ✓ Continuity of psycho-social support provision that reflects changing support needs over time
- ✓ Community engagement and social connections – both housing and support provider initiated strategies

# Lessons learnt

---

- ✓ Need to be clear about how clients are to avoid accusation of queue jumping – VI-SPDAAT
- ✓ Culturally specific supports for Aboriginal clients
- ✓ Continuity of care is critical – moving from support providers and/or housing providers reduces outcomes
- ✓ Choosing the right leasehold property – engagement of clients, strata vs owners, keys/security, location
- ✓ Strong partnership between housing and support - governance, role clarity and focus on outcomes

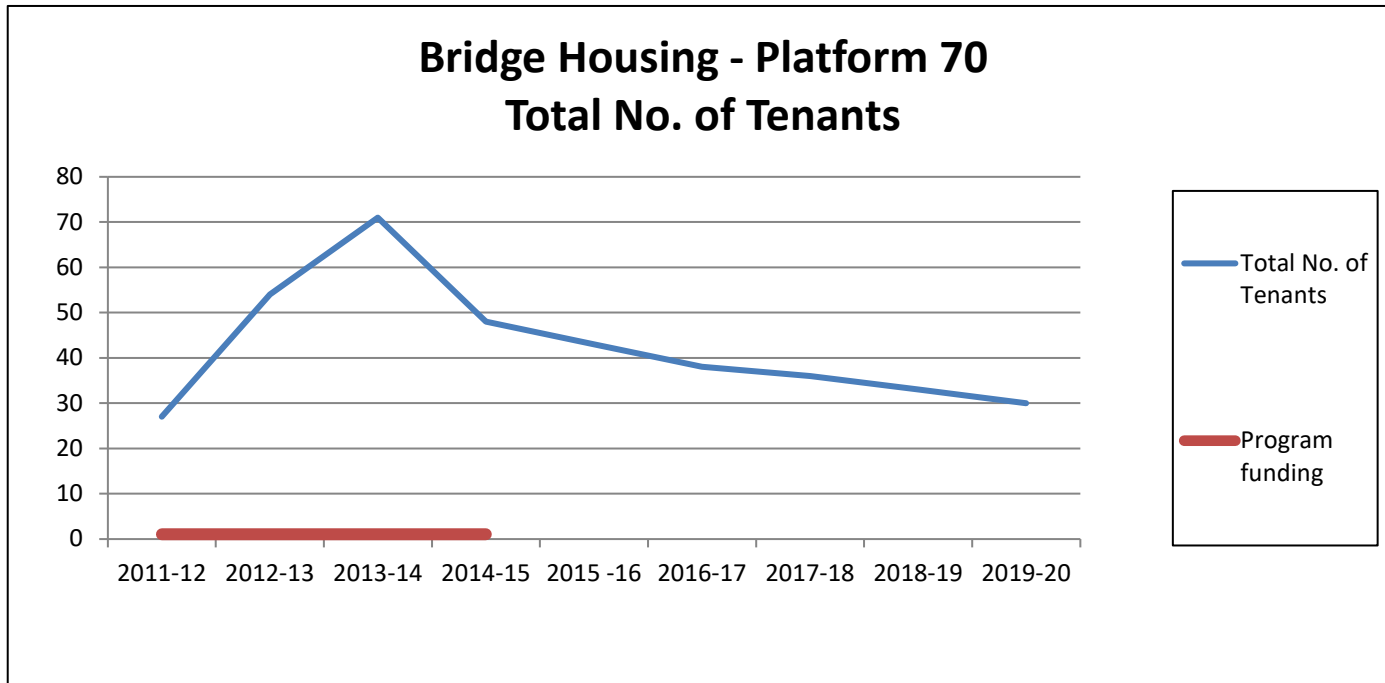
# How we have changed our business

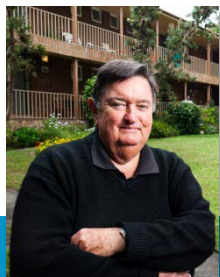
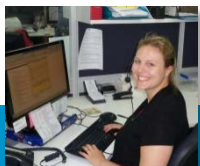
---

- ✓ Lower staff to tenancy management ratio to support intensive tenancy management approach
  - Tenant engagement, Agent/Owner liaison, Support Partnership Governance, Complaints management
- ✓ Real estate industry engagement to support property allocations
- ✓ Planning for higher leasehold costs (tenant transfers/relocation and end of tenancy costs)

# Why a long term vision is needed

**Housing First Works – even in leasehold properties!  
We will need a long term vision for continuity of care for our clients if our positive outcomes are to be sustained.**





Thank you

Rebecca Pinkstone, Chief Operating Officer, Bridge Housing  
Em: [r.pinkstone@bridgehousing.org.au](mailto:r.pinkstone@bridgehousing.org.au) Ph: 0431 292 046

[www.bridgehousing.org.au](http://www.bridgehousing.org.au)