

FROM THE CEO

WELCOME TO HOMES NORTH



Maree McKenzie
CEO, Homes North

We welcome you as a new tenant of Homes North Community Housing Co. Ltd (Homes North).

Homes North provides a range of appropriately designed, well-managed affordable housing for people on low to moderate incomes throughout the New England North West.

This handbook provides information about your rights and responsibilities as a Homes North tenant and the rules around guarding your privacy. In addition, we have included other helpful information regarding your tenancy.

We hope that providing quality, safe and affordable housing will be the start for you to make a home that will help you achieve your life aspirations.

OUR VISION STATEMENT

Homes North is committed to the long term future of community housing in our region. Our 20 year contract with the Department of Communities and Justice to manage general social housing in the New England North West of NSW gives us a once in a generation opportunity to support long term positive change for the more vulnerable people in our community.

OUR AIMS

1. Be known for our high quality tenancy, asset management and housing development services.
2. Change the face of social housing for the better.

3. Support our most vulnerable community members by delivering innovative and 'can-do' services.
4. Disrupt intergenerational disadvantage by focusing on opportunities for positive change.
5. Deliver best practice culturally appropriate services for the region's Aboriginal community members.
6. Be known for our responsive services to community members who are homeless or seeking assistance to sustain private rental tenancies.
7. Support thriving neighbourhoods through our community engagement activities.

OUR VALUES

Our points of culture are the values Homes North strives to exemplify every day. These values are the principles guiding ethical behaviour.

Communicate

We will communicate in a positive, clear and concise manner using the appropriate method and tone, listening without judgement.

Respect

We will show respect at all times; valuing our differences and treating people how we want to be treated.

Responsibility

We will take responsibility and ownership of our own behaviour and actions.

Good Faith

We will act with good faith; consciously choosing to believe that people are acting with good intent, giving them the opportunity to clarify any misunderstandings.

Supportive

We will be supportive and work as a team; showing understanding to one another and providing encouragement.

Integrity

We will work ethically and with integrity; conducting ourselves professionally, maintaining confidentiality and always being honest.