

# Highlights from the 2023 AGM

## \$1 billion

The CEHL Board manages a \$1 billion property portfolio to benefit current and future Co-op Members and Renters.



**679** people completed the CEHL Member and Renter – the highest number ever received.

**↑ 10%** **IMPROVEMENT** in people feeling their views were taken into account

**↑ 10%** **IMPROVEMENT** in people being satisfied with the services they received

**↑ 16%** **IMPROVEMENT** in people being satisfied with maintenance and repairs



**55** properties in development. **36** of these will be completed in 2024, including CEHLs **first new co-op in over a decade!**

The updated strategic plan reinforces CEHL's commitment to fostering thriving rental co-operatives.

**CEHL Strategic Plan 2023/24 - 2026/27**

CEHL provides appropriate, secure, and affordable housing and fosters rental housing co-operatives to thrive, so that more Victorians experience the dignity of a home in a community guided by the seven international co-operative principles.

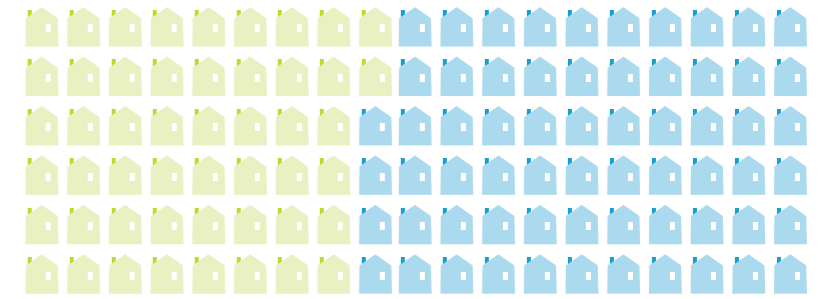
Our 3-year strategic objective is to position CEHL to sustainably maintain and grow our portfolio, and our organisational impact. The strategy will be implemented through eleven strategic actions that relate to three pillars:

- 1 Meeting the needs of the CEHL community**  
Ensuring that the voices of our member co-ops, co-op members, and direct renters, are heard.
  - Strengthen ways of working with member co-ops, co-op members, and direct renters.
  - Implement improved service delivery model for member co-ops, co-op members, and direct renters.
  - Co-design and implement good governance guidelines for thriving co-ops.
- 2 Leading by example**  
Demonstrating leading practice as a Registered Housing Association, guided by the co-operative principles.
  - Develop and implement a compliance framework.
  - Develop and implement social and environmental impact measurement approach.
  - Proactively increase visibility and grow advocacy for the co-op model as a solution for affordable housing.
  - Develop readiness for CEHL governance to better incorporate co-operative principles.
- 3 Operational and financial sustainability**  
Empowering our team and leveraging our portfolio to support impactful delivery over the longest term.
  - Implement the right systems, tools, and ways of working to support our team to develop and grow.
  - Refine and implement portfolio mix guidelines that align with our purpose.
  - Refine and implement portfolio management guidelines to ensure maintenance leading practice.
  - Develop a 10-year portfolio growth strategy that meets the diverse housing needs of the CEHL community.

- CEHL's strategy focuses on:**
- meeting the needs of the CEHL community
  - advocating for an increased supply of co-operative housing
  - sustainably growing and maintaining the CEHL property portfolio.

## \$600,000

The Chairperson reported that for the 2022/23 financial year CEHL has achieved an operating profit of \$600,000 and an unqualified audit report

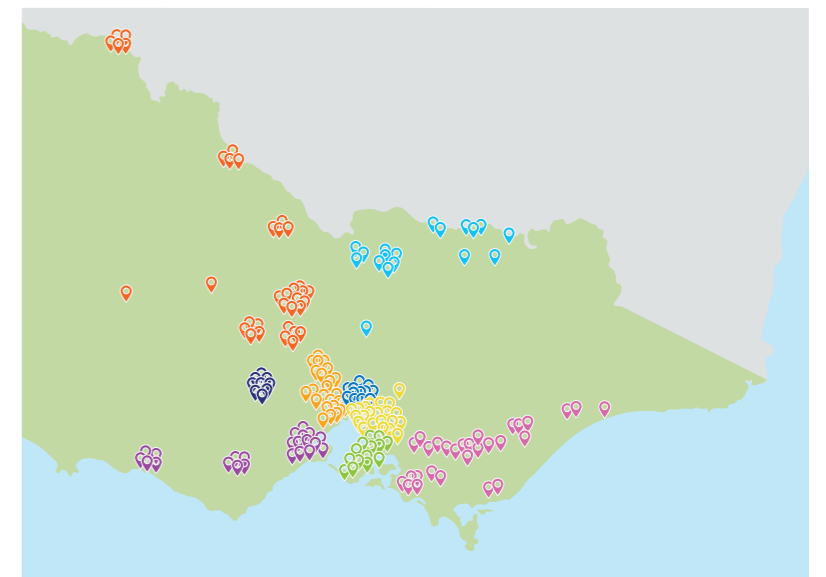


During 2022/23 **3** CERCs and **50** homes transitioned to VicWide and **5** CERCs, with **64** homes, transitioned to being a CMC



Through our leadership of the Australian Co-operative Housing Association (ACHA), CEHL is leading the national dialogue on increased government funding support of housing co-operatives and strengthening best practices in co-operative housing.

In the year ahead, there will be increased support for training Co-op Directors



The move to a regional service delivery model will dedicate specific CEHL resources to each of the nine regions' needs and provide local opportunities for co-ops to meet and exchange information and ideas.

In **2024**, CEHL will start a consultation process to identify opportunities to improve:

- the CEHL constitution, and
- the agreement between CEHL and co-operatives (CCA).

*Thank you!*

**Fiona thanked the CEHL co-op community for their support, dedication, and belief in the power of cooperation.**