



Metro
Community
Housing

ANNUAL REPORT 2025

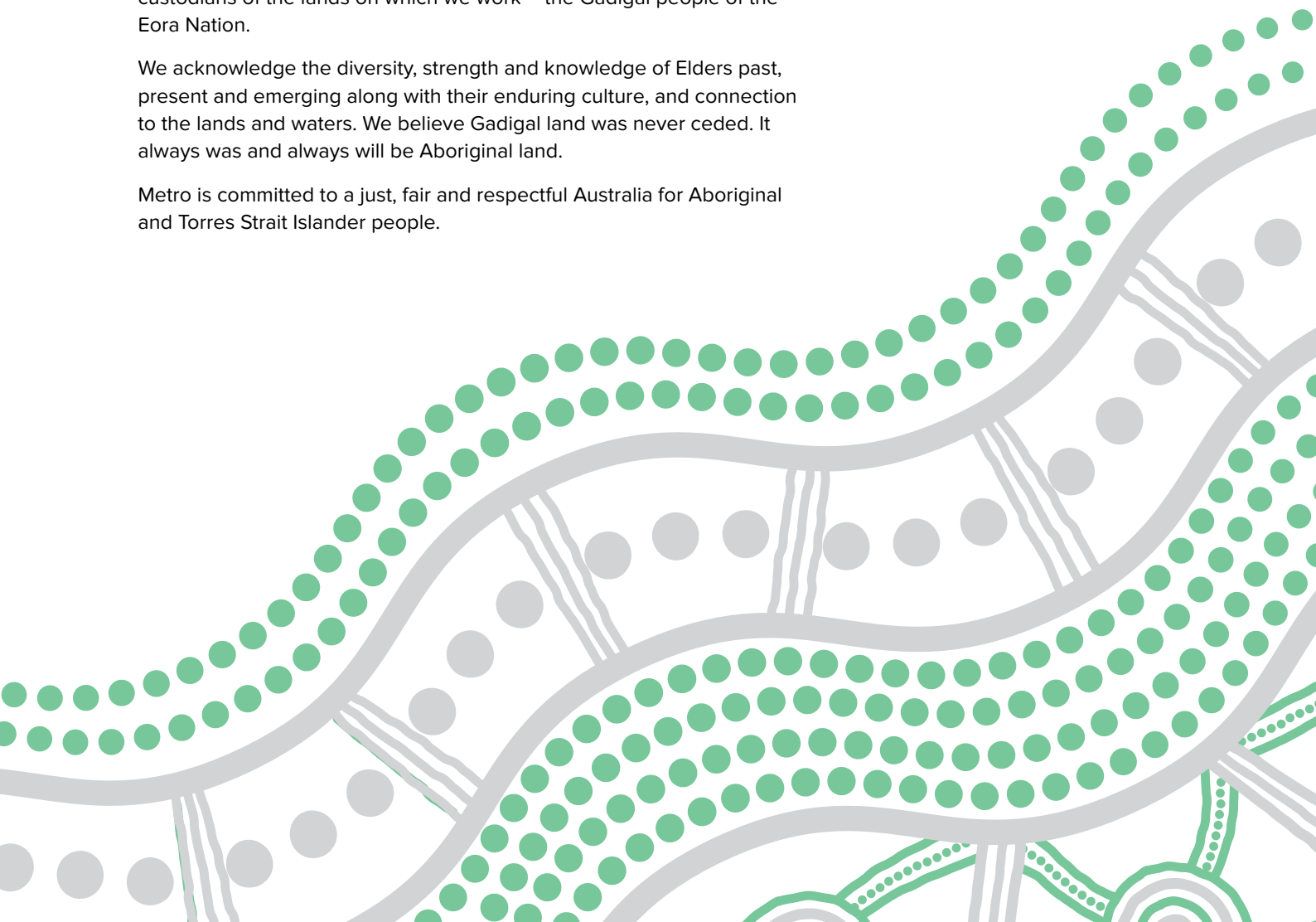


ACKNOWLEDGEMENT OF COUNTRY

Metro Community Housing pay our deep respects to the traditional custodians of the lands on which we work – the Gadigal people of the Eora Nation.

We acknowledge the diversity, strength and knowledge of Elders past, present and emerging along with their enduring culture, and connection to the lands and waters. We believe Gadigal land was never ceded. It always was and always will be Aboriginal land.

Metro is committed to a just, fair and respectful Australia for Aboriginal and Torres Strait Islander people.



ABOUT THIS REPORT

This document is Metro Community Housing Annual Report for the Financial Year 1 July 2024 - 30 June 2025.

Our report celebrates the work of our employees, partners, supporters and tenants throughout the year. We thank our stakeholders for their ongoing support, dedication and drive to achieving positive outcomes for our tenants and our communities.

Privacy

The names and images of any tenants used in this report have been done so with the tenants' written consent. Where no consent has been given, names of residents have been redacted or provided with an alias to ensure privacy in accordance with the Privacy Act (1988).



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CHAIR'S REPORT

Ryan Balloot
Chairperson



I am grateful to present this report in my first year as Chair. Growing up in social housing shaped how I see the world and influenced the values I hold today. It showed me the stability a home can bring and the confidence it gives you to learn, work and feel part of a community. Taking on this role feels meaningful because it is a chance to contribute to a sector that supported me when I was young. I take that responsibility seriously and I am committed to honouring the legacy built by the many people who have carried Metro Community Housing forward over the years.

Metro remains a proud co operative. Only 36 co operatives operate in NSW, compared with more than 230 larger community housing providers. While we may be modest in size, our connection to tenants and our results remain strong. Demand for secure, affordable housing continues to grow in the Inner West and City of Sydney. Metro continues to play an important role in meeting that need while maintaining high tenant satisfaction.

We have begun work on our new Strategic Plan 2026 to 2029. Once finalised we will share it with members. Our focus stays on thoughtful growth, strong governance and improving the stability and wellbeing of the people we support.

Earlier this year the Board voted to support the revised constitution and to remain a co operative. Members endorsed this position when the constitution was presented for approval. This decision protects Metro's identity and ensures we continue as a community led organisation.

Welcome to our interim CEO

We welcomed our Interim CEO, Lisa Bonavia. Lisa brings strong experience in community housing,

human services and complex program delivery. She understands the realities many tenants face and supports staff with steady leadership and genuine care. We are fortunate to have her guiding the organisation through this period of transition.

Thanking our staff

To the Metro staff team, thank you. Your commitment to our values and your care for tenants is the reason we continue to perform strongly. Every part of the organisation contributes to the stability and safety we offer tenants. Your hard work, skill and dedication are seen and appreciated. On behalf of the Board, I thank each of you for the difference you make every day.

Farewells and acknowledgements

Julie Harrison

Julie's retirement in March 2025 marked the end of close to two decades of leadership at Metro. Her tenure shaped our culture, strengthened our financial position and improved the quality of support offered to tenants. Julie led with compassion, fairness and steadiness. She supported hundreds of individuals and families to secure safe, long term housing. We thank Julie for her profound contribution and wish her a happy and well deserved retirement.

David Abello

David served on the Board for 17 years and 3 months. His influence on Metro has been significant and long lasting. David strengthened our governance and played a key role in the organisation's growth and relationships in the inner west community. In recognition of his service, the Board voted to induct David as Metro's first Patron. We thank David for his dedication and leadership.



While our size is modest, our impact is clear. We continue to achieve strong tenant satisfaction and steady growth. This reflects our close connection with tenants, our staff and our community”.

Chair, Ryan Balloot.



Enda O Callaghan

Enda served on the Board for 16 years and 9 months. He guided Metro through many important periods of growth and helped strengthen our governance and culture. His advice, consistency and commitment have been valued across the organisation. We recognise and thank Enda for his long and thoughtful service.

Sue Taylor

Sue served on the Board for 28 years and 2 months. Across that time she held the role of Secretary and contributed to the sector and within Metro. Sue has been a respected member of the inner west community and a steady presence within the organisation. We thank her for her remarkable commitment.

Shaun Driscoll, Rick Daly And Maria Kenny

This year we farewelled three dedicated Board members. Shaun Driscoll served on the Board for 6 years and 8 months. Rick Daly served for 5 years and 11 months, including time as Chair. Maria Kenny served for 5 years and 7 months. Each contributed to Metro's governance, decision making and direction. We thank Shaun, Rick and Maria for their commitment and service to the organisation.

Expanding our housing portfolio

The current Strategic Plan has one clear focus. Secure more homes for people in need. This year we achieved strong progress.

- Sixteen new Metro owned homes were added.
- Our new twelve unit development at Sloane Street, Summer Hill opened in November 2024.
- The purchase was supported by \$1.760 million dollars in HAFF/CHIF funding.
- Despite construction delays and rising costs, the project was completed in early 2025.

The development includes high quality, energy efficient apartments, with two units designed for accessible living. A landscaped communal garden with more than eight hundred native plants and a community room featuring artwork by Thomas Jackson help build connection and belonging.

Twelve tenants from transitional housing programs moved into permanent homes. This represents a ten percent increase in our owned portfolio. Six apartments were allocated as affordable housing at below market rent.

We also purchased a four unit block in York Street, Belmore. Two long term tenants were supported to

join our affordable housing program and remain in their homes. Upgrades were made to communal areas including the laundry.

Metro ranked among the top three providers in NSW

Metro was ranked among the top three Tier 2 community housing providers in NSW in the 2025 CHIA Tenant Satisfaction Survey. This reflects our commitment to service quality and the trusted relationships we build with tenants.

Sustaining tenancies

Metro continued strong work in helping tenants transition from temporary programs into stable long term housing. Programs supported this year included Together Home, STEP to Home, Glebe House, Launch Pad and Lillian's Place. Our approach focuses on continuity of support, trusted relationships and reducing barriers to stability. Many tenants were able to move from homelessness into secure housing with Metro beside them.

Tackling homelessness

Demand for homelessness services in inner Sydney and the Inner West continues to rise. Funding pressure across the sector remains a challenge. Metro worked closely with CHIA to advocate for targeted investment in areas with the highest need. We remain committed to supporting people who cannot secure safe housing or who face the risk of losing their home.

A renewed board with a shared commitment

The Board has undergone significant change this year, and I could not be more encouraged by the unity, energy and commitment among the Directors who continue to serve. I want to thank all current Board members for their time, judgment and dedication. I am genuinely excited about what the future holds.

Looking ahead

Our priority for the year ahead is completing our next three year Strategic Plan and continuing to deliver stable, secure housing for people who need it. We remain committed to strong governance, modest growth and service quality.

Thank you to our members, tenants, staff and Directors for your ongoing support.

Ryan Balloot

Chair
Metro Community Housing

OUR IMPACT

Metro Community Housing is registered under the National Regulatory Scheme for Community Housing (NRSCH) as a **Tier 2 Community Housing provider**.

We have been an important provider of affordable housing across Sydney's Inner West for over 40 years. Since 1983 we have supported thousands of low-income and vulnerable households to put a roof over their heads in Australia's most expensive city. In a bid to provide more homes to people in need, we have expanded to provide support to communities further afield including City of Sydney, and Canterbury Bankstown in the Inner South-West.

LAUREN'S STORY

Tenant Lauren completed the **STEP to Home program** and shared her story with us.

It is humbling when tenants share their stories with us and Lauren's story is one of many that clearly demonstrates the positive impact Metro and the broader community housing sector can have on people's ability to maintain their tenancy, grow their independence and exercise self determination.

As a proud Dharug woman, it means so much to live on Country — here in Sydney — where my family has cared for and thrived for thousands of years. Staying connected to my traditional homelands is deeply meaningful, but like many Dharug people, I've struggled to find affordable housing on my own Country.



Through Metro, I've been given not just a safe and affordable home, but the chance to rebuild my life in ways I never thought possible. Before this, years of instability made it almost impossible to keep work or pursue my goals. Having secure housing has been truly life-changing — it's allowed me to move beyond survival and focus on growth.

Since finding stability, I'm close to completing a mentorship in traditional fire practices. Learning how our ancestors cared for Country has strengthened my cultural connection, improved my mental health, and given me real purpose.

I also want to acknowledge my housing officer, Lucyenne, who has been a godsend. She embodies everything Metro stands for — compassion, understanding, professionalism, and cultural safety. Her warmth and support have made me feel truly heard and respected.

Having my own home has changed everything. A car space, a bathtub, a kitchen — these simple things give me dignity, belonging, and pride. This home has given me more than shelter; it's given me confidence, stability, and the belief that I deserve good things. I'm deeply grateful to Metro for helping me find my place, my strength, and my future on my own Country.

“

Having my own home has changed everything. A car space, a bathtub, a kitchen — these simple things give me dignity, belonging, and pride.

Lauren, Metro tenant.

OUR IMPACT

GROWING HOUSING INDEPENDENCE

Transitional housing often is the first and vital stepping stone toward housing stability and independence. Without such programs, many clients face worsening health, isolation, and reduced capacity to study or work while waiting for long-term housing.

While many of our transitional tenants require long-term social housing which we help facilitate, our person centred policy supports increasing housing independence through:

- Extending housing for young people and single parents completing full-time study.
- Providing single parents stability while children finish Year 12 or tertiary studies.
- Providing scholarships to cover education costs.
- Offering affordable rent subsidies (up to 12 months) for young people under 25 and single parents under 30 who gain employment and show income growth potential.

Numerous measures contribute to the **demonstration of impact**. Raw data on the number of people we have supported from homelessness to being able to maintain a tenancy, and create a tenancy history is supported by our sector leading rental arrears results and evictions rates. Eviction is always the last resort.

Tenant satisfaction also measures tenant wellbeing, a significant impact measure when considering people’s ability to self determine, connect and contribute to community.

87%
of referrals
successfully engaged
and sustaining
tenancies

STEP 2 HOME 2025 RESULTS

16
referrals
received

1
exit into
social housing

13
continue the program



1%

**RENTAL
ARREARS**



A low arrears rate demonstrates tenants are managing their rental payments effectively

2.3%

**EVICION
RATE**



A low eviction rate indicates tenants are managing and maintaining tenancies

11%

of tenancies are
sustained for
more than
10 years





69

**LEASES
SIGNED**

People moved from homelessness to sustained tenancies



55%

**OF
TENANTS**

Sustained tenancies for 1-2 years



60%

**OF TOGETHER
HOME
PARTICIPANTS**

Achieved successful exits



73%

**PERSONAL
WELLBEING
INDEX**

Tenants enjoy a personal wellbeing index of 73% - up 3.94% on last year

TOGETHER HOME

A LIFE CHANGING PROGRAM TACKLING HOMELESSNESS

In June 2020, the state of New South Wales launched the Together Home program, a \$189 million investment designed to support more than 1,000 people experiencing street sleeping or with a history of street sleeping into long-term, stable housing, complemented by wrap-around support services.

The initiative, grounded in the “Housing First” approach, prioritises rapid rehousing and ongoing supports — rather than simply transitional accommodation — with 18 community housing providers delivering the leasing component and specialist homelessness services delivering the support component.

In June 2020 Metro under the first tranche of the Together Home program acquired 20 leasehold properties and contracted wrap around support services for participants who had been street sleeping but moved into temporary accommodation due to the COVID 19 situation.



OUR IMPACT

TOGETHER HOME PROGRAM

B'S STORY

If I'd met B* years earlier, his story might not be so hopeful.

We meet on a sunny spring morning near Wynyard Station, the city unusually quiet except for the distant hum of roadworks. Sitting on a park bench with takeaway coffees, B begins to tell me how he rebuilt his life — and how the Together Home program helped make that possible.

B is softly spoken, neatly dressed, and at 40 years old looks deceptively young. A recent diagnosis of autism, he says, finally helped him make sense of the challenges that shaped his life.

He grew in country NSW; his childhood and schooling punctuated by frequent relocations moving home as his dad secured work. Family dynamics were frequently challenging, and home life unsettled — “I just tried to stay out of the way,” he says. A quiet child who tried to fit in, he was diagnosed with ADHD which helped explain some of the struggles he was facing, particularly at school. B's eyes light up when we talk about creativity. He explains he was naturally gifted and happiest when drawing and painting or making things. B's love of art has been a strong and consistent theme throughout his life.

As he grew into a teenager, B found that alcohol gave him “a voice” — the courage to push back, to speak up. Upon leaving school he worked in pubs which made drinking easy, and eventually a daily habit. His drinking escalated and was soon a serious problem. “At my worst I was drinking up to 180 standard drinks a week and coughing up blood. I knew it was killing me.” He sought medical help in 2018 and with therapy he achieved sobriety which he maintains to this day.



Artwork: “Weathered” spray paint on canvas by Metro tenant ‘B’.

In 2021, at the age of thirty-five, he finally left home for Sydney, cutting all contact with his past. Unfortunately, he arrived in the city as the COVID pandemic took hold, and shutdowns left him struggling to find a job and a place to live. He ended up on the streets.

B was fortunate to be accepted into a homeless shelter, even as other shelters were turning people away. “I lived in a shared room with people suffering addictions and poor mental health which was hard going. I knew I didn’t want to give up; I really wanted to improve my situation and my life”. B credits the great support he received from caseworkers who felt he would be a suitable candidate to join the Together Home program.”

B was introduced to Metro, who helped him secure stable housing for the two-year duration of the program. Based on B's preferred location Metro were able to set secure a modest rental apartment in Millers Point, marking his first genuine home. "I have now called this place home for four years. I was able to continue the tenancy after I graduated from the program, demonstrating that I could responsibly manage a lease on my own. If it were not for Metro and the Together Home program I would still be in a homeless shelter or rough sleeping".

Life gradually improved but there were challenges. In 2024 he suffered a breakdown. "It was due to stress and other problems and led to a diagnosis of autism this year. The diagnosis has helped me process past trauma and find a better lifestyle and management system that works for me."

Today B is doing well, he has proven himself to be very resilient and self-aware. With the right supports in place, he is learning how to manage his health and trust himself. B continues to invest in his creative side —visiting art exhibitions and focussing



If it were not for Metro and the **Together Home program** I would still be in a homeless shelter or rough sleeping"

on his portfolio of artworks featuring stencils, inks, and spray paint.

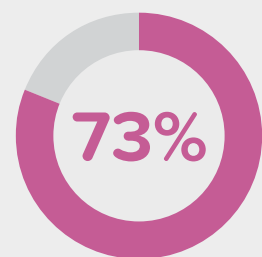
"Having a home has changed everything. I have developed life skills and a quality of life I never had before. I am full of gratitude," he says quietly.

**To protect the privacy of our tenant we have changed his name in this story to "B" at his request.*

PERSONAL WELLBEING INDEX (PWI)

Tenants' overall feeling of well-being is considered one of the ways community housing providers can demonstrate how their services and housing impacts a person's whole of life experience.

In 2025, our overall Personal Wellbeing Index (PWI) score of 73% was well above the CHIA NSW benchmark. **We outperformed in measures for personal safety (80%), overall standard of living (78%) and future security (75%).**



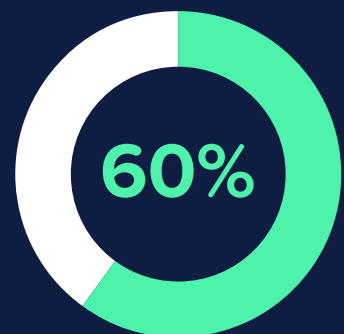
overall Personal Wellbeing Index (PWI) score

TOGETHER HOME PROGRAM RESULTS (ACROSS 3 TRANCHES 2020-2025)

We achieved a **60%** success rate from the Together Home program, moving people with support partners from homelessness to sustainable, safe, affordable housing.

A total of **29** of the **56** people supported through the program moved from homelessness to transitional housing and went on to achieve successful exits into long term social housing.

In addition, **5** previously homeless people have successfully exited into the private market, including into private home ownership.



OUR IMPACT



CAS'S STORY

FROM COUCH SURFING AND INSECURITY TO A STABLE HOME

Cas was another **STEP to Home** program participant and shares how life-changing becoming a Metro tenant has been.

'Before finding this home, I was constantly moving around, sleeping on friends' couches and never knowing how long I could stay in one place. Since moving in with Metro, my life has undergone a complete transformation. Having secure and affordable housing has given me a sense of stability. I feel settled, grounded, and able to build a life.'

Having a home has made a significant positive impact on my mental health and my sense of independence. I've been able to focus on my personal goals, my studies, and my overall wellbeing. I am incredibly grateful for all the support Lucienne and Metro have provided'.

Left: Dragon, Cas's cat.

“

Having a home has made a **significant positive impact** on my mental health and my sense of independence.

ABOUT US

WE PROVIDE HOUSING SOLUTIONS

We are a dynamic and growing community based not-for-profit and operate as a members' co-operative. We are proud to remain a co-operative ensuring our operations continue to respect our history and serve our tenants.

We are passionate about the diverse communities and people we serve and have a deep understanding of the complex challenges facing low-income households.

While our size is modest, our impact is clear. We continue to achieve strong tenant satisfaction and steady growth. This reflects our close connection with tenants, our staff and our community.

Our tenants tell us our impact is life-changing and the great results are achieved through collaborative partnerships with like-minded stakeholders and partners. Together, we deliver culturally safe, trauma informed supports tailored to each tenant's unique needs.



We embrace and welcome everyone. Diversity, in all its forms, is the very fabric of Metro. We tailor services and supports that give everyone the opportunity to achieve their personal goals.

OUR VISION

Stronger communities where all have safe, secure, affordable housing.



OUR PURPOSE

Strengthen communities by delivering safe, secure and affordable homes to meet individual need.



OUR VALUES



Integrity

Our Directors, Executive Team and staff will act with integrity and honesty and drive our focus on positive outcomes for our tenants.



Excellence

We will continually strive to provide excellent service to our tenants.



Collaboration

We will work together with our peers and community partners to promote the Community Housing Sector and advocate for those in need.



Responsible

We will operate in a financially prudent and effective manner, reinvest our resources to benefit current and future tenants and be good corporate citizens.



Fairness

We will prioritise the needs of the vulnerable and people who have been marginalised.

ABOUT US

METRO TIMELINE

2025

Today we manage **426** homes and **482** tenancies across 11 Sydney LGA's.

2024

Celebrated our 40th anniversary. Secured **\$600K** in funding from Department of Communities and Justice to upgrade **20** capital properties.

Opened new development in Summer Hill providing **12** social and affordable homes. Secured **4** units in York Street Belmore.

2022

Secured **\$1.980k** CHIF Capital Grant to acquire Canterbury unit complex.

2023

Secured **\$1.760K** capital grant for redevelopment of Summer Hill development. Secured a **\$715K** Together Home grant for a Campsie property.

2007

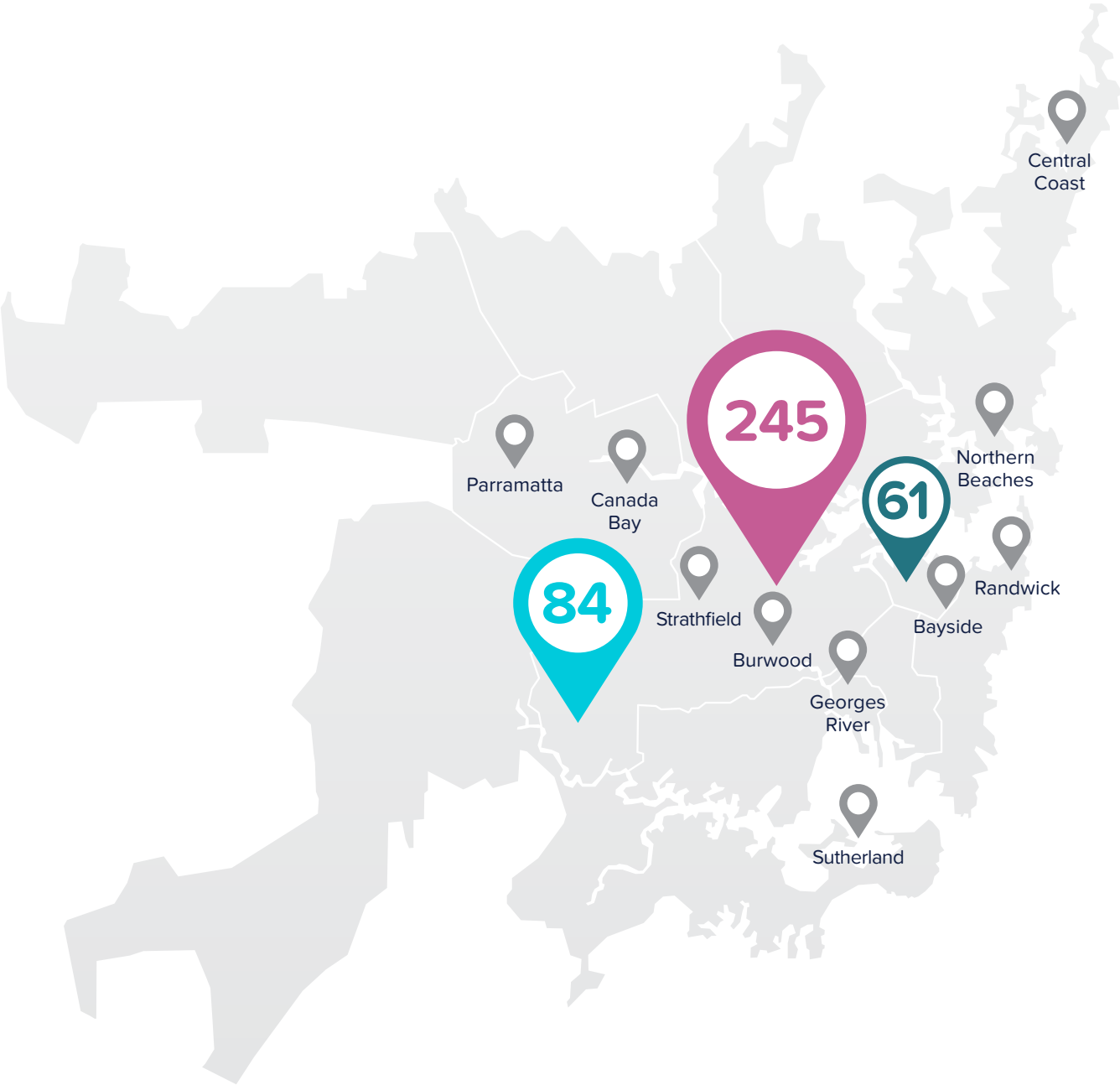
Merged with Resamen's Men's House to become Metro Community Housing and increased our portfolio to **359** homes owned or under management.

1983

Changed our name and registered as Marrickville Area Community Housing (MACH) a not-for-profit co-operative of members and increased our portfolio to **268** by 2007.

We began as Marrickville Area Residential Tenants Association (MARTA) with management of **4** homes allocated by the Commonwealth Government for low-income earners.

WHERE WE OPERATE



Top LGA's

- Inner West
- City of Sydney
- Canterbury
- Other Regions

THE CHALLENGING MARKET ENVIRONMENT

MARKET OVERVIEW

Housing and housing affordability remains the **most pressing social issue impacting NSW**. Demand for our services is at an all-time high with climbing rents and cost of living pressures forcing many people onto the streets.

Roughly one third of all households in NSW earn between \$50,000 to \$100,000 and face housing insecurity and inequality. Demand for Metro services are growing but we face many challenges in securing suitable affordable homes and adequate funding to meet the needs of an ever growing number of people who are struggling.

SOCIAL NEED

Sydney continues to be Australia's least affordable city.

640,000 households

not appropriately housed and potentially in need of social or affordable housing



50% of lower income households

Experiencing rental stress in 2023



10% of Australian households may be in need of social or affordable housing

First Nations people

8.8x

more likely to be experiencing homelessness than non-Indigenous Australians

2,192

people sleeping rough across NSW in February

Rising rents, low vacancy rates, limited growth in social housing, and the end of pandemic housing programs like Together Home have deepened housing stress and homelessness. Finding affordable leasehold properties remains difficult, and social housing waitlists continue to grow, with many across NSW waiting up to 10 years.

LOCAL NEED



54% of Inner West households experiencing extreme housing stress (that is, spending more than 30% income on housing)

5,700+

households waiting for social housing across Inner City, Inner West, Canterbury Bankstown, Leichardt/Marrickville

346

people sleeping rough in City of Sydney – a 24% increase and the largest total geographical increase in the number of people sleeping rough compared to 2024



82% of Inner West households experiencing housing stress (that is, spending more than 30% income on housing)

14,592

people experiencing homelessness across the City of Sydney, Inner West and Canterbury-Bankstown on census night, 2021

370%

Increase in number of people in Inner West delaying a GP appointment due to cost (compared to 2020)



Rentals affordable and appropriate for households on the **minimum wage** have decreased by **84%** over **5 years***.

2020		2025
1,464	↘	246

*Anglicare's Rental Affordability Snapshot 2025 | Anglicare

HOUSING DEMAND AND SHIFTING DEMOGRAPHICS

- **Rising housing need among:**
 - Young people experiencing homelessness
 - Women escaping domestic violence
 - Older adults requiring accessible or disability-friendly housing
 - Low-income workers priced out of the rental market
- **Changing household structures increasing demand for:**
 - **Smaller homes**, due to an ageing population, declining birth rates, and more single women aged 55 plus
 - **Larger homes** (3–4 bedrooms) for extended or multi-generational families.
- **Increasingly complex tenant needs, including:**
 - **Mental health support**
 - **Addiction recovery**
 - **Trauma-informed care** for those with histories of homelessness.
- **Digital exclusion is a widening barrier:**
 - **Limited access to digital devices** and internet affects communication, access to services, and rent payments
 - Housing providers need to maintain **accessible, inclusive communication**—both in-person and online.
- **Maintenance and climate impact**
 - Rising building and maintenance costs
 - Construction and trades delays due to high demand
 - Greater demand for efficient contractor management.
- **Climate-related challenges:**
 - Extreme weather and natural disasters increasing damage and maintenance needs (e.g., mould, leaks, temperature control)
 - **Fuel poverty** is worsening, especially in older homes
 - Balancing financial impact of making homes more **energy efficient and climate resilient**.

HOUSING PROGRAMS WE OFFER

Social Housing: Long term housing for those on low to moderate incomes experiencing 'rental stress' in the private market.

Affordable Housing: Accommodation for those whom private rentals are too expensive but do not qualify for social housing.

Transitional Housing: Short term accommodation and support for those experiencing or at risk of homelessness aiming to transition into long-term housing.



OUR TENANTS



We focus on providing housing and working with support providers **to assist people** who are vulnerable, marginalised and often live with trauma and complex health challenges.

Our tenants can be:

- People living with a chronic and enduring psychiatric disability
- People exiting from long term primary homelessness (street or rough sleepers)
- Young people exiting care or crisis services
- Women and children escaping domestic violence
- Young indigenous families
- People exiting the criminal justice system and alcohol/other drug rehabilitation programs.

Our work strives to reduce social and economic disadvantage for our tenants through the provision of safe, secure, affordable and appropriate housing. This safe place, a place to call home, can be used as foundation for healing and a springboard to access opportunities, become empowered, participate in community and build independence.

Approximately 25% of our tenants are in transitional housing having come from homelessness.

Our results in terms of successful exits, tenancy sustainment and tenant wellbeing attests to the caring relationships we build with our tenants and collaboration we enjoy with support partners.

TENANT SNAPSHOT

702

HOUSEHOLD MEMBERS



482

TOTAL TENANCIES



GENDER



52%

MALE



47%

FEMALE

0.85%

OTHER

0.15%

NON-DISCLOSED

AGE



57%

TENANTS ARE AGED 19 -54 YEARS

TENANT INSIGHTS

10%

Speak a language other than English at home

38%

Live with disability or chronic illness

12%

Have a Support Plan (not NDIS)

ANCESTRY

10%

IDENTIFY AS ABORIGINAL /TORRES STRAIT ISLANDER

Higher than the ATSI national population rate of 3.8%



TENANCY SUSTAINMENT

55%

SUSTAINED TENANCIES BETWEEN 1 & 2 YEARS



TENANCY SATISFACTION SURVEY



91%

Overall tenant satisfaction



33%

of tenants responded to the survey

RANKED TOP 3

of the benchmarked areas

RANKED IN TOP 8

for 25 benchmarked areas



OUR TENANT SATISFACTION

Metro participates in an annual tenant survey managed by the industry peak body **Community Housing Industry Association (CHIA) NSW**. Metro is proud of the exemplar level of tenant satisfaction we have achieved year on year. We do this through our values led, person centred and trauma informed approach. We know all our tenants by name.

Metro's performance was benchmarked against 55 other community housing providers using a series of standards deemed to be of the most important indicators of satisfaction for tenants living in community housing.

A total of 139 Metro tenants responded to the survey representing a participation rate of 33% - 8% above the NRSCH threshold.

Overall Metro received outstanding results – performing in the **Top 10 for 90% of the measurements** that are important to our tenants' satisfaction. **We were ranked in the Top 3 of our sector for 70% of responses to benchmarked areas.**

Most importantly we continue to show year on year improvements against our previous results, reinforcing our commitment to continuous improvement and taking tenant feedback on board.



Comparison with CHIA NSW Industry Benchmarks

Metro outperformed the CHIA NSW industry benchmark for fifteen of sixteen measured indicators. Areas of excellence included;

- Tenants' satisfaction with quality of life, with 93% satisfied (20% points above the industry average).
- Listening and acting on tenants' views, with 89% satisfied (20% points above).
- Complaints handling, with 67% satisfied (18% points above).
- Tenants' ability to influence decision-making, with 75% satisfied (17% points above).

Year-on-Year Analysis

Most Improved for 2025

- Tenants' satisfaction that they are treated fairly 95% satisfied this year (10% points up).
- Repairs: call answered in a timely manner 97% satisfied (9% points up).
- Tenants' satisfaction with condition of home 95% satisfied (7% points up).

Tenant Satisfaction

Performance Highlights

Metro's strong performance across many areas was observed.

Overall, we were noted for our strong performance and recommended to continue upholding the standards set in this reporting period and to sustain the overall performance for future years.

AT A GLANCE

97%

satisfied that their calls were answered in a timely manner.

95%

satisfied that they are being treated fairly.

95%

satisfied with communication.

94%

satisfied that staff were helpful and attentive.

METRO RANKED 1 FOR



Tenant involvement



Listening and acting on tenants' views



Quality of life

SNAPSHOT OF TOP PERFORMANCE RESULTS 2025

91%

satisfied with Metro's services overall, 16% points above the sector NRSCH threshold.

95%

satisfied with the condition of their home, surpassing the NRSCH threshold by 20% points.

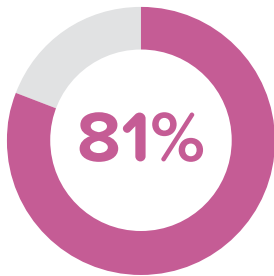
88%

satisfied with repairs and maintenance, exceeding the sector NRSCH threshold by 13% points.

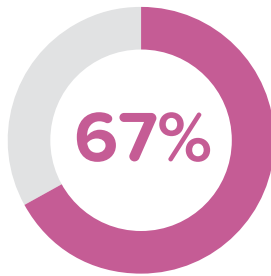
COMPLAINTS MANAGEMENT

If a tenant is unhappy about a decision that their housing provider has made regarding their tenancy, **they have a right** to make a complaint or appeal a decision.

We aim to make it easy for tenants to lodge a complaint or appeal by educating them on the process and reminding them via the website, tenant handbook, newsletter and through communication with their housing manager.



of tenants **know how to make a complaint to Metro** (above industry benchmark of 70%) and up 7 points on Metro's previous year's results.



Tenant **satisfaction for complaint handling remains at 67%**, unchanged since previous year but scoring 18 points higher than the sector benchmark.



I have been with Metro for nearly seven years and have a mental illness. I have always found the Metro staff to be friendly and supportive.

Daniel, Metro tenant.

OUR PROPERTY PORTFOLIO

16 properties developed in 2025 adding to total social & affordable housing available

426

Total properties under management



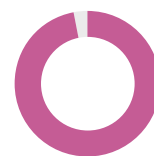
28

No of owned properties



97%

Occupancy rate



BELMORE ACQUISITION

We purchased a 4-unit block of units in York Street, Belmore under our strategic plan of increasing the number of properties Metro own outright.

At the time of purchase, the development was tenanted, and we were able to assist two of those tenants who were on low incomes apply for our affordable housing program and remain in their homes. Today these tenants enjoy housing stability, cheaper rents, responsive and timely repairs, and maintenance. We also made upgrades to the property including renovating communal areas including the laundry.



“

Metro took over the unit block in Belmore where I live under the Affordable Rental Housing Scheme in NSW. The friendly staff made the transition to my tenancy smooth and kept me informed throughout the process. I saw a reduction in my rent and was able to sign a new lease. Having stable housing through Metro has allowed me to focus on my family life and wellbeing, instead of constantly worrying about rent increases or insecure leases.

It was excellent to see Metro make quality upgrades to the block, including refurbishing the laundry rooms, improving lighting in the stairwells, and enhancing overall building security. Maintenance requests are handled quickly, and staff respond promptly. I also appreciated being consulted on colour choices for the common areas—it was great to have a say in the place I call home”.

Metro Tenant ‘Y’

OUR PROPERTY PORTFOLIO

NEW SUMMER HILL DEVELOPMENT

A new development of 12 self-contained studio apartments opened at Sloane Street, Summer Hill in November 2024. The site was supported by \$1.760 million in Community Housing Innovation Funding (CHIF).

The development includes high quality, energy efficient apartments. Two units provide accessible living. A landscaped garden with more than eight hundred native plants and a shared community room featuring artwork by Thomas Jackson help strengthen community connection.

Many Metro transitional housing tenants have successfully transitioned into long term tenancies at Sloane Street – a great outcome for their ongoing housing stability.



MAINTAINING HOMES – ASSETS AND REPAIRS

The safety and amenity of our homes is an important contributor to **overall tenant satisfaction and sense of wellbeing**. We work with contractors to manage emergency repairs, responsive maintenance as well as planned maintenance to properties.

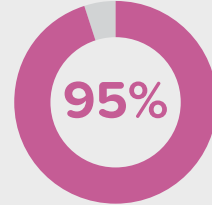
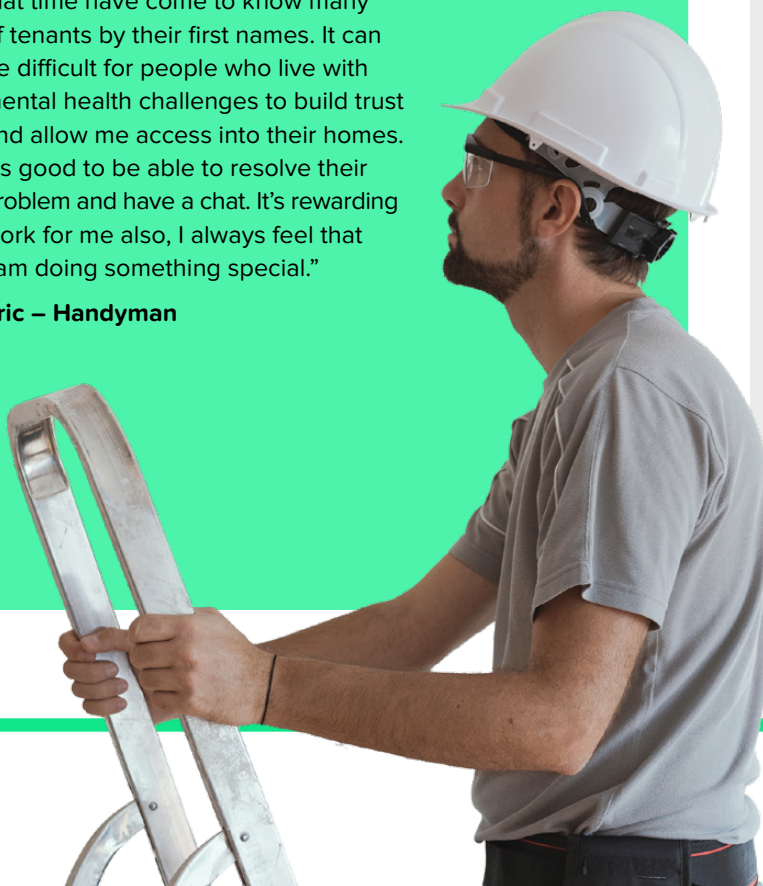
In the 2025 CHIA Tenant Survey Metro again outperformed the sector. We use contractors to manage all planned and responsive maintenance and work with trusted suppliers, some who have delivered services to our tenants for 10 plus years.

TESTIMONIAL

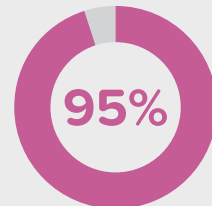


I have worked with Metro as a handyman for almost 3 years and in that time have come to know many of tenants by their first names. It can be difficult for people who live with mental health challenges to build trust and allow me access into their homes. It's good to be able to resolve their problem and have a chat. It's rewarding work for me also, I always feel that I am doing something special."

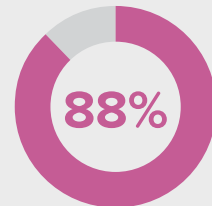
Eric – Handyman



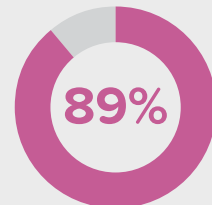
Satisfaction with condition of home



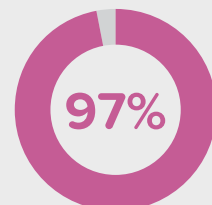
Satisfaction rating for Property Condition, 20% higher than sector



Satisfaction with Repairs & Maintenance



Satisfaction with Repair Quality



Property occupancy rate. This demonstrates the portfolio is well-maintained and lettable

OUR PARTNERS

We deliver social impact for our tenants and communities with the support and collaboration of **like-minded organisations who share our commitment**. Together we are working towards a future where access to housing is a right available to all.

FUNDING PARTNERS

Department of
Communities and Justice
.....
Homes NSW

BUILDING AND DEVELOPMENT PARTNERS

Inner West Council
.....
Sensum Project
Management

REAL ESTATE PARTNERS

Estate Living, Ashfield
.....
Raine & Horne, Ashfield
.....
Rentals Only, Earlwood

SUPPORT SERVICES AND PROGRAM PARTNERS

Biala and Mulwarra programs
.....
Community Mental Health
teams, the Mobile Assertive
Treatment Team and Concord
and Royal Prince Alfred
Hospital psychiatric units
.....
Detour House
.....
Glebe House
.....
Guthrie House
.....
Launchpad Youth Community
.....
Lillian's Place
.....
Rainbow Lodge

Salvation Army Homelessness
Services Network
.....
St John of God
.....
St Vincent De Paul
Homelessness Services
.....
Stride Mental Health
Association
.....
Sydney Local Health District
Mental Health Services
including Camperdown,
Canterbury, Croydon, and
Marrickville
.....
The Aboriginal Women and
Children's Crisis Service

The Gender Centre
.....
Uniting Care
(Supported Living Program,
Mental Health Program)
.....
We Help Ourselves
.....
Wesley Mission Ashfield
Program for Young People
.....
Women and Girls Emergency
Centre (WAGEC)
.....
YWCA – Young Women's
Support Program and Rapid
Rehousing Program

LAUNCHPAD YOUTH COMMUNITY

As a specialist homelessness service supporting young people in the inner city of Sydney experiencing homelessness – we consider Metro our strongest partner. The collaboration and partnership we hold with Metro is integral for achieving our mission in supporting youth and breaking the cycle of homelessness.

Metro provided Launchpad Youth with 18 property nominations in 2025. It provided young people the opportunity to live in transitional housing with subsidised rent and access to ongoing wrap around case management to address their needs. These young people come from disadvantaged backgrounds, many with complex trauma history. Many have since gone on to achieve long-term housing, employment and made meaningful progress in addressing their needs. Without the strong partnership we have with Metro; we would not have been able to achieve such success.

Metro has not only provided us with the resources to support young people but done so in a trauma informed and hands on way. Along with providing ongoing communication between case managers and clients, they have shown compassion and flexibility in times of hardship and adversity for young people. Our partnership has resulted in higher rates of positive outcomes and achievements.



GLEBE HOUSE

For more than a decade, Metro has been a valued partner and steadfast supporter of Glebe House. We have assisted more than 200 men to build sustainable, stable, and productive lives. The supported and affordable housing provided through Metro has been instrumental in helping many residents establish tenancy records, regain independence, and move away from homelessness and towards becoming active, contributing members of the community.

The Glebe House Management Committee extends its sincere gratitude to the entire Metro team for their ongoing commitment, compassion, and collaboration. We wish to thank Tracey, Warren, Lucienne, and all the dedicated staff whose efforts make a lasting difference every day to the men we support.

Through this strong and enduring partnership, we continue to provide safe, supportive environments that enable men to rebuild their lives. It is through this shared purpose that we see lives transformed and futures rebuilt.



OUR TEAM



We are a team of experienced professionals in the **community housing sector** committed to providing high quality and responsive tenancy and property management services.

As a small, committed and highly experienced team of twelve we are proud to be able to know each of our tenants by name and humbled by the strength, resilience and courage displayed by our tenants on a daily basis. We are multicultural and are fortunate to have a proud Wiradjuri woman within the team.

The average length of employment service of seven years demonstrates our team's commitment to Metro, our tenants and community housing more broadly.



From the moment I joined Metro, I felt like I was part of a family. Everyone here is supportive, welcoming, and cares about one another's success. It's not just about the work – it's about the people. From helping with a challenging task or a check-in to make sure you're doing well, the atmosphere at Metro is one of collaboration and understanding.

I have felt valued and respected by my colleagues and leaders – the sense of community makes working here so special. Metro is more than a workplace – it is a place where you can grow, learn, and thrive with a team that genuinely cares about you.

Yana
Metro employee

OUR GOVERNANCE



MEMBERSHIP

As a not-for-profit, co-operative, Metro is a member-governed organisation.

Members are a combination of tenants, and others with an interest in our organisation or in the community housing sector.

There is no membership fee, and any tenant can become a member. We welcome new members to join by emailing us at: **reception@metrohousing.org.au**.

Members provide Metro Directors and management insights on tenancy issues, and ideas on how to enhance our services so we can best contribute to our tenants' lives.

Members' activities are:

- To attend at least one meeting a year, normally the Annual General Meeting.
- Vote for or confirm the appoint of directors they feel will best contribute to the organisation.
- At the AGM, members can nominate themselves or someone else.

Metro is incorporated as a not-for-profit, co-operative of members with Public Benevolent Status. As a registered Tier 2 Community Housing provider under the National Regulatory Scheme for Community Housing (NRSCH) we are required to undertake a Compliance Assessment process conducted annually by the independent Registrar of Community Housing. Retaining registration under the NRSCH is a requirement for ongoing funding.

CO-OPERATIVE STRUCTURE

The co-operative's members are those interested in community housing or helping low-income earners access housing. All Metro tenants are entitled to membership of the co-operative and all members must meet the "active member" provisions as set out in our Constitution.

Within the framework of our Constitution, and regulatory and contractual requirements, the Metro directors are responsible for setting and monitoring strategic direction and for ensuring we meet our fiduciary and regulatory responsibilities to the public, our funders and our tenants. The day-to-day management of the organisation is the responsibility of the CEO who delegates authority to other staff.

ABOUT THE BOARD OF DIRECTORS

Our Board of Directors are a diverse and skilled group who reflect the make-up of our tenant demographic and includes members with lived experience.

Directors are appointed for a two-year term at the Annual General Meeting (AGM) with approximately 50% of Directors standing down each year. Directors then elect the office holders at the first board meeting following the AGM.

OUR GOVERNANCE



RYAN BALLOOT
CHAIR

Committee Membership:
Finance, Audit & Risk
People & Governance

Appointed Chair in 2024 Ryan is the Managing Director of a leading security service provider with experience advising corporate boards on strategic technology initiatives, cybersecurity, and digital transformation. He has previously contributed his expertise to a prominent Community Housing organisation and is focused on aligning technology investments with business objectives to enhance operational efficiency and improve service delivery.

Recognising the importance of secure data management, Ryan is committed to leveraging technology to drive positive change and support Metro's goals, particularly in providing sustainable housing solutions.



JOHAN HAARING
DEPUTY CHAIR

Committee Membership:
Finance, Audit & Risk

Johan was admitted as a solicitor in March 2014 and brings to Metro broad experience in property, commercial and construction law. Since 2019 he has worked for a large educational institution, working closely with senior executives to meet the strategic, commercial and statutory requirements of the organisation. Johan has held the position of Senior Development Lawyer for that organisation since July 2023.



DAVID ABELLO
COMPANY SECRETARY

Committee Membership:
Finance, Audit & Risk

Director since 2008, David has experience in Social Policy Research Centre at UNSW with a particular interest in policies and programs across several jurisdictions that sought to integrate accommodation, mental health and disability support. David has been a queer and disability activist for many decades, fighting for rights and freedoms and giving governance to movement organisations. He is proud of his long association with Metro and contributing to current and ongoing achievements.



**SUSAN
DONNELLY**
INTERIM TREASURER

Committee Membership:
Finance, Audit & Risk

Sue has a background in theatre production, arts management, advocacy, and community services. Originally a social worker in youth services, mental health and supported accommodation, she has also gained experience in government, administration, health care complaints, university lecturing and theatre management and producing in both Australia and the UK. She has contributed to significant capital development projects in NSW and Queensland, served on several NFP boards and currently works as a freelance theatre producer, mentor and consultant. Sue passionately believes in the necessity of safe, secure housing to relieve disadvantage.



**SHAUN
DRISCOLL**

Committee Membership:
People & Governance

Shaun has over 24 years' experience in health projects in Australia and the Asia Pacific with direct involvement with over 35 hospital and research projects. Shaun is skilled in coordination, consultation and governance with a deep understanding of healthcare, research facilities and complex project management principles. Shaun is experienced in the NSW Government e-Tender procurement process for the planning / design stage of the Campbelltown Hospital Redevelopment project, including responsibility for a portfolio of enabling works packages.



**JACK
ELLIS**

Committee Membership:
People & Governance

Jack is a practicing Lawyer working in the areas of Family Law and Employment Law, and most recently specialising in dispute resolution. He has worked extensively with vulnerable families, and with Aboriginal and Torres Strait Islander communities in Western Sydney. His work with Relationships Australia, and as a volunteer solicitor at Marrickville Legal Centre provided insight into the negative impacts of housing stress and housing insecurity for families and individuals. He has contributed to the dispute resolution sector in terms of curriculum development, teaching and mentoring persons entering the field.

Jack has previous board experience as a Director and Chairperson of Sydney Dispute Resolution Pty. Ltd.



**ROSEMARY
MYLREA**

Committee Membership:
People & Governance

Rosemary completed the Certificate IV in Community Housing and has worked in the Community Housing sector since January 2023 with a focus on homelessness interventions and support. With her own lived experience of homelessness, She joined the Metro board to advocate for people who are homeless or are at risk of homelessness. As Metro's youngest director she is interested in representing the experiences and challenges young people face in finding and securing affordable rental housing.

TREASURER'S REPORT



On behalf of the Finance, Audit and Risk Committee, I am pleased to present this report on the financial performance of our Co-operative for the **financial year ending 30 June 2025**.

Metro's financials showed another positive outcome as it recorded \$2.64 million surplus for the financial year. Our financial position continues to reflect the organisation's focus on maintaining a financially viable organisation and meeting our obligations to funding and regulatory bodies, while we deliver responsive services to our tenants.

Total revenue decreased by \$831k or 5.6% compared to the previous year. This was due to the cessation of the Together Home Program in July 2024 and the one-off grants received in the previous year for the upgrade of some capital properties and development of our properties at 67 Duke St. Campsie and 41 Sloane St. Summer Hill.

Rental income increased by \$331k or 6% and has been on a consistent year-on-year increase of at least 6% in the last 4 years.

Total expenses decreased by \$672k or 5.6% and total assets increased by \$2.2 million or 7.8%.

The uplift of 16 social housing properties was completed with an investment of \$8.2 million.

This contributed to significant decrease of our cash reserves by \$1.2 million or 11% at the end of June 2025. The cash reserve balance remains at a healthy level of \$9.6 million which represents 32% of Metro total assets and 42% of total equity.



Our net surplus achieved this year will allow us to continue to **incrementally increase our owned property portfolio** and meet our strategic objective to “house more people in need”.

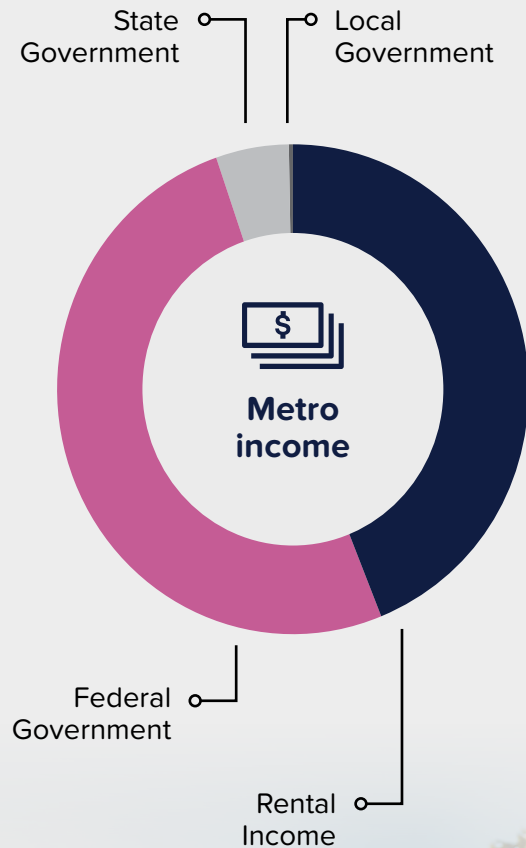
Our profitability margin continues to be steady at around 19%. Metro continues to demonstrate strong financial performance overtime. Our net surplus achieved this year will allow us to continue to incrementally increase our owned property portfolio and meet our strategic objective to “house more people in need”.

On behalf of the Board, I would like to thank the Metro management team for their strong leadership and prudent financial management.

Sue Donnelly
Interim Treasurer
Metro Community Housing

FUNDING

Metro funds our operations and programs from the following sources.



TREASURER'S REPORT

FINANCIAL SUMMARY 2025

Our operating performance for this financial year is summarised below:

INCREASE/DECREASE				
	2025	2024	AMOUNT	%
Total revenue	\$14,061,803	\$14,893,017	- \$831,214	-5.60%
Grant income	\$7,560,334	\$8,789,146	- \$1,228,812	-14%
Rental income	\$5,872,867	\$5,542,022	\$330,845	6%
Total expenses	\$11,422,562	\$12,094,682	- \$672,120	-5.60%
Operating surplus	\$2,639,241	\$2,798,335	- \$159,094	-5.70%
Total Assets	\$30,374,002	\$28,169,697	\$2,204,305	7.80%
Current Assets	\$5,738,750	\$9,342,465	- \$3,603,715	-38.60%
Total Equity	\$22,831,866	\$20,192,625	\$2,639,241	13%
Cash Reserves	\$9,597,919	\$10,789,584	- \$1,191,665	11%



METRO COMMUNITY HOUSING LTD

Published by Metro Community Housing Co-operative Ltd in November 2025.

This report can be downloaded from our website – www.metrohousing.org.au

To request a hard copy please call reception on 9565 4599 or
email: reception@metrohousing.org.au

Incorporation status: Co-operative, Public Benevolent status

Registration status: Registered as Tier 2 Housing Provider under
National Registry Scheme for Community Housing

ABN: 85 775 722 514

Office Address: Suite 208 (level 2), 1 Erskineville Rd Newtown

Postal Address: PO Box 1198, Newtown

Telephone: (02) 9565 4599

Office Hours: 9.30am to 4.30pm, Monday, Tuesday, Thursday

1.00pm to 4.30pm Wednesday,

Fridays by appointment.

ABN: 85 775 722 514

