



## **Carrington Cottages Ltd.** **Annual Review 2020/21**

Carrington Cottages has operated continuously for over thirty years and we are pleased that, despite the challenges of Covid 19 we operated without a break in 2020/21. As in the previous year we ensured that our residents continued to receive the support that they need and help to keep themselves safe.

Our primary purpose is to provide transitional accommodation to rough sleepers and others likely to be made homeless and, via support partners, to prepare them to move on to sustainable independent ongoing tenancies. During 2020/21 we took in 140 new residents. Our traditional properties in Carrington Street are purposeful for men, however with the new accommodation that we acquired in Waymouth Street in conjunction with the Adelaide Zero project, we are now able to also take women residents and some people with comfort pets at the new premises. Of the new residents that we accommodated over all properties during the year, 117 were men and 23 were women and 5 of them had comfort pets. 29.5 % of our new residents were aboriginal or Torres Straits Islanders.

During the year the homelessness support community worked together to provide temporary emergency accommodation to rough sleepers during lockdowns. This presented our partners in South Australian Housing Authority and the Community Housing Providers with significant challenges, but nevertheless we were still able to work together to find sustainable, independent tenancies for 104 of our residents. The feedback that we receive from their new landlords confirms that people who have spent a period of time in our transitional accommodation, addressing the issues that systemically made them homeless, generally become good tenants.

Carrington Cottages receives no operational grant support from state or federal government, although we do pay significantly below market rents on the properties which we lease from South Australian Housing. We were assisted in the year by the 'cash flow boost' from the Australian Tax Office of \$26k. This enabled us to absorb the extra costs associated with covid and to return a surplus of \$41k for the year.

As we look forward to 2021/22 we are taking on board the changes to homeless support that came into operation in July 2021. The South Australian Government announced in 2020 that it was seeking changes to the homelessness sector to deliver a more seamless service, reduce the number of people falling into homelessness, reduce their length of time in homelessness and to reduce the number of people falling back into homelessness as a result of failed tenancies. The Towards Home Alliance of Lutheran Care, Baptist Care, Salvos, Mission Australia and Sonder was appointed from 1 July 2021 to deliver this expanded focussed delivery model. Almost all the support for our tenants to deal with the complexities that have made them homeless now comes from the Towards Home Alliance. Our staff have been working with Towards Home to ensure that our transitional housing support is built into the Towards Home strategy to ensure that, together, we maximise the outcomes for the client group that we are supporting.

The 2020/21 was a challenging year for our residents and, particularly, for our staff who had to deal with the many difficulties that arose during the year. We are grateful to them all for the loyalty that they showed to our residents and the exceptional efforts which they made on their behalf.

In July 2020 our Chief Executive Shaunee Fox resigned to build a new business of her own. Shaunee had been instrumental in changing Carrington Cottages from a long term boarding house to a progressive transitional housing provider, helping people to move into independent living. We wish her well in her new venture. Shaunee was replaced by Karen Aistrop, who had been our Operations Manager. We look forward to Karen continuing to build on our success.

Bob Warner

Chairman

Karen Aistrop

Chief Executive