



.....

A home, a life, a future

Our Capabilities

We respectfully acknowledge the Traditional Owners of the lands upon which we live and work.
We pay our respects to Elders, past, present and future.

Building better futures through housing

Creating opportunity and community through quality affordable housing

At Bric Housing, we believe that everyone deserves a safe and affordable place to call home. As a **leading Community Housing Provider** in South East Queensland, we specialise in providing just that. We manage over 900 tenancies across 200+ properties, with rental rates affordable to those on low incomes. Our portfolio is situated in Greater Brisbane, Moreton Bay and surrounding regions, consisting of our own stock as well as properties leased from the Queensland Government and from private landlords.

Beyond providing a roof over a head, we collaborate with community partners to expand our impact; offering tailored programs and services to enhance the health, wellbeing, and employability of our tenants. Our strong service culture is designed to empower our tenants – providing stable homes and also assistance to move into the mainstream housing market.

Bric is the fifth largest Community Housing Provider in Queensland with more than **950 homes***

* Current as at 2024



647

Brisbane

+

319

Moreton Bay

=

968*

Tenancies

99
Houses

785
Units

34
Boarding Rooms

40
Crisis Accommodation

*as at March 2024. Total includes tenancies in surrounding areas.

Meeting Diverse Tenant Needs with Social & Affordable Housing Programs

1.



Long Term Housing Program: Community-managed rental housing for long-term tenants

2.



Affordable Housing: Subsidised housing - rent at 30% income or at a discount to market rent

3.



Community Managed Studio Units: Transitional housing studios, units and boarding rooms for single people in housing need

4.



Headleased From Private Market: Homes through the community for families and single people

5.



Supported Housing : Onsite property/tenancy management with mental health support

6.



Crisis Housing: Boarding rooms with 24/7 support for people who are homeless or in crisis



SECTOR
INNOVATION

Successful pilot of intensive housing support for domestic violence survivors.

Queensland first state-of-the-art solar system to share solar energy in a multi unit complex.

A comprehensive affordable housing solution

Delivering quality homes and outcomes in our communities

For over 15 years, Bric Housing has been a trusted partner of the Queensland Government, providing quality, affordable housing solutions that are tailored to the ever-changing needs of our communities. We offer a complete solution, from property development and refurbishment to property and tenancy management.

We are agile and innovative – finding new ways to meet emerging needs. As a registered Community Housing Provider, we continually meet or exceed standards under the national regulatory system.



Before 2017 I was homeless and couch-surfing. My tenancy with Bric meant having a home; a place to live; somewhere I could feel safe.

Kim, Bric Tenant





Tenancy management
Person centred and holistic management for diverse tenants.



Community connection
Building supported communities through strategic partnerships.



Development
Increasing affordable housing supply through new development programs.



Private market head leasing
Increasing affordable housing in partnership with private landlords.

A home, a life, a future



Asset management
Ensuring quality homes, efficient repairs, and smart investments.

In **2022/23**
we housed
1,546
people



Holistic and effective tenant services

A supportive approach to achieving successful outcomes

We take a person-centred approach to tenancy management, taking care to find suitable homes for prospective tenants, intervening early to address concerns, and providing responsive and efficient services. Our approach promotes tenancy sustainment, leading to high satisfaction levels, high occupancy levels and low rent arrears.

- **Highly skilled staff** provide proactive and responsive services to meet specific needs.
- **Tailor services to meet specific needs**, such as safe housing and tenancy management for families escaping domestic violence.
- **Foster a sense of pride** through the upkeep of common areas, community gardens, regular events, and newsletters.
- **Support tenants in financial hardship** with affordable repayment arrangements and “bill smoothing” for utility bills.
- **Respect the rich cultural diversity** of the communities we serve.



85 % of tenants are satisfied



83 % of tenants report an improved quality of life



98 % of Bric properties are occupied

Strong communities, lasting transformational change

It's not just about providing a home, but also a life and a future

At Bric, we know quality, affordable housing is just the beginning, and that fostering fulfilling lives and thriving communities takes more. That's why we partner with specialised community services for mental health and well-being support, NDIS assistance, job training, and more.

It is through collaboration that we can create inclusive, connected communities where individuals feel safe and empowered. We are passionate about the transformational impact of training and employment opportunities – provided at the right time and in the right way.



Health & wellbeing services

We team up with Communify Qld, Salvation Army & more to aid vulnerable tenants with mental health & community supports.



Employment & training

We join with Communify to empower tenants with mentorship and training programs, offering Cert 1 Construction courses as a paid traineeship.



Meals program

We partner with Foodbank, Communify, Second Bite and Ozharvest to provide high-quality frozen meals and nutritious food to tenants in need.



Supported accommodation

We partner with Mission Australia for inner city crisis accommodation and Open Minds for supported transitional housing in Redcliffe with 24/7 onsite support.



Community giving

We collaborate with private sector for corporate giving to enhance communities, such as ADCO's staff giving a makeover to community areas.



Effective property management: Our stronghold

Providing quality homes & investing for the future

Efficient and effective asset management is critical to providing quality homes and cost-effective services. Our team of experts has a proven track record in both short and long-term asset management. We take **a life-cycle approach** to our portfolio to ensure properties are well-maintained and optimised for maximum long-term value.

We are **installing renewables and new tech for tenants** including solar



24-hour emergency maintenance for prompt issue resolution



Three-yearly property condition surveys for **long-term planning**



Strong contractor relationships for quality assurance and responsiveness



Data-driven decision-making for optimal procurement and service delivery



Effective tenancy support for **extended occupancy**



Thorough property condition inspection program for our portfolio powered by in-house technical team

Fast turnaround of vacant properties for minimal downtime

86% of tenants are satisfied with the condition of their home and **89%** of tenants are satisfied with the quality of the repairs carried out

Innovative solutions for greater housing supply

Bric's expertise in property development and acquisition

Bric is an expert in property development, with a growing pipeline of new-build and refurbishment projects. Our experienced team collaborates closely with state and local governments and works with selected developers, architects, and builders to provide a supply of new homes.

In addition to property development, we add to the supply of homes through a large head leasing program – leasing from private landlords to provide homes to low-income households. We continue to actively seek new opportunities to partner with private homeowners to expand our accommodation portfolio.





BUILDING CONSTRUCTION

Portwood St. Redcliffe Development: In partnership with QLD Government & Paynters Pty Ltd.

18 self-contained 1-bedroom apartments, 8 Platinum and 10 Gold level units as per the Liveable Housing Design Guidelines.

The development has amenities such as a secure lobby and lift access, private balconies, car parking and community spaces.

The building also boasts a 30KW rooftop solar system with Solshare distribution, reducing energy bills by 40% and emissions by 41tCO₂/yr.



PROPERTY REFURBISHMENT

Jordan Tce. Bowen Hills

Bric recently refurbished an old city motel. The 23 studios with modern finishes and new kitchens now serve as much-needed homes, with onsite staff presence improving community relations.

Plus, the installation of solar panels and updated air conditioning have almost halved tenants' electricity bills.



Responsive solutions, impactful results

Making a meaningful difference with a human-centred approach

At Bric, we strike a balance between operating at scale and maintaining a person-centred approach, enabling us to make a meaningful impact while **staying connected to the human issues we tackle**. Our setup is effective, enabled by robust systems with industry-leading mobile technology and cybersecurity measures, and demonstrated by our long-term financial sustainability and stable surpluses. Our staff team provides deep industry expertise, and our low staff turnover reflects the shared commitment of staff to our tenants, and working as a team to make a difference.



Operational excellence

Our systems and processes support our future-driven objectives, working from a secure foundation.



Strong financials

We consistently generate operational surpluses, demonstrating our financial strength and robustness.



Secure and agile operations

Advanced technology and cybersecurity enable seamless tenant engagement, giving partners peace of mind



Person-centred approach for social impact

Prioritising the human side of our work while providing quality services to our tenants and partners.



Leadership experience for quality service

Led by a Board of Directors and Executive Management team with strong industry expertise.



A shared sense of purpose

Our team shares a strong commitment to our mission and is dedicated to delivering it.



Trusted partnerships for shared vision

Long-standing partnerships with government, local organisations, and communities.



Portfolio concentration for real impact

Focused on Brisbane, Moreton Bay, and surrounding areas.

Strong governance & direction

Charting a path to success

Bric's experienced executive team and board of directors bring corporate, government, and not-for-profit expertise. Our Queensland-based organisation's transparent and accountable corporate governance structure, coupled with effective operational oversight and rigorous risk management, makes us a reliable and trustworthy partner.

BOARD



Julie Saunders

BOARD CHAIR

BAppSc (Distinction) (Planning)



Gillian Brown

CHAIR - PEOPLE COMMITTEE

LLB, Graduate Diploma of Applied Corporate Finance (FINSIA), MAICD



Tim Murphy

TREASURER & CHAIR - AFRC

BBus, CA, Graduate Diploma of Applied Finance & Investment (FINSIA), GAICD



Hiro Kawamata

TENANT & INVESTMENT COMMITTEE

CHAIR & DEPUTY CHAIR - BOARD

BSc, MBA, Grad Dip Econometrics, AAPI, MAICD



Joanne Jessop

MBA, FAICD



Kate Raymond

GAICD, LLB, B.A



Graeme McKenzie

DIRECTOR

BA Engineering (Civil), Certified Practising Project Director

EXECUTIVE MANAGEMENT TEAM



Jane West

CHIEF EXECUTIVE OFFICER

GAICD, Bachelor of Arts (MA) (Hons)



Eoin Quinlivan

EXECUTIVE MANAGER CORPORATE SERVICES & CHIEF FINANCIAL OFFICER

Fellow, Chartered Association of Certified Accountants (FCCA)



Clare Pythian

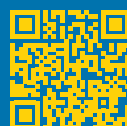
EXECUTIVE MANAGER GOVERNANCE & PEOPLE & COMPANY SECRETARY

Bachelor of Arts (BA) (Hons), GradDip Housing Studies



Andrea Ritchie

EXECUTIVE MANAGER HOUSING AND IMPACT

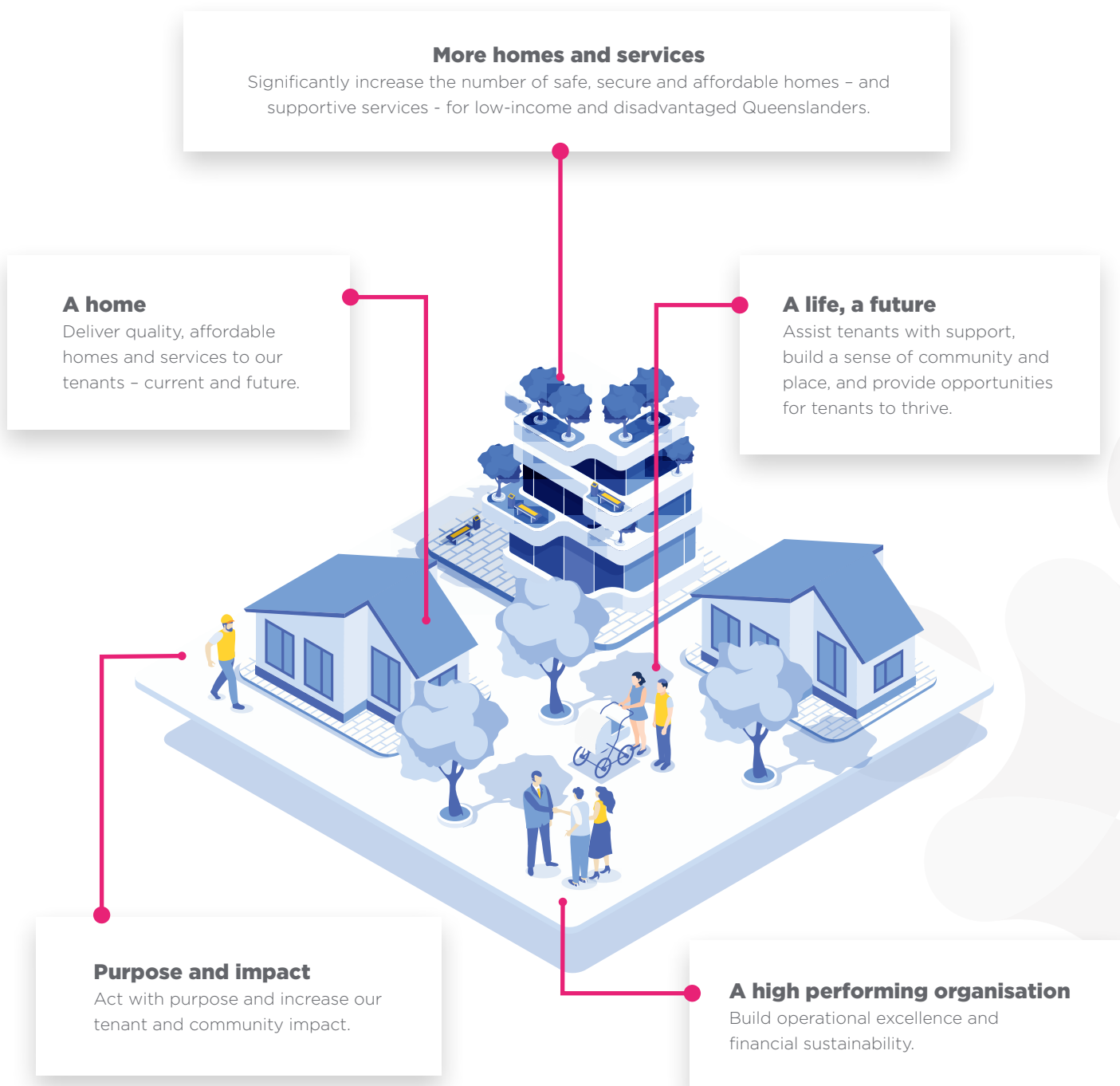


Scan the QR code to
learn more about us.

Meeting demand, ensuring quality

Bric's five-year plan to strengthen and expand affordable housing delivery

Bric's five-year strategic plan charts a course to address the pressing need for high-quality, affordable and social housing in Brisbane, Moreton Bay and South East Queensland. Our goal is to enhance our ability to provide "a home, a life, a future" to our tenants and expand our reach through **increased housing and service delivery**. By pursuing these goals, Bric will play an increasingly significant role in meeting the housing needs of local communities.





Partnering for progress

Building a better
future, together

Bric is a dedicated affordable housing provider, seeking partnership opportunities to expand our impact. Our proven expertise in development, refurbishment, and asset management makes us a robust strategic partner for co-investment ventures.

Our experienced team navigates complex industry to ensure successful project delivery, while we offer flexibility in partnering, with the capacity to take on projects at scale and tailor our offerings in collaboration with partners.



Comprehensive services

Providing property development, asset management, and tailored housing solutions.



Operational expertise

Sector experts for successful tenants, community and partner outcomes.



Regulatory and funding experts

Expertise for successful end-to-end project delivery.



Innovative and agile

Forging constructive partnerships through flexibility and streamlined processes.



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