

ANNUAL REPORT 2024-25

inhousing.org.au



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ABOUT US

inhousing is a purpose-led social landlord,
with a portfolio of accessible and affordable housing in
Adelaide and regional South Australia.

inhousing is a purpose-led social landlord, with a portfolio of accessible and affordable housing in Adelaide and regional South Australia.

We improve the lives of people with disability by creating quality homes, developing inclusive technology, and building inclusive neighbourhoods. Our 2024–27 Strategic Plan, created in partnership with people with disability, sets a clear path for deepening this impact.

We partner with our tenants to navigate the housing journey and achieve their housing goals. Through Stretchy Tech, our assistive technology service, we offer opportunities for increased independence, dignity, and wellbeing at home and in the community.

Our work is guided by the values of:

Personhood - where people with disability can exercise personal authority.

Citizenhood - where people with disability are active citizens in the life of their communities.

Capacity building - where the capacity of people with disability is enhanced at the individual, family and community levels.

Read more about our work at www.inhousing.org.au and www.stretchytech.org.au.



OUR PEOPLE

Board of Directors



Ivy Diegmann
Chair



Luke Givney
Board member



Hamish de Silva
Deputy Chair



Lakshmi Narayanan
Treasurer (from November 2024)
Board member (July-November 2024)



Daniella Biagi
Treasurer (to September 2024)



Leadership

Robbi Williams

Chief Executive Officer
(on leave from June 2025)

Tracey Wallace

Interim Chief Executive Officer
(from September 2025)

Jane Arnott

Strategy Leader, Governance
and Philanthropy
Acting Chief Executive Officer
(March to September 2025)

Rebecca Petrovic

Strategy Leader, Inclusive Housing
and Technology

Linda Carrapiett

Chief Financial Officer





MESSAGE FROM OUR CHAIR

On behalf of the inhousing Board, I am pleased to present our 2024 - 2025 Annual Report.

This year marked the first chapter of our 2024 to 2027 Strategic Plan, a plan shaped by listening to people with disability and placing their voices at the centre of our vision. It reflects our commitment to creating not just houses, but homes to support a good life.

inhousing is home to 249 tenants across 231 properties in 63 suburbs. The completion of two new homes in Greenacres, alongside a pipeline of 12 further developments, demonstrates that our strategy is gaining momentum. These milestones reflect purposeful decisions aligned with our strategic pillars: amplifying tenant voice, leading quality homes of choice, strengthening community connection, fostering inclusive workplaces, and advocating for sustainable homes.

Delivering on this vision requires steady and compassionate leadership. I extend my sincere thanks to CEO Robbi Williams for his enduring commitment and to Acting CEO Jane Arnott for her thoughtful stewardship in the second half of this year. Their leadership has ensured that tenants remain at the heart of every decision.

I also acknowledge my fellow Board members for their governance, insight, and unwavering commitment to our mission. Their guidance has been vital in navigating a dynamic housing landscape and ensuring our direction remains clear and focused.

Behind every achievement in this report is a collaborative team - our staff, partners, and most importantly, our tenants. Through co-design and shared decision-making, tenants have shaped the homes, services, and communities we continue to build. Their lived experience and leadership are central to our progress and purpose.

Looking ahead to financial year 2025/2026, we will build on this momentum. More tenants will transition into homes of their own, new developments will take shape, and sustainability and inclusive technology will be embedded more deeply into our portfolio. Above all, tenant voices will be amplified informing new quality homes of choice.

Ivy Diegmann
Chair





MESSAGE FROM OUR CEO

The first year of our 2024–27 Strategic Plan has been about momentum – turning ambitious goals into action and laying strong foundations for the years ahead. This plan was created by listening to people with disability, ensuring their voices and choices shaped our direction.

Putting the strategy into practice

Over the last year, we continued to strengthen our practice whilst embedding a culture of continuous improvement, including:

- Centring tenant voice, supported by stronger feedback and co-design opportunities.
- An ongoing focus on building homes and services that prioritise independence and dignity.
- Strengthening our organisational capability with new roles, systems, and partnerships.
- Bringing housing and technology closer together through Stretchy Tech.

The difference for tenants

The impact of this work is best captured in the voices of tenants themselves. As Hanna told us, *"Being so involved made a huge difference. It wasn't just, 'Here's a house; move in.' I could give real input on accessibility features that would make life easier for me."* Another tenant, Craig, reflected, *"It's really great. I've got my own space. I get to pick and choose what I do."* These words remind us that independence and choice are the true measures of success, and of the fundamental importance of home as a foundation for a good life.

Building our organisation

We invested in our people and systems this year, bringing new expertise into tenancy, property maintenance, and technology. We also strengthened collaboration between inhousing and Stretchy Tech, with a combined social media presence and the launch of the Assistive Technology Solutions Hub. This online space showcases inclusive, mainstream technologies that increase independence, dignity, and wellbeing both at home and in the community.

Navigating challenges

This year we faced increasing maintenance costs and the ongoing challenge of ensuring tenants and customers can access the funding they need through the NDIS to support their housing goals. These pressures required adaptability, sharper procurement, and closer partnerships. Throughout, our commitment to creating homes and opportunities for people with disability has remained firm.

Looking forward

In 2025–26 we will continue to:

- Support more tenants to move into homes of their own.
- Deliver new developments under the Community Housing Asset Renewal Program.
- Embed inclusive technology and sustainability more deeply into our housing portfolio.
- Advance our Reconciliation Action Plan and Disability Action Plan.



MESSAGE FROM OUR CEO

Closing

To our tenants: thank you for your trust, feedback, and stories. To our staff and leadership team: your expertise and resilience drive our progress. And to our Board: thank you for volunteering your time and expertise to guide this organisation with commitment and care.

Together, we are building more than homes – we are building stronger communities, inclusive technology, and greater independence for people with disability.

Tracey Wallace

Interim Chief Executive Officer



inhousing tenant, Craig:

"It's really great. I've got my own space. I get to pick and choose what I do."

Craig loves the convenient location of his home near the beach and the city, and often explores the neighbourhood on his own.

"I go swimming, I go to the gym and I see a personal trainer. I go out and visit friends, and I'm working in admin."

Craig's journey to independent living is proof of his persistence. His advice to others seeking SDA property?

"Stay positive and work at it. Dreams can come true."



2024-25 STRATEGY PROGRESS REPORT

In November 2024 we launched our 2024–27 Strategic Plan, shaped by the voices of people with disability and grounded in our purpose: to improve lives through quality homes, inclusive technology, and connected communities. The plan is guided by five strategic pillars, which chart our path to creating housing solutions that deliver independence, dignity, and opportunity.

This year has been one of measurable progress and growing momentum as we continue to deliver on our strategic pillars. The following highlights show how we have begun to deliver on each pillar in the first year of the plan.

Amplify tenant voice

We have strengthened the way tenant perspectives inform planning, service delivery and decision making. Through increased engagement, feedback channels and advocacy efforts, we are embedding tenant choice and control at every stage of our work.

Tenant experiences continue to shape policy, design and service improvements across inhousing. We recognise there is more to do, and are working to understand what matters most to tenants, how we can support them, and how their experiences can shape what comes next.

Foster inclusive workplaces

Our people are at the centre of inhousing's ability to deliver impact. Over the past year we have focused on building a culture where staff feel respected, included and supported to grow.

Initiatives that promote learning, capability building and collaboration are contributing to a more confident, inclusive and values-driven workforce. We have set clear targets and are investing in professional development to ensure our teams have the skills, confidence and support to meet the needs of our strategy.

Strengthen community connection

We recognise that housing is more than a physical dwelling, it is about connection, belonging and quality of life. We have supported tenants to build informal networks and participate in inclusive neighbourhoods. Through partnerships and local engagement, we are laying foundations for stronger, more connected communities.

Advocate for sustainable homes

Sustainability and affordability remain key priorities. We have advanced initiatives that reduce the cost of living, improve energy efficiency and embrace technology. Our innovation efforts are focused on future-proofing homes and improving long-term tenant outcomes.

Lead quality homes of choice

We continue to lead the market in creating personalised, high-quality homes that enable independence, safety and dignity. Our work prioritises tenant autonomy and integrates smart, accessible technology that supports everyday living. These homes are not just places to live, they are foundations for an ordinary, good life.

Looking ahead, I am proud of our team and excited by the opportunities that remain in the next phase of our strategy. The progress made this year has built strong momentum, and we are well positioned to deepen impact, innovate further and continue leading inclusive housing solutions with and for the people we serve.

Rebecca Petrovic

Strategy Leader, Inclusive Housing and Technology

OUR HOMES

inhousing manages a growing portfolio of inclusive homes across metropolitan and regional South Australia. We specialise in purpose-built, accessible dwellings designed to increase people's independence, connection to community, and enjoyment of their home.

We remain committed to people living in a home of their choice, with people of their choice. Our portfolio continues to centre on individual homes where tenants live with family, with friends, or on their own. This year saw the completion of new homes in Greenacres, with further developments in the pipeline that will provide more personalised housing solutions in the years ahead. Renewal works across existing homes have also ensured tenants continue to live in safe, comfortable, and modern environments.

Inclusive technology is now an integral part of our approach, with Stretchy Tech helping to embed smart, mainstream solutions that support everyday independence. Tenants have also played a stronger role in shaping the design of new homes, ensuring accessibility and choice are built in from the start.



OUR NEW DEVELOPMENTS

A milestone in inclusive design

The completion of our flagship properties in Greenacres marked a milestone in inclusive housing design. The two new High Physical Support homes reflect inhousing's vision for quality, accessible living – homes that balance functionality, comfort, and individuality.

Co-designing independence

For one of these homes, the inhousing team worked closely with incoming tenant Hanna, who brought her lived experience to the design process. She shared ideas about practical accessibility features – from ensuring smooth transitions between spaces to the placement of power points and storage – so that every detail supported her independence.

Built for flexibility

The second home, completed to the same high standard, was designed with flexibility in mind – allowing it to be adapted to meet the future tenant's individual accessibility needs. This approach ensures that every inhousing development can provide a truly personal foundation for independent living.



"I was involved from start to finish. I even got to choose the bathroom tiles, kitchen cabinet colours, and other design elements. It was great to measure things like sink heights to make sure everything worked for me." - Hanna

inhousing tenant, Hanna:

When Hanna's house no longer met her needs, it was earmarked for redevelopment. inhousing involved Hanna in designing her new home from the start.

"Being so involved was incredible. It wasn't just, 'Here's a house; move in.'"

I could give real input on accessibility features that would make life easier for me. It was brilliant to be part of the process.

At my old place, the shower was hard to access, and the floor had a dip, which made transfers tricky and a bit scary. The changes we made in the new house, like a safe, level floor, have been life-changing."



OUR NEW DEVELOPMENTS

Technology and accessibility in harmony

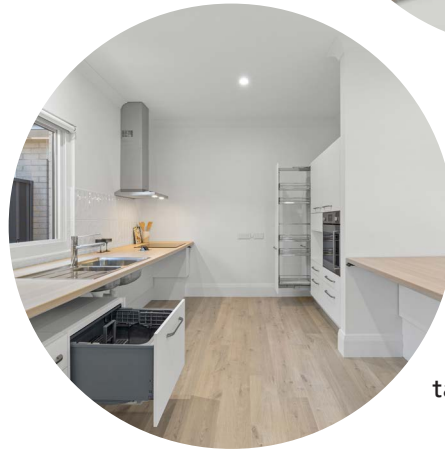
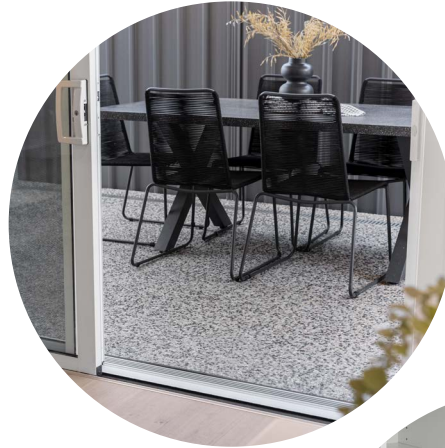
Each home features wide corridors, open-plan layouts, step-free entries, and accessible kitchens and bathrooms designed for flexibility. Integrated assistive technology enables greater independence, from app-controlled lighting and doors to energy-efficient systems that make everyday living simpler.

Seeing accessibility come to life

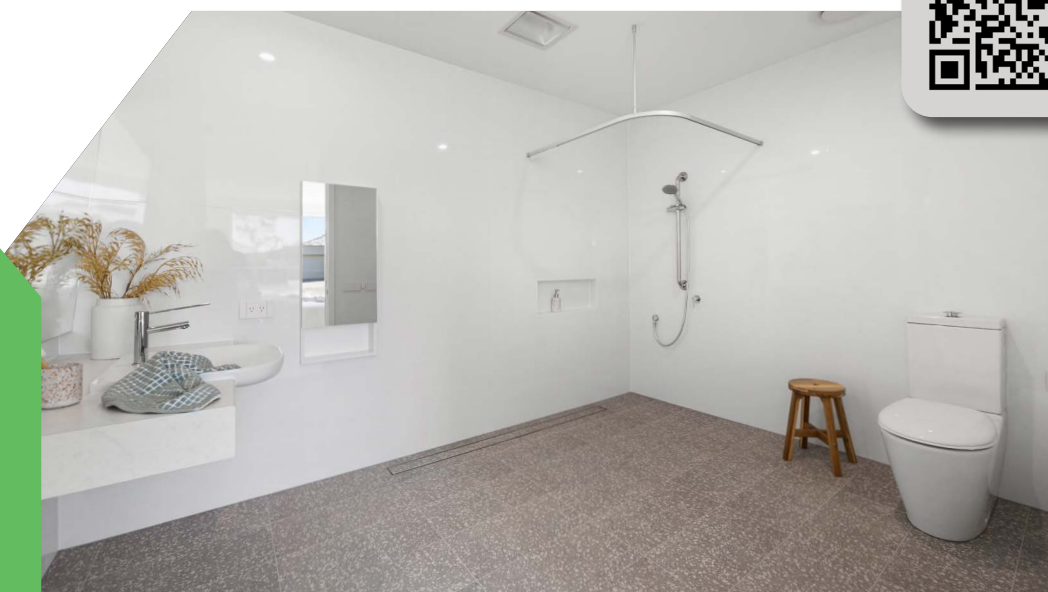
To help tenants, families and support coordinators explore the space remotely, inhousing created a virtual tour with tagged accessibility features, alongside professional photography and staging. The tour showcased how inclusive design can create homes that are both functional and beautiful.

Building for the future

While this year's focus was on completing Greenacres and improving the quality of our existing homes through renewal works (detailed in another section of this report), planning is well underway for a new wave of developments commencing in 2025–26. These upcoming projects will build on the lessons and successes of Greenacres, continuing our commitment to personalised, tech-enabled and sustainable homes that open doors to greater independence and connection.



Scan the QR code to take a virtual tour of our Greenacres property.



OUR ANNUAL SNAPSHOT



231

Total properties



249

Total tenants



23

New tenants



63

Total suburbs



208

Total maintenance
jobs completed



2

Property developments
completed



12

New build projects in
the pipeline



4

Comprehensive property
renewals completed

OUR MAINTENANCE AND RENEWALS

At inhousing, maintaining quality homes is central to supporting our tenants' independence, comfort, and wellbeing. This year, we strengthened our maintenance program to ensure every property continues to meet high standards of safety, accessibility, and sustainability.

Strengthening our maintenance team

Our capacity grew with the addition of a full time maintenance officer and a full time garden maintenance/handyperson. These roles have helped streamline repairs, improve response times, and keep our homes and gardens welcoming year-round.

Regular inspections and planning

Our Program Manager for Property Maintenance and Renewal conducts regular property inspections to ensure homes remain safe, functional, and fit for purpose. Independent strategic asset inspections, carried out every three years, provide valuable insights for long-term planning, helping prioritise future renewals and redevelopments in line with governance and best practice standards.

Property renewals and sustainable homes

Throughout 2024-25, we delivered a series of upgrades to enhance comfort, safety, and sustainability across our portfolio. Works included

new kitchens and bathrooms, internal and external painting, flooring upgrades, and improved climate control systems.

In line with our Strategic Plan pillar, 'Advocate for sustainable homes', we introduced upgrades that elevate living standards and reduce cost of living. These included electric heat pump hot water systems (replacing older gas units), energy-efficient air conditioning, LED lighting, and other improvements that reduce environmental impact while enhancing daily comfort. Together, these efforts ensure our homes remain efficient, affordable, and future-ready.

Planned and preventative maintenance

Our planned maintenance program ensures that our properties remain safe, comfortable, and welcoming. Alongside upgrades to kitchens, bathrooms, and essential systems, we continue to provide front yard garden maintenance, supporting tenants keep outdoor spaces tidy and inviting. These efforts not only maintain property standards, but also encourage pride of place and connection within local neighbourhoods.

Before



After



Before



After



Before



After



OUR COMMUNITY

In 2024–25, we grew the ways we connect and share stories. Tenant voices were amplified through newsletters and co-design opportunities, while our digital presence expanded with a new online Assistive Technology (AT) Solutions Hub and rapid LinkedIn growth. We came together at events like the Disability, Ageing and Lifestyle (DAL) Expo, Focus on Ability Film Festival, and our Strategic Plan launch – all showcasing how inclusive homes and technology create stronger, more connected communities.

Social Media

Our digital presence continues to grow as a tool for connection and advocacy. In August 2024 we combined the inhousing and Stretchy Tech Facebook accounts, making it easier for people to find housing and technology updates in one place.

- Facebook engagement grew steadily, with a 7% increase in followers.
- LinkedIn expanded by more than 1,100%, signalling stronger professional partnerships and sector reach.
- Instagram audiences held steady, maintaining niche but committed communities.

Websites and digital platforms

Our websites have become central hubs for information and engagement:

- inhousing website traffic nearly doubled, with strong interest in available properties and direct tenant inquiries.
- Stretchy Tech website traffic grew by more than 260%, boosted by customer stories and showcases of inclusive technologies.
- We launched the AT Solutions Hub in March 2025, a dedicated online space for tenants, occupational therapists, and support workers to explore real-world technology solutions.

- At the Greenacres development, we introduced professional staging, photography, and a virtual tour with accessibility feature tags, giving tenants, families, and support coordinators the chance to explore homes remotely and better understand inclusive design features.

Newsletter

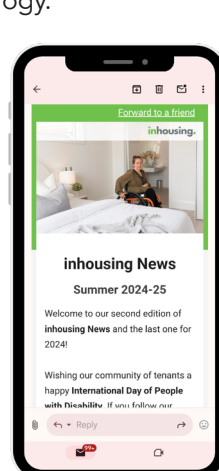
The inhousing and Stretchy Tech newsletters each reached tenants, customers, and their families four times this year. Each edition featured:

- Tenant stories, like Hanna's reflections on shaping her kitchen design and Craig's joy at living independently.
- Updates on co-design opportunities, technology rollouts, and tenancy services.
- Lifestyle features including recipes, planting guides, and accessibility tips.
- Introducing customers to the team and why they are passionate about their work.

Each newsletter has become a key way of keeping tenants and customers informed and connected, while also promoting opportunities to contribute to co-design and feedback forums, and learn about new technology.



Scan the QR code to visit the AT Solutions Hub.



OUR COMMUNITY

Storytelling

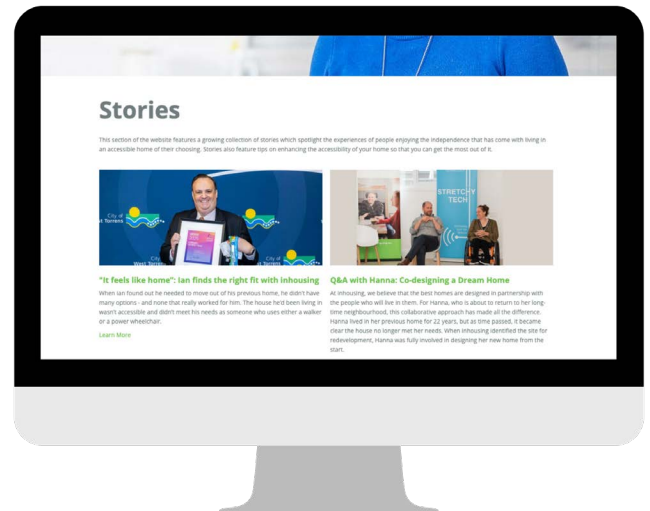
Tenant voices remained at the centre of our communications. Hanna told us: "Being so involved made a huge difference ... I could give real input on accessibility features that would make life easier for me." Craig reflected: "It's really great. I've got my own space. I get to pick and choose what I do." Stories like these are not just testimonials; they are reminders of why we do this work.

The inhousing newsletter was launched in September 2024, offering valuable insights to tenants and the wider community.

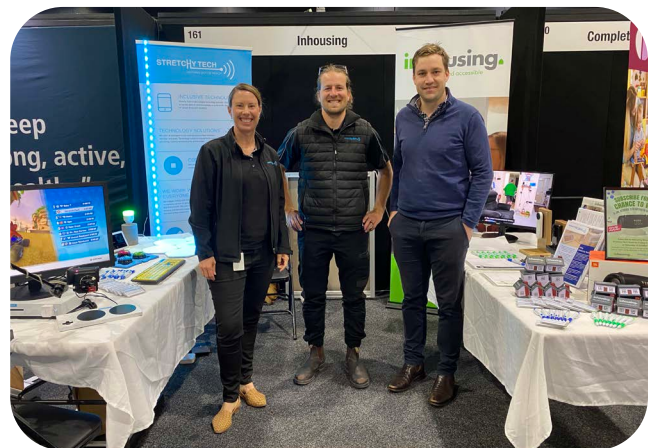
Community engagement

We created and shared spaces for tenants, staff, and partners to connect:

- Exhibited for the first time with Stretchy Tech at the DAL Expo, showcasing housing and technology together.
- Shared two Stretchy Tech tenant stories at the Focus on Ability Film Festival.
- Welcomed guests to the 2024 Strategic Plan Launch, with Minister Nat Cook joining to outline our direction and tour the Greenacres homes.
- Contributed to sector conversations at Occupational Therapy Australia conferences, the Community of Practice (Home and Living Session), and the Disability Housing Collaboration Group.
- Hosted tenant townhalls, where people shared their experiences of Stretchy Tech and how it supports independence.



Desktop monitor showing the Stories landing page on the inhousing website.



Kate, Jarrad and Ned at the DAL Expo 2024.



inhousing tenants, Stretchy Tech customer, Minister Nat Cook and inhousing board deputy chair and staff at the 2024 Strategic Plan launch.

OUR SERVICE

Feedback from inhousing tenants

"I love having my own house and family can visit me in a normal environment. Thank you very much."

"I enjoy speaking to the staff at inhousing. I know I'm going to get a positive outcome. And have a chat with someone upbeat and happy. The inhousing team are wonderful."

"I have always been treated with respect and kindness in any dealings with inhousing, all communication has received a prompt response. Maintenance issues are quickly remedied and tradies are most often pleasant and respectful. The house itself is perfectly adequate for our current needs."

"I'm very fortunate to live in an inhousing property. I love my home and the location. inhousing really look after me well."

"Very satisfied. Call gets attended ASAP. They are always happy to help."

"I like inhousing's approach to housing people with disabilities. In the fact you don't have to share a house, extremely important for mental health."

Service improvements at a glance

This year, tenant feedback drove meaningful improvements to how we work.

Stronger tenant voice

We progressed a tenant advisory group and strengthened feedback processes, ensuring tenants can shape decisions that affect their homes and services. We also improved how we report back to tenants, clearly showing where their feedback has led to change.

Clearer information

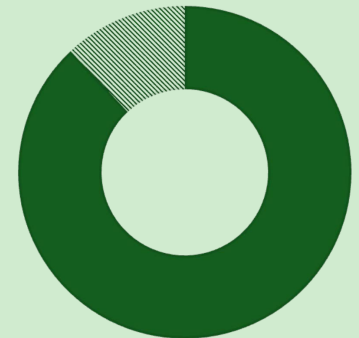
In response to tenant feedback, we began reviewing our property manual to make it easier to understand rent calculations, complaints processes, and tenant rights and responsibilities.

Measuring social impact

For the first time, we collected data on quality of life outcomes for tenants. This gives us deeper insight into tenant wellbeing and a stronger foundation for measuring social impact and guiding future improvements.



91% of survey respondents said they were satisfied with the service provided by inhousing - **up from 70%** in the previous survey.



88% of survey respondents said they were satisfied with repairs and maintenance services provided by inhousing - **up from 85%** in the previous survey.



95% of survey respondents said they were satisfied with the condition of their home by inhousing - **up from 79%** in the previous survey.

Source: 2025 inhousing Tenant Satisfaction Survey

OUR TECHNOLOGY

Stretchy Tech, inhousing's inclusive technology service, provides people with disability opportunities to live more independently.

Tailored, inclusive solutions

Our approach prioritises mainstream technology that blends seamlessly into daily life. Each solution is tailored to meet the unique needs of the individual, developed collaboratively by our occupational therapists and technicians.

Preferred solutions include:

- Home automation for accessibility.
- Computer, music, and gaming access solutions.
- Sensory environment automation.
- Training to boost confidence in using technology.

Inclusive technology in action

This year, Stretchy Tech delivered a range of personalised assistive technology solutions that enhance independence and everyday living.

- A QuadStick to enable independent computer use for a customer, allowing him to reconnect with a much-loved gaming hobby that had previously become inaccessible.
- A voice-controlled adjustable bed was configured for a customer without evening support, giving them control over their comfort and routines.
- Automated door systems were installed in several homes, giving customers the freedom to come and go on their own terms, safely and independently.

Each solution reflects our commitment to practical innovation — creating technology that supports dignity, autonomy, and connection.

Solutions implemented 2024-25



26 Environmental Control solutions.



13 Access Control solutions.



12 Gaming and Computer Access solutions.



9 Home Security solutions.



7 Temperature Control solutions.



5 Door Automation solutions.



23 Other solutions.



2 Multi-category solutions.

OUR TECHNOLOGY

Sector leadership

Stretchy Tech continues to drive innovation in assistive technology.

In March 2025, we launched Stretchy Tech's online AT Solutions Hub — a digital space where assistive technology solutions are shared publicly to inspire others. The hub showcases real examples of how technology can increase independence, dignity, and wellbeing, both at home and in the community. By openly sharing our approach and implementation process, we aim to give people with disability, their families, and allied health professionals the inspiration to create their own solutions.

Since launch, we have published 10 stories featuring innovative technologies, design insights, and lived experiences that demonstrate how smart, mainstream technology can make everyday living more accessible and connected.

Stretchy Tech's impact at a glance



Spent **2,962** hours supporting customers.



Designed solutions for **93** customers.



Worked with **54** new OT and tech customers.



Delivered a total of **97** technology solutions overall.



Implemented solutions for **67** customers.



Supported **170** customers during the year.

AT Solutions Hub featured story - Keeping in touch, hands-free



Dan has multiple sclerosis and operates his powered wheelchair using head switches. When his teenage daughter was preparing to travel overseas, he wanted to be able to make video calls to her independently — without relying on support workers.

Dan approached Stretchy Tech for a hands-free solution to enable him to make video calls to his daughter independently, while she travelled overseas.

Stretchy Tech's occupational therapist and smart device specialist worked together to trial and install a Google Nest Hub Max smart display. The system was set up and customised to Dan's needs, allowing him to make and receive video calls using only his voice.

For Dan, this meant much more than convenience — it meant maintaining privacy, connection, and the joy of sharing in his daughter's adventures abroad.



Scan the QR code to visit our website to read the full story about the solution that Stretchy Tech provided to Dan.

OUR SERVICE

Stretchy Tech customer feedback

"Stretchy Tech have made my everyday life easier, safer, and more livable. I feel more secure in my own home, I feel I have more control over my practical functioning."

"They have increased my independence by providing a level of automation to my home."

"They have automated my home so I can stay in it. I can turn on/off the lights, access my front door, my phone, and my computer. I now have independence."

"I was not aware of home automation, and I didn't think it would work as well as it has. Stretchy came up with so many ideas I had never thought of before."

"Every concern or question I've had has been answered for me."

"Can always call when unable to get to work, when there are any issues, Stretchy is quick to respond."

"100% improvement. I'm very independent now, I used to be reliant on my carers. To be able to do everything I need to, has been brilliant for my life."

"I can see who's at my front door from my bed."

"I was needing wearable tech that I could manage with one hand, I had spent a long time looking myself without success. Stretchy Tech found it very quickly."

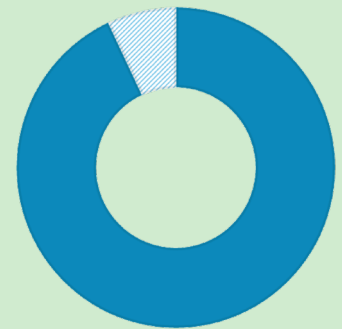
"Extremely professional and reliable service. For continuing service for access and flexible solutions."

"Very happy with Stretchy Tech, they are easy to deal with. Friendly and professional."

"Enables me to make the best of my disability."

"It makes life so much easier physically as I can now sit and use voice commands to turn the lights and TV on or off."

Source: 2024-25 Customer Satisfaction Survey



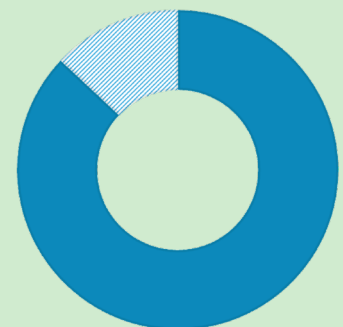
93% customers surveyed

said they were happy with the products that were available to meet their needs.



100% customers surveyed

said the staff providing their services were respectful and polite.



87% customers surveyed

said they were likely to recommend Stretchy Tech to friends and family.

Source: 2024-25 Customer Satisfaction Survey

OUR FINANCIALS

Consolidated Financial Report For the year ended 30th June 2025

	What inhousing Earned	
	2025	2024
Rent	2,722,121	2,760,365
Interest	473,676	410,363
Investment Income	36,930	45,746
Grant Income	-	-
Project Receipts	29,584	57,686
Property Proceeds	-	-
SDA Revenue	5,228,436	4,415,832
Other Revenue	39,416	41,584
Customer Sales	136,253	154,794
Fees for Services Rendered	462,331	394,706
Total Income	9,128,746	8,281,074
Administration Expenses	3,354,156	2,708,515
Capital Contribution	173,470	275,883
Household Utilities/Rates & Taxes	236,481	222,672
Insurance	251,448	214,240
Maintenance	2,244,507	1,347,904
Property Rent/Leases	634,104	594,846
Interest Expense	145,125	116,424
Management Fees	141,708	135,785
Other	204,238	144,261
Total Expenses	7,385,236	5,760,531
Net surplus/deficit for the year	1,743,510	2,520,544
	What We Own	
	2025	2024
Cash, Short Term Deposits & Receivables	14,871,907	13,864,552
Other Assets	1,299,211	1,162,499
Property, Plant & Equipment	75,887,696	64,239,962
Total Assets	92,058,814	79,267,013
Maintenance & Other Provisions	3,987,084	4,044,803
Mortgage Payable	2,950,000	2,950,000
Trade & Other Payables	554,158	447,427
Total Liabilities	7,491,242	7,442,230
Our Net Assets	84,567,572	71,824,784

Extract of information included in the Financial Statement that has been audited.



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