

MEMORANDUM



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Information

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From: Program Team

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Future Directions Project (FDP) Update

CEHL has not been able to meet the FDP delivery timelines initially proposed. We know that the delays and changes made to the FDP has caused frustration and confusion for Co-ops, and we apologise for that. The following is a brief update on the FDP, highlighting the progress, concerns and commitment to improve the FDP process.

Where are we at?

We are currently behind schedule. The chart below shows that while we covered considerable ground in the initial stage of the FDP, we are behind in holding workshops and receiving Workbooks. Furthermore, there have been delays in CEHL responding to received Workbooks.



Why are we behind schedule?

The FDP became far bigger than was initially planned. We found that we did not have enough Co-op information necessary to develop an effective Co-op Plan, and have needed to ask for further information from a number of Co-ops. Program and CEHL policies essential for supporting your Plans also needed to be updated.

What is CEHL doing to improve the FDP process?

We have developed a number of CEHL and Program policies to ensure that your Co-op Plans will be supported by the Program. We have revised the Workbooks and Plans to better capture your needs. We have developed faster and more consistent ways of managing the amount of information in the Workbooks.

Also, because of the size of the project we have created a Project Manager role specifically dedicated to moving the FDP forward. We have appointed Peter Katzourakis to this role. Many of you will know Peter from his time as a Co-op Development Co-ordinator. He has just completed his studies in Project Management and is keen to see the FDP prove a success for the Program.

What do Co-ops do in the meantime?

In the meantime it is 'business as usual' when it comes to everyday operations, including all ongoing co-op maintenance responsibilities.

For those who have received the Workbook and any additional worksheets, please complete and send them in as soon as you can. These Workbooks give you a say in how CEHL can offer the right services to your Co-op. Please see the FAQ's on the website for a full list of the benefits.

What next?

We know that Co-ops are keen to have clarity over timelines and expectations. However to avoid Co-op frustrations due to unmet timelines and unclear expectations, we need a little more time to plan.

CEHL will send a FDP update by mid-October 2016 that will be clear to all Co-ops in the Program on what CEHL can commit to and according to what timeframes.

In the meantime CEHL will continue to process your Workbooks and Plans.

Where to find your questions answered:

For any questions and concerns you may have about the FDP, please visit the CEHL website (www.cehl.com.au) for a list of FAQ's. We have attached the FAQ's as a pdf so that your Co-op can print it out and provide it to members who may not have internet access. Please contact your Co-op Development Co-ordinator for any further queries.



Yours Sincerely,

Nicola Foxworthy
Program Director
Common Equity Housing Ltd.