

# NSW Registrar of Community Housing Annual Statement of Performance 2017

## Registrar Outcome 2

Improved capacity of providers to deliver quality outcomes

### *Registrar's Key Judgements*

- The trends in non-financial reporting by providers and results from compliance assessments indicate to the Registrar that community housing providers (CHPs) continue to perform well against target ranges.
- The Registrar views achievement of the target ranges included in this report as indicative and aspirational, and hence the Registrar responds to any decline or increase in reporting through heightened engagement with providers and peak bodies.
- The Registrar assesses that PARS approved providers are consistently achieving tenancy management, engagement and support, both transactional and relational, for the Aboriginal communities they serve.
- 2017-18 priorities for heightened regulatory focus include repairs and maintenance, community engagement, accessibility of policies and procedures on providers' websites, evictions and probity checks. In addition, in 2017-18 the Registrar will seek improvements in property utilisation reporting by providers.



## Registrar Outcome 2: Improved capacity of providers to deliver quality outcomes

Under this outcome, the Registrar reports on the performance of providers to deliver sustained performance at best practice levels over time.

Related Objects of the National Law:

“...to encourage the development, viability and quality of community housing”

Related Objects of the NSW Act that introduces the National Law:

“...to ensure that registered community housing is developed as a viable and diversified component of the New South Wales social housing sector

“...to support the provision of registered community housing for people on a very low, low or moderate income.”

### NRSCH – Trends in non-financials

- Reporting against targets varies markedly across provider and accommodation type. The Registrar’s view is that margins reflect arbitrary levels not necessarily provider performance.
- Four providers have had a negative trend in repair and maintenance indicators. These providers have reported this trend relates to changes in contract and reporting arrangements. While target levels have been impacted, the Registrar has not observed adverse impacts on tenants.

#### Property Utilisation

- The Registrar engages all providers through the scheduled compliance assessment program in relation to their property utilisation and is satisfied that the sector largely performs well in this area.
- In FY16, 20 out of 27 providers (with completed assessments) reported an occupancy rate of 97% or above. This trend continued through to FY17.
- The Registrar will continue to engage with the sector to improve data quality in reporting on this area by reducing the ambiguity of reporting targets.

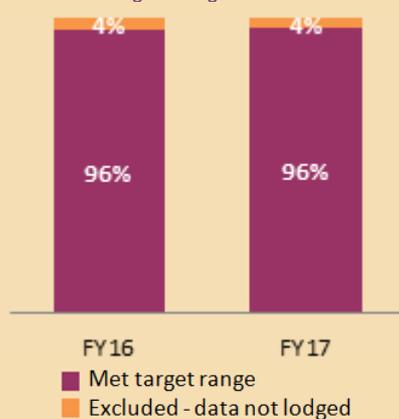
#### Rent Outstanding

- The national target range for rent outstanding from current and former tenants as a percentage of total potential income is  $\leq 2.5\%$ .
- CHPs continue to perform well in relation to this target range with 86% (24) meeting the target in FY17. The remainder (4) achieved less than 3%.
- In FY16, 85% (23) met the target range and of the remainder, three achieved less than 3% and one achieved less than 4%.

#### Overall Tenancy Satisfaction

##### Overall Tenant Satisfaction (Metric 1.4)

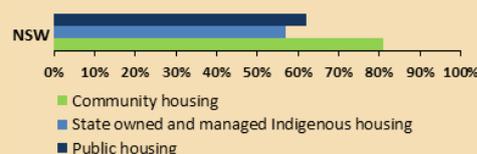
Target Range:  $\geq 75\%$



- Noting the target range is set nationally at  $\geq 75\%$ , this indicates there is a large proportion of satisfied tenants.
- Some providers have seen a reduction in this area and the Registrar is working with them to address any issues.
- One provider (4%) did not submit survey results to the Registrar.
- Australian Institute of Health and Welfare (AIHW) reporting for FY16 supports these figures.

##### AIHW Satisfaction with the overall services received from housing provider

Proportion of tenants satisfied with services provided by their housing organisation by housing program type, 2016

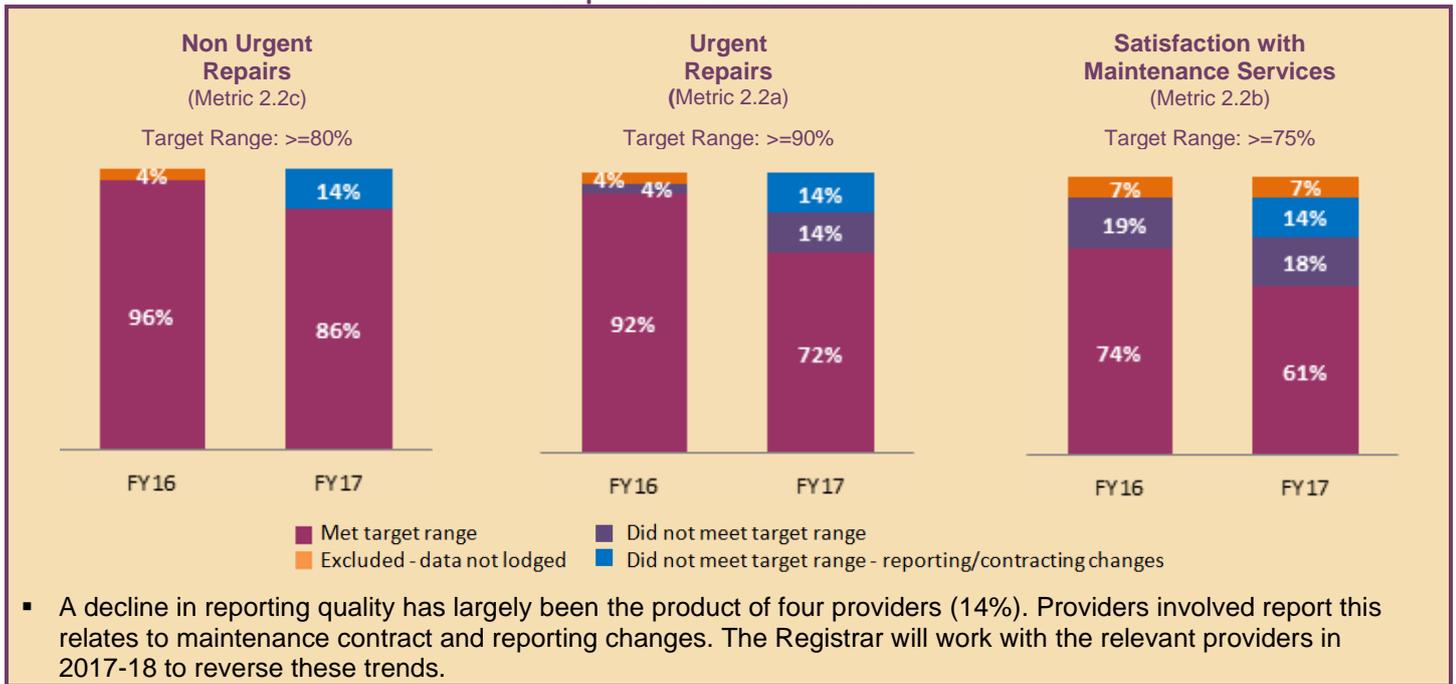


Source: (AIHW) Australian Institute of Health and Welfare 2017. National Social Housing Survey detailed results 2016. Cat. no. HOU 290 Canberra: AIHW

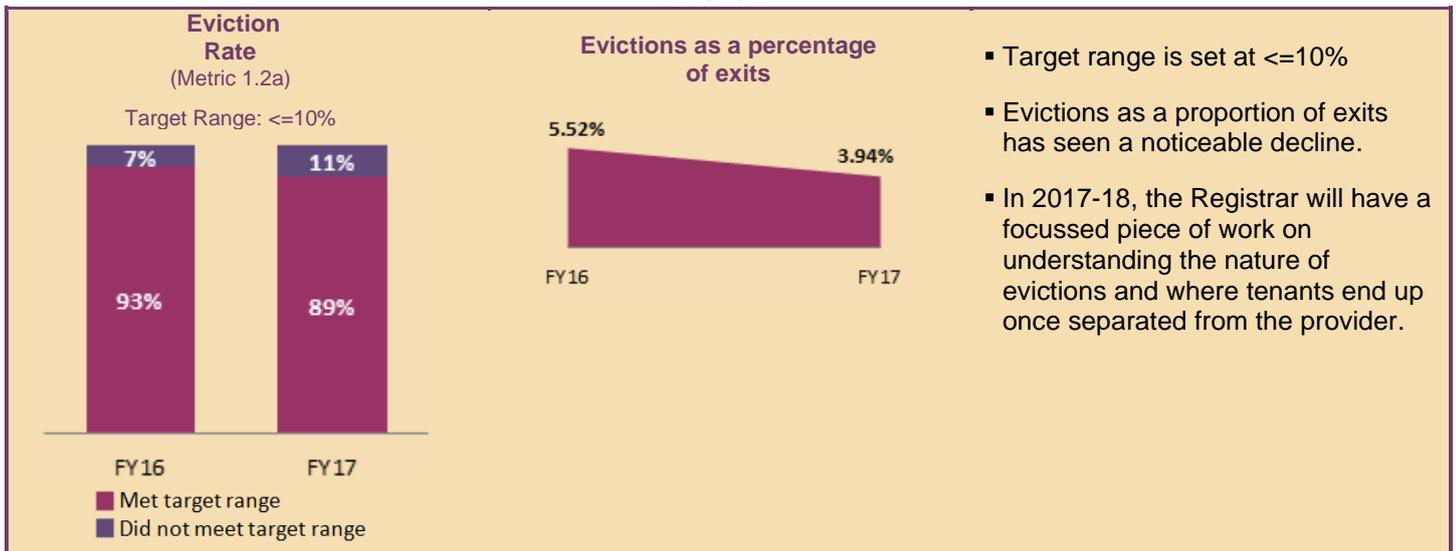
#### Notes:

- Figures contained in this report are drawn from the Australian Institute of Health and Welfare (AIHW) and providers reporting to the Registrar.
- Data contained in this report is for Tier 1 and Tier 2 providers only.
- Some providers have not lodged data in specific target areas and these are reflected in the ‘excluded’ category.

## Repairs and Maintenance



## Eviction



## PARS – Trends in non-financials

- PARS approved providers continue to perform well against target ranges related to tenant management and community services. They perform less well against financial performance targets.
- From registration to current performance review, the Registrar has found that rental arrears has increased in the Aboriginal community housing sector from 6.7% to 9.8%. While there is an increase, the Aboriginal housing sector is still meeting the benchmark of 15% rental arrears under PARS.
- The Aboriginal community housing sector has reported that it has 97% of tenancy agreements in place for Aboriginal households.
- The collectable rent (actually collected) from registration to current performance review has declined from 95.4% to 92.1% within the Aboriginal community housing sector. However the Registrar notes that the sector is still meeting the benchmark of 85% under PARS.
- The Registrar will continue to work with the Aboriginal community housing sector to improve the quality of the data for self-reporting and ensure data validity is as accurate as possible.