

Performance Report

The Performance Report contains Key Performance Measure (KPM) results for registered agencies delivering rental housing services in Victoria. This information is published on the Register of Housing Agencies (the Public Register) for each financial year from 2019-20 onwards.

The Housing Registrar undertakes annual compliance assessments of each registered agency, registered under the *Housing Act 1983 (Vic)* (the Housing Act), including assessing compliance with Performance Standards. As part of this process, KPM results for each financial year are collected and published in this report. Separately, the Housing Registrar publicly reports on the compliance outcomes against Performance Standards for each registered agency (including an Executive Summary) and any regulatory intervention by the Housing Registrar exercised under Division 8 of the Housing Act.

Please refer to the accompanying document, *Performance Report Explained*, for definitions of the terms used in this report. The *Performance Report Explained* document also includes information on the KPMs and how they may be influenced by external factors outside of a registered agency's control.

For the 2019-20 financial year, the Housing Registrar acknowledges the significant additional resources and services that registered agencies invested during the reporting period to protect the safety of staff and renters in response to risks associated with the COVID-19 pandemic. This public health crisis impacted each registered agency in different ways and this has affected the degree to which data can be meaningfully compared across the sector due to differences in registered agency size, service offerings as well as housing density and location of housing stock. For example, some organisations left a proportion of homes vacant in high-density buildings due to health advice that such measures were necessary to reduce infection risks. For those organisations the KPM data for average days to re-let homes may be higher than the average of other organisations despite applying an efficient and proactive approach to vacancy management. Similarly, KPM data on rent collection, maintenance and tenant satisfaction may have been impacted by the pandemic.

How this registered agency performed in 2019-2020

HousingFirst Limited

HousingFirst Limited (HFL) provides affordable housing to low-income tenants in Victoria. HFL is registered as a 'housing association'¹ under the *Housing Act 1983* (Vic).

HFL's performance against key performance measures for the 2019-2020 financial year is reported below.

Data reported is for long-term homes, including rooming houses, and transitional housing management homes unless otherwise specified.

Homes and rents

- ▶ At 30 June 2020 HFL owned and managed **1,093** homes:
 - / **1,093** long-term homes, including
 - 152** rooming houses
 - / **0** transitional housing management homes.

Data reported in this section of the report is for long-term homes including rooming houses.

- ▶ The total rent due to HFL for the year was **\$11,659,877**.
- ▶ HFL did not collect **0.9 per cent** of rent due because of **rental arrears**, compared to the average of all housing associations of 1.4 per cent.
- ▶ HFL took an average of **12.2 days** to **re-let homes**, compared to the average of all housing associations of 20.6 days.

Tenant satisfaction

- ▶ Tenant satisfaction surveys are required to be conducted every two years.
- ▶ Of the tenants who responded to HFL's most recent tenant satisfaction survey:
 - / **75.2 per cent** said they were satisfied with the **housing services** HFL provided, compared to the average for all housing associations of 80.4 per cent.
 - / **59.5 per cent** felt that HFL was good at taking into **consideration tenant views** about its services compared to the average for all housing associations of 63.0 per cent.

Complaints

- ▶ HFL reported it received **33 complaints** from tenants and prospective tenants in the last year.
- ▶ **97.0 per cent** of these **complaints were resolved** within 30 days, compared to the average for all housing associations of 92.3 per cent.

Maintenance of homes

- ▶ HFL completed **832 total urgent requested repairs within 24 hours**, representing **97.2 per cent** of urgent requested repairs completed within 24 hours, compared to the average for all housing associations of 94.0 per cent.

¹ The definition of 'housing association' is explained in the accompanying *Performance Report Explained* document.

- ▶ HFL completed **2,559 total non-urgent repairs within 14 days**, representing **98.4 per cent** of non-urgent requested repairs completed within 14 days, compared to the average for all housing associations of 91.4 per cent.
- ▶ **71.7 per cent** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the average of all housing associations of 65.6 per cent.

Want to know more?

If you want to find out more about this registered agency's performance please contact them directly.

The Housing Registrar's website has further information about registered agencies and our role in regulating the community housing sector in Victoria. This includes:

- ▶ access to the Public Register to find information about registered agencies in Victoria, including the outcomes of annual compliance assessments and regulatory intervention if applicable; and
- ▶ more information about the Housing Registrar, community housing and the social housing system.

Registered agencies must comply with the *Housing Act 1983* (Vic) and Performance Standards which requires them to be fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients.

Visit our website at
<https://www.vic.gov.au/housing-registrar>