

Performance Report

This Performance Report contains information on the performance of this registered housing agency for the 2020-21 Financial Year. Included in this report are results against Key Performance Measures (KPMs) with a comparison of the average results from similar housing associations or housing providers. This information is published on the 'Register of Housing Agencies' (the Public Register) for each financial year from 2019-20 onwards. 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.

The Housing Registrar annually assesses registered agencies under the *Housing Act 1983 (Vic)* and 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. This information is also available on the Public Register.

For the 2020-21 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 properties 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 2020-21

Centacare Housing Services Ltd

Centacare Housing Services Ltd (CHS) provides community housing to low-income tenants in Victoria. CHS is registered as a 'housing provider'¹ under the *Housing Act 1983* (Vic).

CHS's performance against key performance measures for the 2020-21 financial year is reported below.

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

Homes

- ▶ At 30 June 2021 CHS owned and managed **65** homes:
 - / **65** long-term properties, including **15** rooming houses
 - / **0** transitional housing management properties

Rents

Data reported for rents is for long-term properties including rooming houses.

- ▶ The total rent due to CHS for the year was **\$469,641**
- ▶ CHS did not collect **0.8 per cent** of rent due because of **rental arrears**, compared to the average for all housing providers of 1.5 per cent

Re-let times

Data reported for re-let times is provided separately for long-term properties and rooming houses. COVID-safe protocols have impacted re-let times and the impact is greatest for rooming houses.

- ▶ CHS took an average of **31.1 days** to **re-let homes**, compared to the average for all housing providers of 34.1 days.
 - / **33.5 days** on average to re-let long-term homes excluding rooming houses, compared to the average for all housing providers of 22.3 days
 - / **20.3 days** on average to re-let rooming house homes, compared to the average for all housing providers of 47.5 days

Tenant satisfaction²

- ▶ Of the tenants who responded to CHS's most recent tenant satisfaction survey:
 - / **100 per cent** said they were satisfied with the **housing services** CHS provided, compared to the average for all housing providers of 88.1 per cent
 - / **93.3 per cent** felt that CHS was good at taking into **consideration tenant views** about its services, compared to the average for all housing providers of 82.6 per cent

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

² Tenant satisfaction surveys are required to be conducted every two years.

Complaints

- ▶ CHS reported it received **3 complaints** from tenants and prospective tenants in the last year
- ▶ **100 per cent** of these **complaints were resolved** within 30 days, compared to the average for all housing providers of 94.8 per cent

Maintenance of homes

- ▶ CHS completed **20 urgent requested repairs within 24 hours**, representing **100 per cent** of urgent requested repairs completed within 24 hours, compared to the average for all housing providers of 91.8 per cent
- ▶ CHS completed **223 non-urgent repairs within 14 days**, representing **89.6 per cent** of non-urgent requested repairs completed within 14 days, compared to the average for all housing providers of 88 per cent
- ▶ **93.3 per cent** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the average for all housing providers of 80.8 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>