

Performance Report

This Performance Report contains information on the performance of this registered housing agency for the 2021-22 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 gazetted 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 2021-22 financial year, the Housing Registrar acknowledges that registered agencies continued to invest significant additional resources 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 also have been impacted by the pandemic.

How this registered agency performed in 2021-22

Baptcare Affordable Housing Ltd

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

BAH's performance against key performance measures for the 2021-22 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 2022 BAH owned and managed **105** homes:
 - / **96** long-term properties, including **0** rooming houses
 - / **9** transitional housing management properties

Rents

Data reported for rents is for long-term properties including rooming houses (where applicable).

- The total rent due to BAH for the year was **\$932,216**
- BAH did not collect **0.2 per cent** of rent due because of **rental arrears**, compared to the average for all housing providers of 1.6 per cent

Re-let times

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

- BAH took an average of **4 days** to **re-let long-term homes**, compared to the average for all housing providers of 37.8 days.
 - / BAH did not provide rooming house homes in 2021-22

Tenant satisfaction

- Tenant satisfaction surveys are required to be conducted every two years
- Of the tenants who responded to BAH's most recent tenant satisfaction survey:
 - / **66.7 per cent** said they were satisfied with the **housing services** BAH provided, compared to the average for all housing providers of 88.2 per cent
 - / **76.2 per cent** felt that BAH was good at taking into **consideration tenant views** about its services, compared to the average for all housing providers of 86.5 per cent

Complaints

- BAH reported it received **1 complaint** 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 90.2 per cent

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

Maintenance of homes

- BAH completed **a total of 40 urgent requested repairs within 24 hours**, representing **93 per cent** of urgent requested repairs completed within 24 hours, compared to the average for all housing providers of 84.4 per cent
- BAH completed **243 non-urgent repairs within 14 days**, representing **94.2 per cent** of non-urgent requested repairs completed within 14 days, compared to the average for all housing providers of 86.4 per cent
- **71.4 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 84.2 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>