

Performance Report

This Performance Report contains information on the performance of this registered housing agency for the 2022-23 Financial Year. Included in this report are results against key performance measures (KPMs) with a comparison of the average results from similar registered housing agencies. This information is published on the 'Register of Housing Agencies' (the Public Register) for each financial year from 2019-20 onwards.

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 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.

KPMs are quantitative measures that help to demonstrate registered agency performance against certain aspects of the Performance Standards. The Housing Registrar recognises that registered agencies deliver a wide range of services and outcomes that may not be suitable for quantitative analysis. The Housing Registrar therefore considers multiple factors when monitoring the performance of registered agencies and does not make regulatory decisions on KPM results alone.

KPMs provide valuable information about registered agency performance and insight into tenant experiences. The Housing Registrar acknowledges that there may be factors outside of a registered agency's control that impact on some of these measures and will consider these factors when assessing a registered agency's performance against KPMs.

How this registered agency performed in 2022-23

HousingFirst Limited

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

HFL's performance against key performance measures for the 2022-23 financial year is reported below.

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

Homes

- At 30 June 2023 HFL owned and managed **1,534** homes:
 - / **1,498** long-term properties, including **179** rooming houses
 - / **36** transitional housing properties

Rents

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

- The total rent due to HFL for the year was **\$17,507,611**
- HFL did not collect **1.8 per cent** of rent due because of **rental arrears**, compared to the average for all housing associations of 2 per cent

Re-let times

Data reported for re-let times is provided separately for long-term properties and rooming houses (where applicable).

- HFL took an average of **29 days** to **re-let homes**, compared to the average for all housing associations of 29 days
 - / **17 days** on average to re-let long-term homes excluding rooming houses compared to the average of all housing associations of 26 days
 - / **64 days** on average to re-let rooming house homes compared to the average of all housing associations of 53 days

Tenant satisfaction

- Of the tenants who responded to HFL's most recent tenant satisfaction survey:
 - / **73.5 per cent** said they were satisfied with the **housing services** HFL provided, compared to the average for all housing associations of 74 per cent
 - / **60.8 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 64.8 per cent

Complaints

- HFL reported it received **31 complaints** from tenants and prospective tenants in the last year
- **96.8 per cent** of these **complaints were resolved** within 30 days, compared to the average for all housing associations of 90 per cent

Maintenance of homes

- HFL completed **a total of 887 urgent requested repairs within 24 hours**, representing **91.5 per cent** of urgent requested repairs completed within 24 hours, compared to the average for all housing associations of 93.3 per cent
- HFL completed **2,504 non-urgent repairs within 14 days**, representing **89.5 per cent** of non-urgent requested repairs completed within 14 days, compared to the average for all housing associations of 89.9 per cent
- **64 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 associations of 68.2 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>