

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

The Haven Foundation Ltd

The Haven Foundation Ltd (THF) provides community housing to low-income tenants in Victoria. THF is registered as a 'housing provider' under the *Housing Act 1983* (Vic).

THF'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 THF owned and managed **96** homes:
 - / **96** long-term properties

Rents

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

- The total rent due to THF for the year was **\$1,027,288**
- THF did not collect **3 per cent** of rent due because of **rental arrears**, compared to the average for all housing providers of 1.9 per cent

Re-let times

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

- THF took an average of **84 days** to **re-let homes**, compared to the average for all housing providers of 35 days
 - / THF did not provide rooming house homes in 2022-23

Tenant satisfaction

- Tenant satisfaction surveys are required to be conducted every two years. In 2022-23, THF did not undertake a tenant satisfaction survey and therefore data on tenant satisfaction is not available. The next tenant satisfaction surveys are expected to be undertaken in 2023-24.

Complaints

- THF reported it received **9 complaints** from tenants and prospective tenants in the last year
- **55.6 per cent** of these **complaints were resolved** within 30 days, compared to the average for all housing providers of 71.3 per cent

Maintenance of homes

- THF completed **a total of 37 urgent requested repairs within 24 hours**, representing **94.9 per cent** of urgent requested repairs completed within 24 hours, compared to the average for all housing providers of 82.7 per cent
- THF completed **255 non-urgent repairs within 14 days**, representing **98.8 per cent** of non-urgent requested repairs completed within 14 days, compared to the average for all housing providers of 86.1 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>