

House Key: Operations

Full indicator list

NSW Federation of Housing Associations - 2015

Final draft list of indicators

For comments or requests, email adamw@communityhousing.org.au



Organisation Profile Information

Organisational Profile Information	4
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Housing management

Housing Management	6
--------------------	---

Asset management	7
------------------	---

Development

Development	9
-------------	---

Governance

Governance	11
------------	----

Finance and efficiency

Finance and efficiency	13
------------------------	----

1

Organisation Profile Information

Organisational Profile Information

Organisational Profile Information

Total number of properties
Number of FTE staff actual
Proportion of supported tenancies –NSW only
Proportion of indigenous households –NSW only
Proportion of residents with a disability –NSW only
Proportion of residents from non-English speaking backgrounds –NSW only

2

Housing management

Housing Management

Asset management

Housing Management

Tenancies for the year
Tenancy exits for the year
New tenancies for the year
Evictions for the year
Number of tenant surveys distributed
Number of surveys returned
Number of responses satisfied
Metric 1.2a - Eviction rate
Metric 1.3a - Percentage of tenants responding to the survey out of total tenants
Metric 1.3b - Survey return rate from number of surveys distributed
Metric 1.4 - Number of tenants satisfied with overall quality of housing services
Number of vacant tenable units
Number of vacant untenable units
Number of tenancies - previous year
Number of tenancies (current year)
The number of calendar days vacant (tenantable)
The number of calendar days vacant (untenantable)
No. vacant untenable units relet
No. vacant tenantable units relet
No. of tenancy units
Rent foregone - vacant tenantable
Rent outstanding
Total potential rental income
Metric 6.1a - Occupancy rate
Metric 6.1b - Tenancy turnover
Metric 6.1d - Tenancy turnaround (tenantable)
Metric 6.1d - Tenancy turnaround (untenantable)
Metric 6.2a - Metric Rent outstanding
Metric 6.2b - Rent foregone (vacant tenantable)
Metric proportion of vacant untenable units
% Underutilised –NSW only
% Moderately overcrowded–NSW only
% Highly overcrowded–NSW only
% of new tenants in greatest need at allocation–NSW only

Asset management

No. condition surveys completed
No. of condition standards met
No. brought to condition standards
Urgent repair requests
Urgent repairs completed within target times
Non urgent requests
Non urgent repairs completed on target
Satisfied with maintenance
Responding to maintenance question
Satisfied with overall condition
Responding to condition Q
Total projects completed
Total responsive maintenance per housing unit (\$)
Growth/(Decline) % in Total responsive maintenance per housing unit
Total non-capitalised planned maintenance per housing unit (\$)
Growth/(Decline) % in Total non-capitalised planned maintenance per housing unit
Urgent repair requests / # properties
Ratio planned maintenance: responsive maintenance
Metric 2.1a - Percentage of properties meeting state standard
Metric 2.1b - Percentage of properties brought to state standard
Metric 2.2a - Percentage of urgent repairs completed within jurisdictional limits
Metric 2.2b - Percentage of tenants satisfied with maintenance services
Metric 2.2c - Percentage non urgent repairs completed within jurisdictional limits
Metric 2.3b - Percentage of tenants expressing satisfaction with the condition of the property

3

Development

Development

Development

Total projects completed
Projects completed in budget
Projects completed on time
Projects in progress
Projects in progress within budget
Projects in progress and on time
Metric 2.4a - Percentage of completed projects on time
Metric 2.4b - Percentage of completed projects in budget
Metric 2.4c - Percentage of projects in progress that are on schedule
Metric 2.4d - Percentage of projects in progress on budget
Total tenancy units planned (committed) for property development (construction or major refurb) next five years
Total tenancy units planned to be acquired (purchased or title transfer) in next 5 years
Leverage target (FACS vesting report) –NSW only
Leverage target achieved (FACS vesting report) –NSW only

4

Governance

Governance

Finance and efficiency

Governance

Number of meetings held
Number of meetings held that were quorate
Number of governing body positions filled by tenants at 30 June
Number of governing body positions filled during the year to 30 June
Metric 4.1b - Percentage of meetings held that were quorate
Metric 4.3.2 - Governing body evaluation currency
Metric 4.3.3 - CEO performance review currency
Metric 4.5.1 Risk management system currency

5

Finance and efficiency

Finance and efficiency

Finance and efficiency

Employee expenses / total income
Number of properties per FTE
Employee expenses / property
Employee expenses/ Number of FTE (\$)
Growth/(Decline) % in Employee expenses/ Number of FTE
Total Operating Expenses per property
Other direct admin/ operating expenses per property
Corporate overheads per property
Rental bad debt management
Growth/(Decline) % in Bad debts written off during the year/ Rental revenue
Overhead efficiency
Growth/(Decline) % in Total corporate overhead/ Total operating expenditure (%)
Rental efficiency
Loan to Valuation Ratio based on cost of housing assets
Loan to Valuation Ratio - (WDV)
Gearing ratio
Interest cover ratio
Working Capital Ratio
Operating cash adequacy
Operating EBITDA Margin
Operating EBITDA/ Total assets
Operating EBITDA/ Community housing assets (WDV)
Return on assets