National Regulatory System Community Housing

A joint initiative of Commonwealth, State and Territory Governments

Metrics Information Sheet

The NRSCH has established metrics and indicators for operational and financial measures. These do not determine compliance by themselves. Rather, they provide a starting point to assess performance.

A red or amber traffic light does not mean the provider has 'failed' a performance requirement or outcome – instead, it indicates that the data does not meet the target range. The provider has the option to provide an explanation for each of the metrics outcomes. The Registrar seeks to understand contextual and other factors that contribute to the result.

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
PO 1 - Tenancy management metrics				
1.2a	Eviction rate	<=10% Green >10 - 12% Amber >12% Red	Tenants evicted as a percentage of the total number of exits for the year	"1.2.4 Evictions for the year"/"1.2.3 Tenancy exits for the year"
1.3a	Percentage of tenants responding to the survey out of total tenants	>=10% Green <10% Amber	Survey responses received as a percentage of the number of tenancies	"1.4.3 Number of surveys returned"/"1.2.1 Tenancies for the year"
1.3b	Survey return rate from number of surveys distributed	>=25% Green 5-24% Amber <5% Red	Survey responses submitted as a percentage of the number of surveys distributed	"1.4.3 Number of surveys returned"/"1.4.2 Number of surveys distributed"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
1.4	Number of tenants satisfied with overall quality of housing services (out of those responding to the survey)	>=75% Green 74% - 50% Amber <50% Red	Tenants expressing satisfaction with the overall quality of housing services as a percentage of surveys returned	"1.4.4 Number of responses satisfied"/"1.4.3 Number of surveys returned"
PO 2 -Housing Asset metrics				
2.1a	Percentage of properties meeting state standard	>=70% Green 60% - 69% Amber < 60% Red	Completed inspections by qualified persons where the condition of the tenancy unit met relevant state housing authority property condition standards as a percentage of inspections completed on the condition of individual tenancy units during the year	"2.1.4 Number condition standards met"/"2.1.3 Nbr condition inspection completed"
2.1b	Percentage of properties brought to state standard	>=90% Green 89% - 70% Amber <70% Red	Properties brought to the relevant state housing authority property condition standards as a percentage of those that did not meet the standard. Note: this is calculated indirectly from those that met the standard and the total inspected.	"2.1.5 Nbr brought to condition standards/("2.1.3 Nbr condition inspection completed"-"2.1.4 Number condition standards met")"
2.2a	Urgent repairs completed within jurisdictional limits	>=90% Green 79% - 89% Amber <79% Red	Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year.	"2.2.2 Urgent repairs completed"/"2.2.1 Urgent repair requests"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
2.2c	Percentage non urgent repairs completed within jurisdictional limits	>=80% Green 70% - 79% Amber <70% Red	Non urgent repairs completed within jurisdictional requirements as a percentage of non urgent repairs requested including requests outstanding from the previous year.	"2.2.4 Non urgent repairs completed"/"2.2.3 Non-urgent repair requests"
2.2b	Percentage of tenants satisfied with maintenance services out of those responding to the question	>=75% Green 65% - 74% Amber <65% Red	Tenants who express satisfaction with maintenance services as a percentage of those answering the question.	"2.3.1 Satisfied with maintenance"/"2.3.2 Responding to maintenance question"
2.3b	Percentage of tenants expressing satisfaction with the condition of the property as a percentage of those responding to the question	>=75% 65 - 74 = Amber <65% = Red	Tenants who express satisfaction with overall condition of the housing unit as a percentage of those answering the question.	"2.3.4 Satisfied with overall condition"/"2.3.5 Responding to condition question"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
2.3c	Percentage of tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response	None	Tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response.	"2.3.5 Responding to condition question"/"1.4.3 Number of surveys returned"
2.4a	Percentage of projects on time	100% Green <100% Red	Projects completed on time as a percentage of total projects completed	"2.4.3 Projects completed on time"/"2.4.1 Total projects completed"
2.4b	Percentage of projects in budget	100% Green <100% Red	Projects on budget as a percentage of total projects completed	"2.4.2 Projects completed within budget"/"2.4.1 Total projects completed"
2.4c	Percentage of projects in progress that are on schedule	100% Green <100% Red	Projects in progress that are on schedule as a percentage of projects in progress	"2.4.6 Projects in progress and on time"/"2.4.4 Total projects in progress"
2.4d	Percentage of projects in progress on budget	100% Green <100% Red	Projects in progress on budget as a percentage of projects in progress	"2.4.5 Projects in progress within budget"/"2.4.4 Total projects in progress"
PO 4 - Governance metrics				
4.1a	Number of governing body meetings held	>=6 Green <6 Red	Whether the number of governing body meetings held was six or greater.	"4.1.3 Number held"
4.1b	Percentage of meetings held that were quorate	>=80% Green <80% Red	Governing body meetings held that were quorate as a percentage of total governing body meetings held	"4.1.4 Number held that were quorate"/"4.1.3 Number held"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
4.3.2	Governing body evaluation currency	>2 years from due date Red	The date of the last governing body evaluation compared with the application due date.	"4.3.2 Overall performance evaluation"
4.3.3	CEO performance review currency	>1 year from due date Red	The date of the last CEO performance review compared with the application due date.	"4.3.3 CEO performance evaluation"
4.4.4	Budget sign off currency	Green if signed up to or before 31 July. Otherwise Red	Whether the budget was signed off later than July of the current year.	"4.5.2 Financial budget sign off"
4.5.1	Risk management system currency	>2 years before due date Red	The date of the last review of the risk management system compared with the application due date.	"4.5.1 Review of risk management system"
PO 5 - Probity metrics				
5.1	Currency of code of conduct	>3 yrs before due date Red	The date of the last review of the code of conduct compared with the application due date.	"5.1.1 Date of last review"
5.2	Sufficiency of employment checks (number of positions requiring checks recruited to and number of checks completed)	If same number or greater = Green If less = Red	Number of positions requiring checks recruited to minus the number of employment checks completed	"5.2.4 Number of checks completed" - "5.2.3 Number of positions filled"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
5.3	Currency of date of review of fraud, corruption and criminal conduct	<=2yrs number of days Green > 2 yrs. before due date Red	The date of the last review of the fraud, corruption and criminal conduct system compared with the application due date.	"5.3.2 Date of last review"
PO 6 - Management metrics				
6.1a	Occupancy rate	>=97% Green <97% Amber	Occupied units as a percentage of the total number of tenancy units	("6.1.12 Total number of tenancy units" - "6.1.1 Nbr vacant tenantable tenancy units)/"6.1.12 Total number of tenancy units"
6.1b	Tenancy turnover	No flag so no tolerance	Tenancy exits as a percentage of the average number of tenancies last two years	"6.1.6 Tenancy exits for the year"/[("6.1.4 Number tenancies (previous year)"+"6.1.5 Number tenancies (current year)")/2]
6.1c	Tenancy turnaround (tenantable)	<=14 days Green >14 <29 days Amber 29+ days Red	Average calendar days vacant (tenantable) determined with reference to the total number of actual vacant tenantable properties relet	"6.1.7 Calendar days vacant tenantable"/"6.1.11 Nbr vacant tenantable unit relet"
6.1d	Tenancy turnaround (untenantable)	<=28 days Green 29 - 35 days Amber >=36 days Red	Average calendar days vacant (untenantable) determined with reference to the total number of actual vacant untenantable properties relet	"6.1.8 Calendar days vacant untenantable"/"6.1.10 Nbr vacant untenantable relet"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
6.2a	Rent outstanding	>2.5% Red <= 2.5% Green	Rent outstanding from current and ex tenants as a percentage of total potential rental income	"6.2.2 Rent outstanding current, ex"/"6.2.3 Total potential rental income ($)"
6.2b	Rent foregone (vacant tenantable)	>5% = Red <= 5% = Green	Total rent foregone as a percentage of the total potential rental income	"6.2.1 Rent foregone vacant tenantable"/"6.2.3 Total potential rental income ($)"