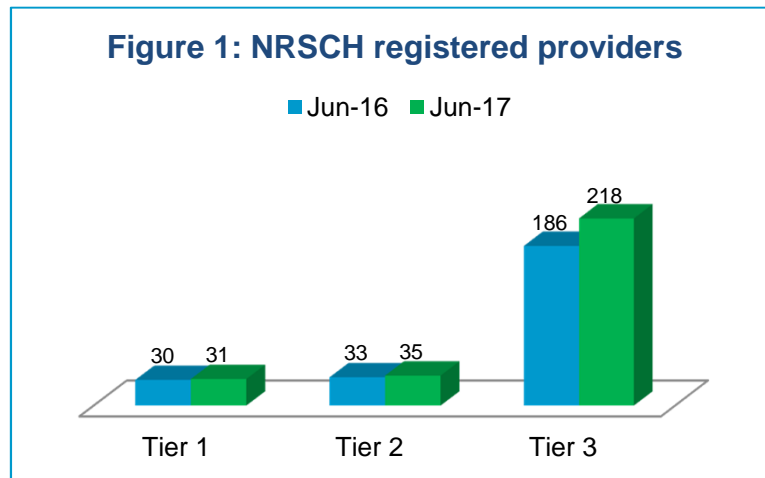


NRSCH Sector Snapshot 2016-2017

Highlights

The number of NRSCH registered providers continues to grow

*As at 30 June 2017 there were 284 registered providers.
This represents a growth of 14% over 12 months*

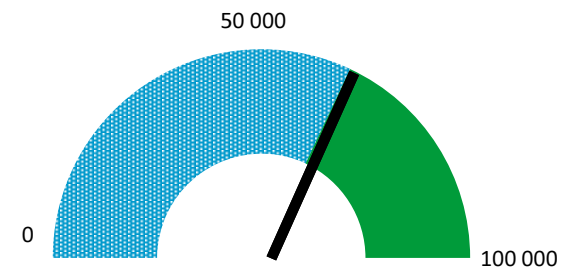


11 registered providers operate in more than one jurisdiction

Table 1: NRSCH registered providers by tier and jurisdiction

Primary Jurisdiction	Tier 1 providers	Tier 2 providers	Tier 3 providers	Total
ACT	1	3	9	13
NSW	20	11	114	145
QLD	4	10	63	77
SA	4	10	32	46
TAS	2	-	-	2
NT	-	1	-	1
Total	31	35	218	284

Properties managed



Over 67 000 community housing properties are managed by NRSCH registered providers

Overall, tenants remain satisfied with the quality of housing services

Over 88% of tenants of Tier 1 and Tier 2 providers who returned a survey were satisfied with the overall quality of housing services

Figure 2: Standard compliance assessments completed

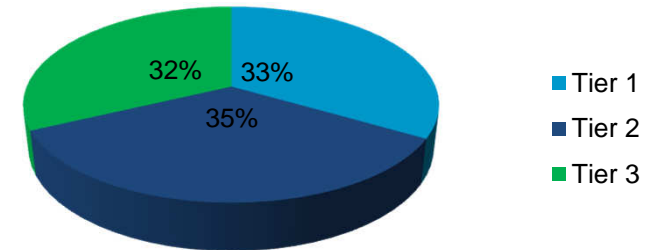
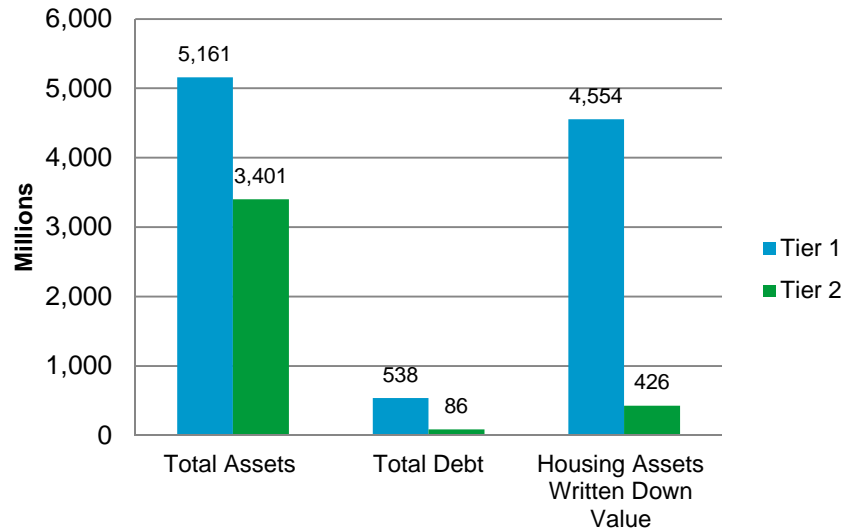


Table 2: Summary of key performance outcomes for Tier 1 and Tier 2 providers assessed in 2016-2017

Target range	Providers Tier	% Providers assessed within target range	
		2016	2017
Occupancy rate >=97% Occupied units as a percentage of the total	Tier 1	86%	84%
	Tier 2	55%	56%
Tenancy turnaround (tenantable) <=14 days Average calendar days tenantable properties are vacant	Tier 1	24%	31%
	Tier 2	17%	28%
Tenancy turnaround (uninhabitable) <=28 days Average number of days lost due to the property being uninhabitable	Tier 1	52%	50%
	Tier 2	16%	16%
Rent outstanding <=2.5% Rent outstanding from current and former tenants as a percentage of total potential income	Tier 1	86%	88%
	Tier 2	72%	84%
Overall tenant satisfaction >=75% The number of tenant satisfied with overall quality of housing services as a percentage of surveys returned	Tier 1	100%	96%
	Tier 2	72%	80%

In 2016-2017, 78 assessments were completed to ensure ongoing compliance with the National Regulatory Code

Figure 3: Total assets, debts and housing written down value for Tier 1 and Tier 2 providers*



71% of Tier 1 and Tier 2 providers with submitted financial data met or were above the Operating EBITDA margin target range.

Financial Performance

The operating EBITDA margin represents operating Earnings Before Interest, Tax Depreciation and Amortisation. It is a measure of financial profitability

Table 3: Operating EBITDA margin for Tier 1 providers

Target Range 8-15%	Above Target Range	Within Target Range	Below Target Range	Total
Tier 1 providers	12	9	7	28

Table 4: Operating EBITDA margin for Tier 2 providers

Target Range 3-10%	Above Target Range	Within Target Range	Below Target Range	Total
Tier 2 providers	11	11	10	32

Note: * Data represents 60 of the total 66 Tier 1 and Tier 2 providers and is based on the most recent financial data submitted