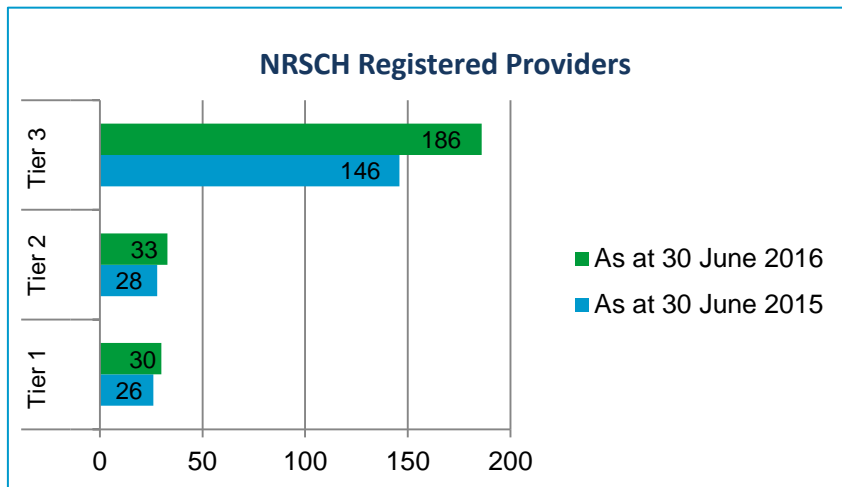


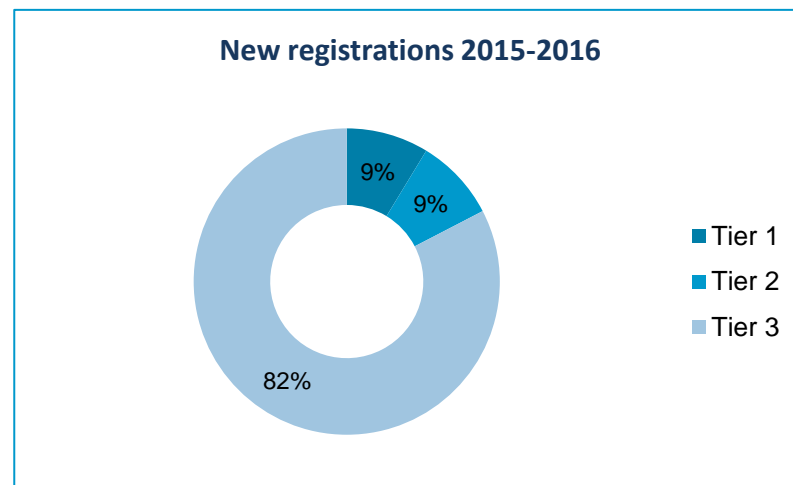
NRSCH Sector Snapshot

2015-2016

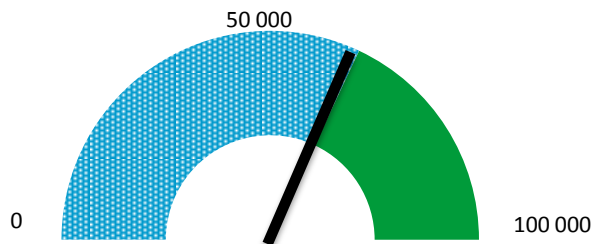
The number of NRSCH registered providers is growing each year



In 2015-2016, 46 new NRSCH registrations were approved.



Properties managed

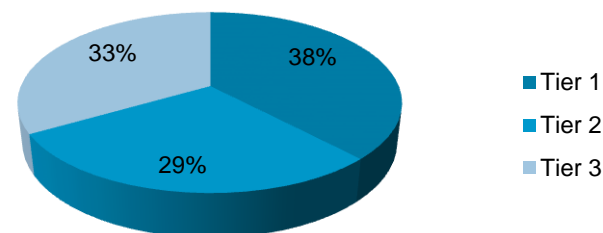


Over 64 000 community housing properties are managed by NRSCH registered providers

Overall, tenants are satisfied with the quality of housing services

Almost 87% of tenants of Tier 1 and Tier 2 providers who returned a survey were satisfied with the overall quality of housing services

Compliance assessments completed



In 2015-2016, 66 assessments were completed to ensure ongoing compliance with the National Regulatory Code

Table 1: Summary of key performance outcomes for Tier 1 and Tier 2 providers

Threshold	Providers Tier	Providers who met threshold	Providers who did not meet threshold	Ambiguous result
Occupancy rate Threshold >=97% Occupied units as a percentage of the total	Tier 1	18	3	-
	Tier 2	10	8	-
Tenancy turnaround (tenantable) Threshold <=14 days Average calendar days tenantable properties are vacant	Tier 1	5	14	2
	Tier 2	3	14	1
Tenancy turnaround (uninhabitable) Threshold <=28 days Average number of days lost due to the property being uninhabitable	Tier 1	11	8	2
	Tier 2	3	9	6
Rent outstanding Threshold <=2.5% Rent outstanding from current and former tenants as a percentage of total potential income	Tier 1	18	3	-
	Tier 2	13	4	1
Overall tenant satisfaction Threshold >=75% The number of tenant satisfied with overall quality of housing services as a percentage of surveys returned	Tier 1	21	-	-
	Tier 2	12	1	5

Table 2: Summary financial information for Tier 1 and Tier 2 providers who completed a compliance assessment in 2015-2016

	Tier 1	Tier 2	Total
Net Assets	\$2,733 million	\$557 million	\$3,290 million
Total Assets	\$3,326 million	\$1,221 million	\$4,547 million
Housing Assets – Written Down	\$2, 954million	\$169 million	\$3,123 million
Total Debt	\$467 million	\$19 million	\$486 million

On average Tier 1 providers who had undergone a compliance assessment had net assets of \$130 million compared to \$31 million for Tier 2 providers

Average total debt for Tier 1 providers was \$22 million compared to just over 1 million for Tier 2 providers

Table 3: Operating EBITDA for Tier 1 providers who completed a compliance assessment in 2015-2016

Threshold 8-15%	Above threshold	Within threshold	Below threshold	Total
Tier 1 providers	9	9	3	21

Operating EBITDA

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

Table 4: Operating EBITDA for Tier 2 providers who completed a compliance assessment in 2015-2016

Threshold 3-10%	Above threshold	Within threshold	Below threshold	Total
Tier 2 providers	7	8	3	18

41% of Tier 1 and Tier 2 providers who completed a compliance assessment had an Operating EBITDA above the threshold