

292 registered community housing providers

The trend of existing providers merging with other registered providers to benefit from economies of scale continued in 2019-20.

10 providers applied to have their registration cancelled in 2019-2020.



During 2020, the NRSCH commenced the collection of property based asset information. To date, **47,145**

properties have been entered for **138 providers**.

Public reporting on total community housing assets has been suspended until property data collection is completed.

9 new providers registered in 2019- 2020

As at 30 June 2020 the sector comprised of over **75,000** tenancies of which about **19,600** were new tenancies created in the financial year.



During 2020 community housing providers have been faced with **unprecedented challenges** as a consequence of the COVID-19 pandemic. Some NRSCH jurisdictions amended operations with routine compliance assessments placed on hold to allow providers to **focus on priorities** arising from the pandemic. This report reflects data held as at 30 June 2020 but the currency may date back to 30 June 2019. In 2020 we expect a deterioration in results because of COVID-19. Registrars remain committed to increasing the **transparency of data** overtime, however, the significant impacts on business operations nationally may influence our ability to provide timely and comprehensive reporting for 2019-2020.

During the year **129** standard compliance assessments were conducted for **126** providers.

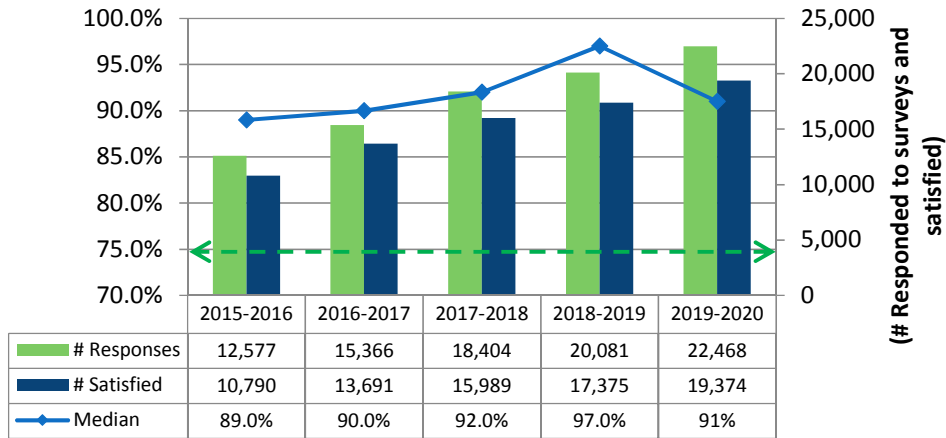
One provider had an overall assessment of **non-compliant**. The Registrar is currently working with this provider to remedy non-compliance.



22 providers underwent **targeted** compliance assessments. **Probity** continues to be the particular focus of most targeted assessments.

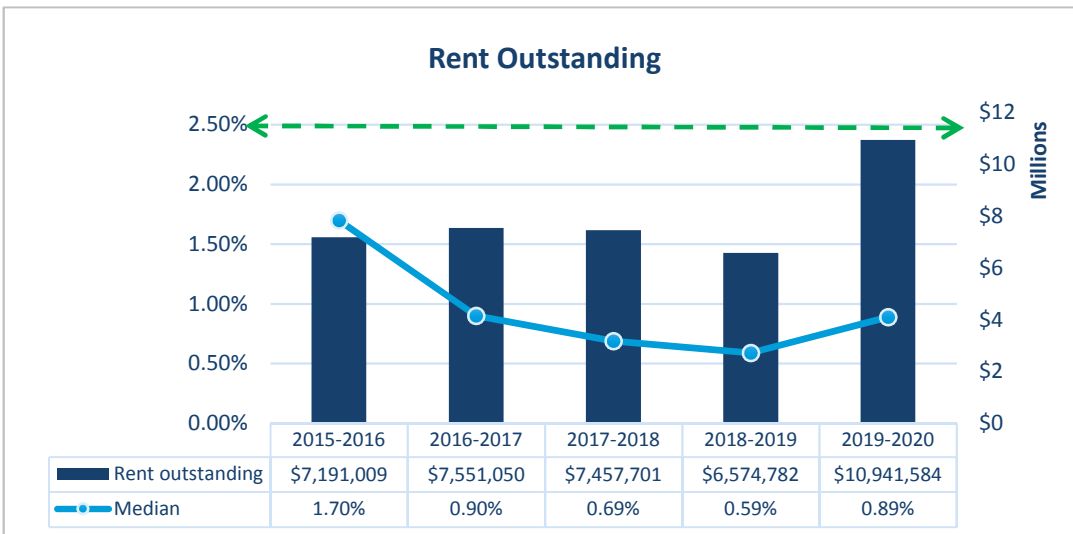
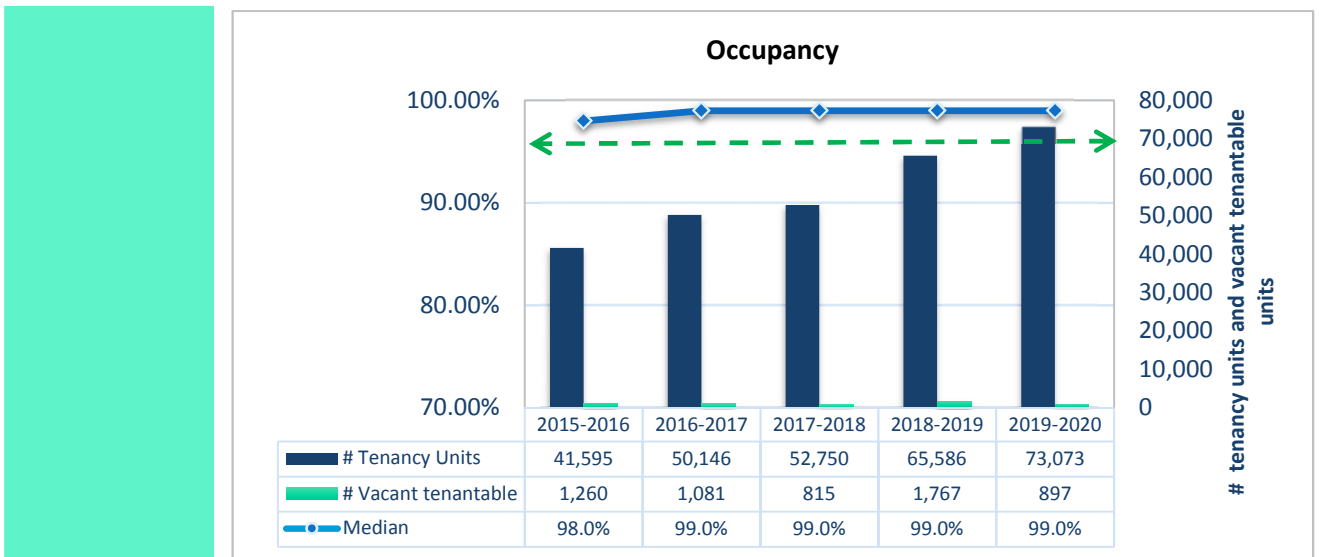
In 2019-2020, **two** providers were subject to enforcement actions. **The Registrar** appointed a statutory manager in one case to protect tenants and community housing assets.

Satisfaction with overall quality of housing services



Tenants consistently report satisfaction with the quality of housing services

Community housing assets are well managed



22% of providers assessed reported no rent outstanding

Year in review

In 2020, the NRSCH achieved key milestones in the delivery of priorities arising from the NRSCH data review. These included:

- Continuation of a **pilot in NSW** examining the reduction of evidentiary requirements for small Tier 3 providers
- Publishing the **NRSCH Data Review Final paper** outlining the NRSCH's plans for data acquisition, analysis and dissemination
- Publishing the first **NRSCH Environmental Scan** identifying macro trends and possible medium and long term impacts on the sector
- Implementing changes to **Financial Performance Reporting** to respond to accounting standard changes affecting Not for Profits as announced by the AASB in 2018.
- Defining and implementing major changes to the Community Housing Regulatory Information System (CHRIS) to facilitate the **collection and management of property data information**
- Opening the **CHRIS portal year round** for Tier 1 and Tier 2 providers to effectively manage their property data

Registrars continue to work on the redesign of the regulatory approach to reduce the burden on providers and improve the transparency of provider and sector performance.

The year ahead

During 2020-2021 Registrars will progress priorities for implementation identified in the NRSCH data review including the commitment to increase the level of transparency of aggregate and provider specific data overtime. Key activities for the year ahead include:

- Publishing two reports in the latter half of 2020:
 - **Compliance Service Evaluation Survey Results** – an analysis of feedback received from providers in relation to their experience of the compliance assessment process
 - **Environmental Scan** – an update on the 2019 report identifying possible impacts on the sector. Key focus areas will include:
 - Business continuity planning
 - Insurance costs
 - Housing market
- Establishing a set of principles for the consistent management of **Special Purpose Vehicles** in the regulatory system
- Commencing a **pilot in Queensland** that advances the NRSCH's goal of developing a customised regulatory approach for community housing providers. The pilot will draw together the three key components of data sharing, data collection and the risk framework.
- Developing a **concept model**, based on findings from the NRSCH data review and the New South Wales and the Queensland pilots, that provides a flexible regulatory approach and ensures the effective and efficient administration of the NRSCH into the future.

