

Inquiry into Social and Affordable Housing Questions on notice – Housing Alliance

CHAIR: Can I go back to community housing providers? I am pretty sure I have read it in your submission that one of the reasons you suggest the Government should hand over is that you just do it better for numerous reasons.

Ms McKENZIE: Yes.

CHAIR: Do you have any evidence to show your key performance indicators, as opposed to Government's, to substantiate that view?

Ms McKENZIE: We can look at our basic key performance indicators which is our rental arrears vacancy turnaround times. I do not have the Government's to hand right at this point. I think that is a very easy comparison to make. I think it is something that needs to happen and I think it is part of the due diligence of looking at the handover of management to provide assurance for Government that is what you are going to get. Tenant surveys consistently show a higher level of satisfaction with community housing providers.

CHAIR: Can you table something like that if given time?

Ms McKENZIE: Yes, we can table that. It is done independently, we do not have anything to do with our own survey.

Response from the Housing Alliance

<u>Housing Alliance KPI's</u>	Overall
Arrears % (rent collected from rent charged)	3%
Void turnaround (Q3 2013/14)	23.23
Vacant turnaround (Q3 2013/14)	14.41
Supported tenancies %	12%
Aboriginal tenancy %	17%
Percentage on benefits %	93%
Disability housed %	44%

Tenant satisfaction survey results for community housing providers where the surveys are completed independently by the NSW Federation of Housing Associations:

Question	Average %
Overall, how satisfied or dissatisfied are you with the services provided?	85
Your rights as a tenant are upheld by your provider (How satisfied or dissatisfied are you that your rights as a tenant are upheld by your provider?)	84
Condition of your home (How satisfied or dissatisfied are you with the condition of your home) ?	85
Your neighbourhood as a place to live (How satisfied or dissatisfied are you with your neighbourhood as a place to live)?	85
Do you know how to make a complaint to your provider?	70
Repairs and maintenance services that your provider provides? (How satisfied or dissatisfied are you with the Repairs and maintenance services that your provider provides?)	78
Communication with your provider? (How satisfied or dissatisfied are you with communication with your provider?)	84
How satisfied or dissatisfied are you with the way your provider involves tenants?	78
Your provider listens to tenants' views and acts on them? (How satisfied or dissatisfied are you that your provider listens to tenants' views and acts on them?)	75
Tenants are able to influence your provider's decision-making? (How satisfied or dissatisfied are you that tenants are able to influence your provider's decision-making?)	64
The way your provider provides you with information? How satisfied or dissatisfied are you with the way your provider provides you with information?	85