

Service Delivery

HIGHLIGHTS

Rental housing units

19,245

Rental housing growth

of the more than 700 new units

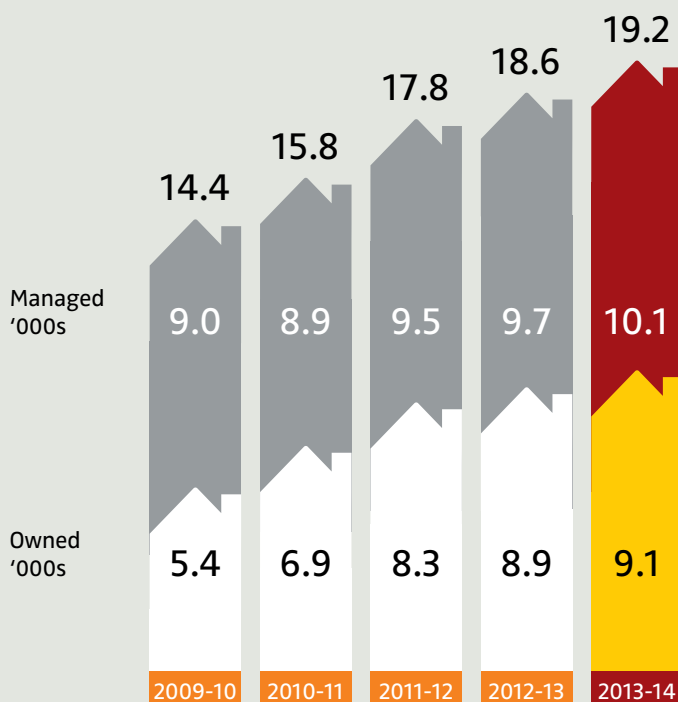
42%
newly built or
purchased by agencies



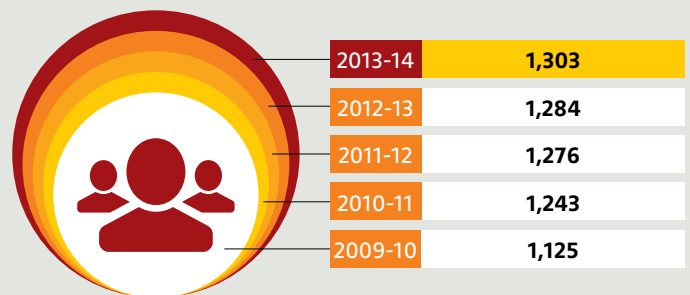
58%
newly managed by
agencies on behalf
of a third party

SECTOR PROFILE

Housing stock



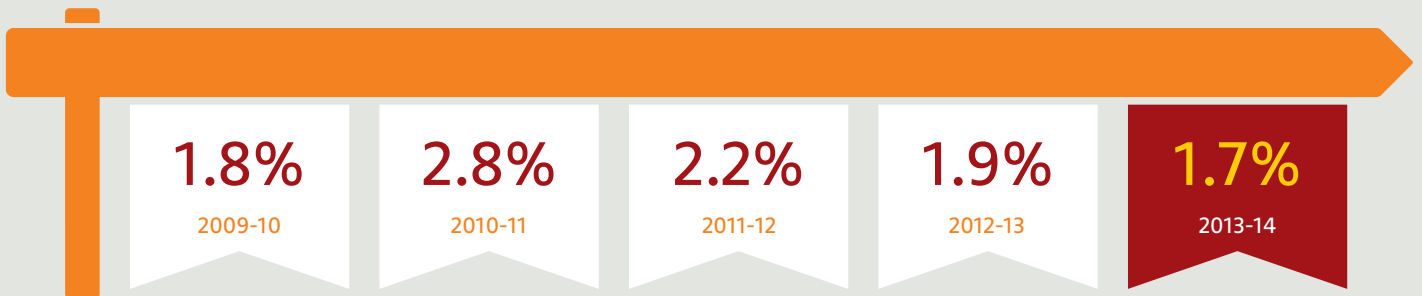
Staff



New households

	2010	2011	2012	2013	2014
Long term	2,233	3,616	4,100	3,407	2,617
Transitional	3,046	3,481	3,325	3,155	2,995
Total	5,279	7,097	7,425	6,562	5,612

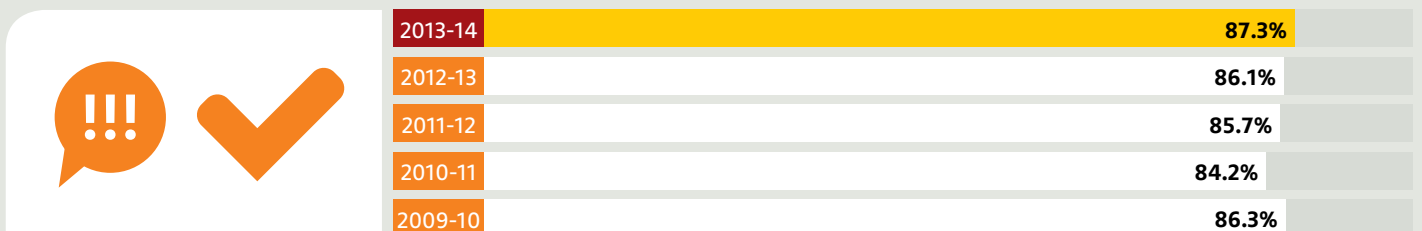
Vacancy rate



Tenancies maintained



Complaints resolved



Key performance indicators

	Sector					Housing associations				
	2009-10	2010-11	2011-12	2012-13	2013-14	2009-10	2010-11	2011-12	2012-13	2013-14
Board member participation rate (%)	79.9	80.7	82.6	81.5	85.3	77.5	83.2	82.4	80.3	84.6
Staff turnover (%)	18.8	19.0	19.9	18.4	17.0	13.8	15.3	21.6	17.2	13.2
Turnaround time (vacant tenatable) (days)	10.8	14.1	16.0	16.3	17.1	13.8	16.7	23.4	23.8	24.1
Void loss (vacant tenatable) (%)	1.3	2.5	2.8	2.1	1.9	1.1	2.4	3.1	2.1	1.7
Rent outstanding from current tenants (%)	2.6	2.4	1.8	1.6	1.6	1.3	1.2	1.4	1.4	1.3
Tenants owing more than eight weeks rent (%)	4.4	4.5	3.6	2.7	2.2	2.2	2.0	2.2	2.2	1.6
Arrears written off as bad debt (%)	1.1	1.2	1.3	0.5	1.0	0.7	0.7	0.9	1.0	0.9
Evictions (%)	4.8	4.9	6.3	6.3	7.1	3.4	3.6	5.8	6.9	8.3
Tenancies maintained (long term housing) (%)	85.0	85.0	86.3	87.0	87.0	85.6	83.5	86.1	87.5	87.6
Tenant/prospective tenant complaints resolved within 30 days (%)	86.3	84.2	85.7	86.1	87.3	89.5	83.9	83.9	88.0	89.6
Tenant satisfaction with housing services (%)	88.1	86.2	88.6	88.9	84.4	87.8	85.9	88.0	90.6	80.8
Tenant satisfaction - consideration of views (%)	81.6	84.2	80.8	85.8	74.8	77.0	84.0	77.5	85.7	67.6
Urgent repairs completed within 24 hours (%)	86.0	89.3	85.5	89.4	86.5	86.8	88.1	83.6	88.7	90.1
Tenants satisfaction with maintenance (%)	81.3	83.5	81.7	83.5	77.4	79.8	81.6	81.2	82.6	73.0