

# Service Delivery

## HIGHLIGHTS

### Rental housing units

19,286

### Rental housing growth

of the more than 500 new units

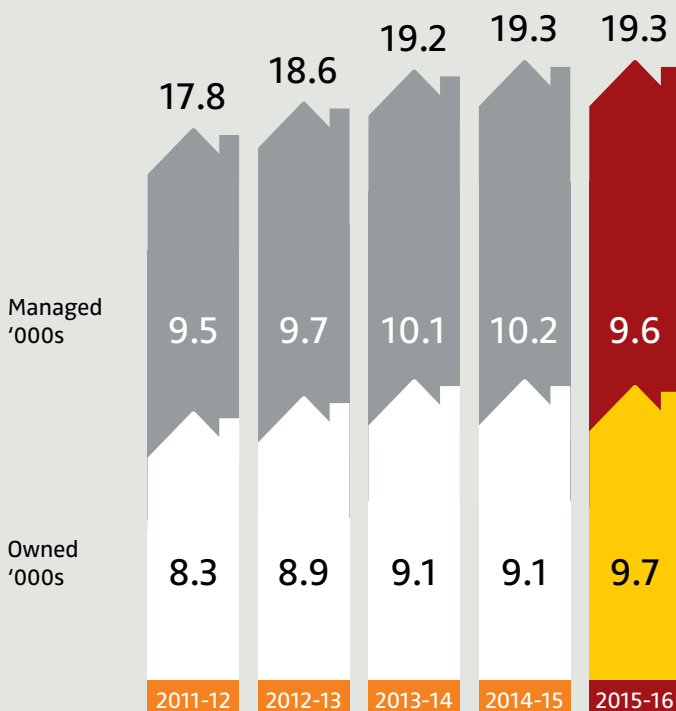
31%  
newly built or  
purchased by agencies



69%  
newly managed by  
agencies on behalf  
of a third party

## SECTOR PROFILE

### Housing stock



### Staff

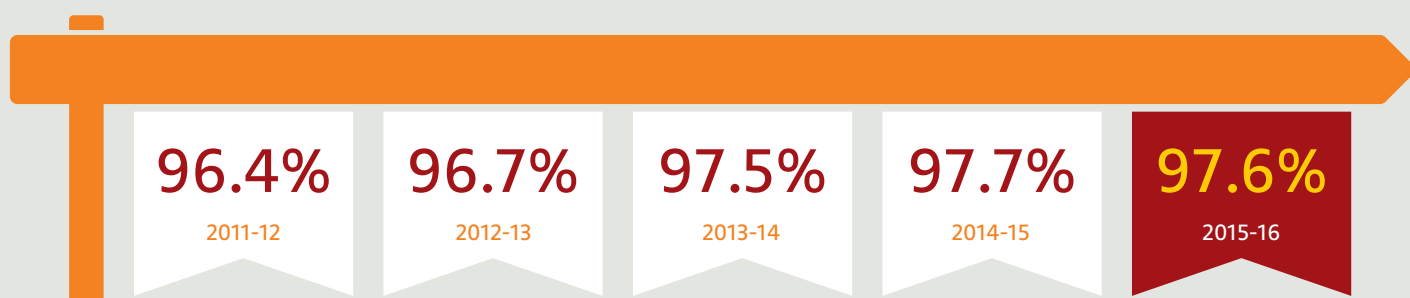


2015-16	1,278
2014-15	1,275
2013-14	1,303
2012-13	1,284
2011-12	1,272

### New households

	2011-12	2012-13	2013-14	2014-15	2015-16
Long term	4 053	3 407	2 623	2 387	2 342
Transitional	3 325	3 155	3 417	2 887	3 007
<b>Total</b>	<b>7 378</b>	<b>6 562</b>	<b>6 040</b>	<b>5 274</b>	<b>5 349</b>

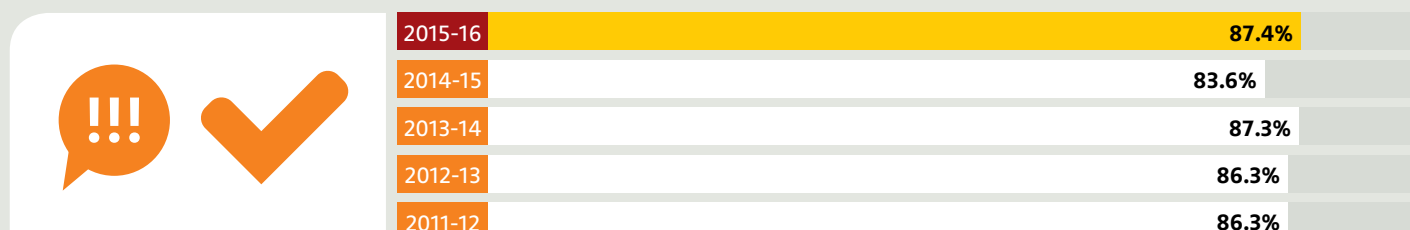
## Occupancy rate



## Tenancies maintained



## Complaints resolved



## Key performance indicators

	Sector					Housing associations				
	2011-12	2012-13	2013-14	2014-15	2015-16	2011-12	2012-13	2013-14	2014-15	2015-16
Staff turnover (%)	25.1	22.7	20.5	18.8	21.2	27.6	20.7	15.6	17.7	18.2
Turnaround time (days)										
Vacant tenable	15.9	16.8	17.1	15.3	14.2	23.4	23.6	24.1	17.4	16.9
Vacant untenable (long term housing)	16.5	20.9	25.8	26.9	25.9	14.8	21.0	27.8	27.1	26.8
Rent outstanding from current tenants (%)	1.8	1.6	1.6	1.5	1.4	1.4	1.3	1.3	1.4	1.3
Tenancies maintained (long term housing) (%)	86.3	87.0	87.0	86.7	86.7	86.1	87.5	87.6	87.1	88.7
Tenant/prospective tenant complaints resolved within 30 days (%)	86.3	86.3	87.3	83.6	87.4	83.9	88.0	89.6	90.3	89.3
Occupancy rate (long term housing) (%)	96.4	96.7	97.5	97.7	97.6	95.9	96.6	97.5	97.9	97.7
Evictions (%)	6.3	6.2	7.1	6.9	7.4	5.8	6.8	8.3	8.8	8.8
Urgent requested repairs completed in 24 hours (%)	85.5	89.2	86.5	90.3	91.2	83.6	88.7	90.1	93.0	94.2
Non-urgent requested repairs completed within 14 days (%)	86.9	88.5	91.3	89.3	89.1	85.0	87.6	90.9	90.2	90.7
Tenant satisfaction – housing services (%)	89.2	89.2	84.6	88.0	86.9	88.0	92.1	81.2	87.6	84.5
Tenant satisfaction – consideration of views (%)	80.6	85.7	74.8	77.2	75.1	77.5	85.4	67.6	75.6	70.6
Tenant satisfaction – maintenance (%)	81.1	83.1	77.2	80.2	78.6	81.3	81.0	72.7	79.4	76.6