



### CHRO Metrics Information Sheet

The Community Housing Registration Office has established metrics and indicators for operational and financial measures. These do not determine compliance by themselves. Rather, they provide a starting point to assess performance.

A **red** or **amber** traffic light does not mean the provider has 'failed' a performance requirement or outcome – instead, it indicates that the data does not meet the target range. The provider has the option to provide an explanation for each of the metrics outcomes. The Registrar seeks to understand contextual and other factors that contribute to the result.

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
<b>PO 1 - Tenancy management metrics</b>				
1.2.4a	Eviction rate short and medium term housing	<3.5% <b>Green</b> ≥3.5% <b>Amber</b>	Tenants evicted as a percentage of the total number of short- and medium-term housing tenancies at 30 June.	1.2.4a Number of short to medium term housing evictions for the year / 1.2.1a Number of Short and Medium term housing tenancies at 30 June
1.2.4b	Eviction long term housing	<1% <b>Green</b> ≥ 1% <b>Amber</b>	Tenants evicted as a percentage of the total number of long-term housing tenancies at 30 June.	1.2.4b Number of Long-term housing evictions for the year / 1.2.1b Number of Long-term housing tenancies at 30 June
1.3a	Percentage of tenants responding to the survey out of total tenants	≥10% <b>Green</b> <10% <b>Amber</b>	Survey responses received as a percentage of the number of tenancies.	"1.4.3 Number of surveys returned"/"1.2.1 Tenancies for the year"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
1.3b	Survey return rate from number of surveys distributed	>=25% <b>Green</b> 5-24% <b>Amber</b> <5% <b>Red</b>	Survey responses submitted as a percentage of the number of surveys distributed.	"1.4.3 Number of surveys returned"/"1.4.2 Number of surveys distributed"
1.4	Number of tenants satisfied with overall quality of housing services (out of those responding to the survey)	>=75% <b>Green</b> 74% - 50% <b>Amber</b> <50% <b>Red</b>	Tenants expressing satisfaction with the overall quality of housing services as a percentage of surveys returned.	"1.4.4 Number of responses satisfied"/"1.4.3 Number of surveys returned"
<b>PO 2 -Housing Asset metrics</b>				
2.1a	Percentage of properties meeting state standard	>=70% <b>Green</b> 60% - 69% <b>Amber</b> < 60% <b>Red</b>	Completed inspections by qualified persons where the condition of the tenancy unit met relevant state housing authority property condition standards as a percentage of inspections completed on the condition of individual tenancy units during the year.	"2.1.4 Number condition standards met"/"2.1.3 Number condition inspection completed"
2.1b	Percentage of properties brought to state standard	>=90% <b>Green</b> 89% - 70% <b>Amber</b> <70% <b>Red</b>	Properties brought to the relevant state housing authority property condition standards as a percentage of those that did not meet the standard. Note: this is calculated indirectly from those that met the standard and the total inspected.	"2.1.5 Number brought to condition standards"/ ("2.1.3 Number condition inspection completed"- "2.1.4 Number condition standards met")"
2.2a	Urgent repairs completed within jurisdictional limits	>=90% <b>Green</b> 79% - 89% <b>Amber</b> <79% <b>Red</b>	Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year.	"2.2.2 Urgent repairs completed"/"2.2.1 Urgent repair requests"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
2.2b	Percentage of tenants satisfied with maintenance services out of those responding to the question	>=75% <b>Green</b> 65% - 74% <b>Amber</b> <65% <b>Red</b>	Tenants who express satisfaction with maintenance services as a percentage of those answering the question.	"2.3.1 Satisfied with maintenance"/"2.3.2 Responding to maintenance question"
2.2c	Percentage non urgent repairs completed within jurisdictional limits	>=80% <b>Green</b> 70% - 79% <b>Amber</b> <70% <b>Red</b>	Non urgent repairs completed within jurisdictional requirements as a percentage of non-urgent repairs requested including requests outstanding from the previous year.	"2.2.4 Non urgent repairs completed"/"2.2.3 Non-urgent repair requests"
2.3b	Percentage of tenants expressing satisfaction with the condition of the property as a percentage of those responding to the question	>=75% 65 - 74 <b>Amber</b> <65% <b>Red</b>	Tenants who express satisfaction with overall condition of the housing unit as a percentage of those answering the question.	"2.3.4 Satisfied with overall condition"/"2.3.5 Responding to condition question"
2.3c	Percentage of tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response	None	Tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response.	"2.3.5 Responding to condition question"/"1.4.3 Number of surveys returned"
2.4a	Percentage of projects on time	100% <b>Green</b> <100% <b>Red</b>	Projects completed on time as a percentage of total projects completed.	"2.4.3 Projects completed on time"/"2.4.1 Total projects completed"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
2.4b	Percentage of projects in budget	100% <span>Green</span> <100% <span>Red</span>	Projects on budget as a percentage of total projects completed.	"2.4.2 Projects completed within budget"/"2.4.1 Total projects completed"
2.4c	Percentage of projects in progress that are on schedule	100% <span>Green</span> <100% <span>Red</span>	Projects in progress that are on schedule as a percentage of projects in progress.	"2.4.6 Projects in progress and on time"/"2.4.4 Total projects in progress"
2.4d	Percentage of projects in progress on budget	100% <span>Green</span> <100% <span>Red</span>	Projects in progress on budget as a percentage of projects in progress.	"2.4.5 Projects in progress within budget"/"2.4.4 Total projects in progress"
<b>PO 4 - Governance metrics</b>				
4.1a	Number of governing body meetings held	>=6 <span>Green</span> <6 <span>Red</span>	Whether the number of governing body meetings held was six or greater.	"4.1.3 Number held"
4.1b	Percentage of meetings held that were quorate	>=80% <span>Green</span> <80% <span>Red</span>	Governing body meetings held that were quorate as a percentage of total governing body meetings held.	"4.1.4 Number held that were quorate"/"4.1.3 Number held"
4.3.2	Governing body evaluation currency	>2 years from due date	The date of the last governing body evaluation compared with the application due date.	"4.3.2 Overall performance evaluation"
4.3.3	CEO performance review currency	>1 year from due date	The date of the last CEO performance review compared with the application due date.	"4.3.3 CEO performance evaluation"
4.4.4	Budget sign off currency	<span>Green</span> if signed up to or before 31 July Otherwise <span>Red</span>	Whether the budget was signed off later than July of the current year.	"4.5.2 Financial budget sign off"
4.5.1	Risk management system currency	>2 years before due date	The date of the last review of the risk management system compared with the application due date.	"4.5.1 Review of risk management system"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
<b>PO 5 - Probity metrics</b>				
5.1	Currency of code of conduct	>3 yrs before due date <b>Red</b>	The date of the last review of the code of conduct compared with the application due date.	"5.1.1 Date of last review"
5.2	Sufficiency of employment checks (number of positions requiring checks recruited to and number of checks completed)	If same number or greater = <b>Green</b> If less = <b>Red</b>	Number of positions requiring checks recruited to minus the number of employment checks completed.	"5.2.4 Number of checks completed" - "5.2.3 Number of positions filled"
5.3	Currency of date of review of fraud, corruption and criminal conduct	<=2yrs number of days <b>Green</b> > 2 yrs. before due date <b>Red</b>	The date of the last review of the fraud, corruption and criminal conduct system compared with the application due date.	"5.3.2 Date of last review"
<b>PO 6 - Management metrics</b>				
6.1a	Occupancy rate	>=97% <b>Green</b> <97% <b>Amber</b>	Occupied units as a percentage of the total number of tenancy units	("6.1.12 Total number of tenancy units" - "6.1.1 Number vacant tenantable tenancy units")/"6.1.12 Total number of tenancy units"
6.1b	Tenancy turnover	No flag so no tolerance	Tenancy exits as a percentage of the average number of tenancies last two years	"6.1.6 Tenancy exits for the year"/[("6.1.4 Number tenancies (previous year)"+"6.1.5 Number tenancies (current year)")/2]
6.1c	Tenancy turnaround (tenantable)	<=14 days <b>Green</b> >14 <29 days <b>Amber</b> 29+ days <b>Red</b>	Average calendar days vacant (tenantable) determined with reference to the total	"6.1.7 Calendar days vacant tenantable"/"6.1.11 Number vacant tenantable unit relet"

CHRIS REF	CHRIS Metrics	Indicator / Target range	Source Fields	Actual field references
			number of actual vacant tenantable properties relet	
6.1d	Tenancy turnaround (untenantable)	<=28 days <b>Green</b> 29 - 35 days <b>Amber</b> >=36 days <b>Red</b>	Average calendar days vacant (untenantable) determined with reference to the total number of actual vacant untenantable properties relet	"6.1.8 Calendar days vacant untenantable"/"6.1.10 Number vacant untenantable relet"
6.2a	Rent outstanding	>2.5% <b>Red</b> <= 2.5% <b>Green</b>	Rent outstanding from current and ex tenants as a percentage of total potential rental income	"6.2.2 Rent outstanding current, ex"/"6.2.3 Total potential rental income (\$)"
6.2b	Rent foregone (vacant tenantable)	>5% = <b>Red</b> <= 5% = <b>Green</b>	Total rent foregone as a percentage of the total potential rental income	"6.2.1 Rent foregone vacant tenantable"/"6.2.3 Total potential rental income (\$)"