Queensland State Regulatory System for Community Housing (QSRSCH)

METRICS INFORMATION GUIDE

*For use by **local governments***

(Government funded community housing providers)

The Queensland State Regulatory System for Community Housing (QSRSCH) 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. 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.

PO 1 —Tenancy management metrics

The local government is fair, transparent, and responsive in delivering housing assistance to tenants, residents, and other clients.

CHRIS reference	CHRIS metrics	Indicator / target range	Source fields	Actual field references Note: forward slash symbol / = divided by
1.2a	Eviction rate	<=10% Green >10% - 12% Amber >12% Red	Tenants evicted as a percentage of the total number of exits for the year.	"1.2.4 Evictions for the year" / "1.2.3 Tenancy exits for the year"
1.3a	Percentage of tenants responding to the survey out of total	>=10% Green <10% Amber	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"
1.3b	Survey return rate from number of surveys distributed	>=25% Green 5% - 24% Amber <5% Red	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 ...) | >=75% Green
74% - 50% Amber
<50% Red | 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" |

PO 2 — Housing Asset

The local government manages its community housing assets in a manner that ensures suitable properties are available now and in the future.

CHRIS reference	CHRIS metrics	Indicator / target range	Source fields	Actual field references **Note:** forward slash symbol / = divided by
2.1a	Percentage of properties meeting state standard	>=70% Green 60% - 69% Amber <60% Red	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 of condition standards met" / "2.1.3 Number of condition inspections completed"

2.1b	Percentage of properties brought to state standard	>=90% Green 89% - 70% Amber <70% Red	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 of condition inspections completed" - "2.1.4 Number of condition standards met")"
2.2a	Urgent repairs completed within Queensland State limits	>=90% Green 79% -89% Amber <79% Red	Urgent repairs completed within Queensland State 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"
2.2c	Percentage non-urgent repairs completed within Queensland State limits	>=80% Green 70% - 79% Amber <70% Red	Non-urgent repairs completed within Queensland state 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"
2.2b	Percentage of tenants satisfied with maintenance services out of those responding to the question	>=75% Green 65% -74% Amber <65% Red	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"

2.3b	Percentage of tenants expressing satisfaction with the condition of the property as a percentage of those responding to the question	>=75% Green 65% – 74% = Amber <65% = Red	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% Green <100% Red	Projects completed on time as a percentage of total projects completed.	"2.4.3 Projects completed on time" / "2.4.1 Total projects completed"
2.4b	Percentage of projects in budget	100% Green <100% Red	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% Green <100% Red	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% Green <100% Red	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"

PO 6 — Management metrics

The local government manages its resources in a cost-effective manner.

CHRIS reference	CHRIS metrics	Indicator / target range	Source fields	Actual field references **Note:** forward slash symbol / = divided by
6.1a	Occupancy rate	>=97% Green <97% Amber	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 Green >14 <29 days Amber 29+ days Red	Average calendar days vacant (tenantable) determined with reference to the total number of actual vacant tenantable properties relet.	"6.1.7 Calendar days vacant tenantable" / "6.1.11 Number vacant tenantable unit relet"
6.1d	Tenancy turnaround (untenantable)	<=28 days Green 29 - 35 days Amber >=36 days Red	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% Red <= 2.5% Green	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 ($)"
6.2b	Rent foregone (vacant tenantable)	>5% = Red <= 5% = Green	Total rent foregone as a percentage of the total potential rental income.	"6.2.1 Rent foregone vacant tenantable" / "6.2.3 Total potential rental income ($)"

Note: Councils are **not required to submit evidence documents or enter metric data in CHRIS** for the following performance outcomes. Instead, Regulatory Services will rely on documents published on Council websites; and compliance activities and reports from other regulatory bodies to assess these performance outcomes.

The following metrics are not required to be completed

PO 3 — Community Engagement metrics **(exempt for councils)**

PO 4 — Governance metrics

The local government is well governed to support the aims and intended outcomes of its business.

PO 5 — Probity metrics

The local government maintains high standards of probity relating to its business operations.

More Information

For further information on the QSRSCH for local governments please visit:
https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/community/registration/state

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