Queensland State Regulatory System for Community Housing (QSRSCH)

GUIDE TO COMPLETING YOUR RETURN

*For use by **local governments***

(Government funded state community housing providers)

Queensland Government

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Introduction

This document is one of a series of guides that have been developed to assist community housing providers completing registration application and compliance returns.

This guide

- provides detailed instructions on the completion of your application for registration or compliance return.

- is designed to help you understand what information should be recorded and how the system validates and analyses the data.

- contains hints and tips to help you complete and check your return.

The guide directly aligns with the Queensland *__Housing Act 2003__* *and* the **Queensland State Regulatory Code.**   It should be read and used in conjunction with other published guides on the Business Queensland website at State registration for local government community housing providers | Business Queensland

Overview

Primary Jurisdiction

The primary jurisdiction is Queensland.

Role of the Registrar

The Registrar is responsible for promoting both a culture of compliance and detecting and addressing non-compliance at the earliest opportunity in order to protect the integrity of the community housing sector.

The Registrar will engage with state providers on an ongoing basis to foster compliance. The engagement is risk-based and common risk profiling methods will be used to assess the risk of non-compliance in the future and for ongoing compliance assessments, where all registered state housing providers will periodically demonstrate that they are achieving relevant performance requirements under the Queensland State Regulatory Code, and otherwise complying with the Queensland State *Housing Act 2003*.

Standard compliance return

Whereas the registration assessment confirmed the capacity of the provider to meet all conditions of registration, compliance assessments confirm the provider is actually complying with the outcomes and requirements of the Queensland *Housing Act 2003* and Queensland State Regulatory Code.

Registered state providers must complete a standard compliance return on a regular basis and submit it to the Registrar.

This forms part of periodic assessments that seeks to ensure ongoing compliance with the Queensland State Regulatory Code and constitutes the minimum level of oversight that will be applied.

The Registrar may also seek input from other relevant parties, such as the housing agency for Queensland or other relevant regulators.

The Registrar uses the information in the compliance return and in the supporting documents to prepare a compliance assessment report. This report sets out the outcome of the assessment, findings on performance and the reasons for the determination.

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The compliance determination report will state whether the state provider is compliant or non-compliant overall with the Queensland State Regulatory Code. Where a determination is made that the provider is compliant there may be performance outcomes where compliance is determined "compliant with recommendations". In these cases, the report will include recommendations or actions to assist the state provider improve performance and bring them to full compliance.

The provider receives a draft determination report for comment before the final compliance determination report is issued.

Where the provider is determined to be non-compliant, enforcement action will be taken.

Steps and timetable for a compliance return

Step	Provider / Registrar	Lead time to complete	Description
Analyst contacts Provider	Registrar	One week before return released to provider	Around one week before the compliance assessment is due to start the provider's nominated main contact will be contacted by the Regulatory Analyst from the Registrar's office. The nominated main contact is the person who was nominated as the contact either at registration or the previous compliance assessment.
Release of Compliance return with the PSAT excel template	Registrar	Compliance start date	On the day the compliance process starts your Regulatory Analyst will send you an email *Invitation to begin the compliance process.* Attached to this email is the Provider Self-Assessment Tool (PSAT). The online return is also made available to the provider to commence the compliance assessment.
Completion of compliance return	Provider	6 weeks	Provider has six weeks to complete and provide/attach evidence. A failure to submit the return by the due date – six weeks from the start date, without the granting of an extension by the Registrar, may constitute a non-compliance with Part 4A of the Queensland *Housing Act 2003.*.
Compliance assessment	Registrar	8 weeks	The analyst will check on completeness of return and if it looks reasonably accurate. An Initial Review email will be sent if further information or clarification is required. Providers will have 2 weeks to submit any further requested information. The time taken to carry out the assessment will depend upon whether in addition to the standard return further regulatory engagement is necessary.
Release of draft determination	Registrar	Will vary as noted above.	Once the assessment is complete you will receive an email notifying you that the draft determination has been completed and the draft determination report is available. You will need to log into the CHRIS system to access the draft report via the Provider Report (PR) page.

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Provider feedback	Provider	Within 2 weeks from receipt of draft determination.	You will have two weeks from the date the email was sent to comment on the draft determination through the portal. For information on providing feedback see Navigating the Community Housing Regulatory Information System (CHRIS) for State Providers guide. The Regulatory Analyst will consider any feedback and may contact you to clarify matters before issuing the final determination. If the provider does not comment within the allocated two weeks, the draft determination will be adopted as final.
Release of Final determination	Registrar	Within 2 weeks from the receipt of provider's feedback.	The release of the Final Determination Report signifies that the compliance process is now completed. You will receive an email from your assigned Regulatory Analyst advising that the Final Determination Report is now available on the Provider's Report page in the portal.

The standard compliance return (the return) will be completed and submitted through the CHRIS portal.

Where registered providers have effective data systems and business documentation, the preparation and submission of the return should be a straightforward and streamlined process. Generally, evidence submitted during the previous compliance assessment does not need to be resubmitted if there are no changes to it. However, previously submitted documentation is required if it has undergone changes, it has been some time since it was last submitted, or it is core documentation.

The focus of the return is on the minimum information needed to allow the Registrar to make an informed judgement about compliance with outcomes at a point in time and to assess the risk of non-compliance in the future.

Guiding principles

In completing the return providers should note the following principles:

- The return is structured around core data sets and standard business documentation rather than the outcomes in the Queensland State Regulatory Code. This is because the same data item or document may contribute to demonstrating the achievement of multiple outcomes.

- The QSRSCH Evidence Guidelines describe how different types of evidence may be used to inform judgement about the achievement of outcomes.

- Apart from the standard data sets, the components of the return describe examples of evidence rather than prescribing required pieces of evidence.

- Evidence can be presented in the form that it exists. Providers are not expected to adjust existing key documents or plans to meet the specific description in the return. For example, if a provider outlines its annual business activities and targets in a series of action plans rather than in one single business plan, these can be submitted as evidence.

- The responsibility is on providers to determine the adequacy of the business documentation they submit with the compliance return. A provider will not be non-compliant for submitting a 'poor' business plan. However, they may be assessed as non-compliant if that business plan does not have the sufficient depth and rigour to demonstrate the achievement of the required

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outcome. Similarly, they may be assessed at high-risk of non-compliance in the future and be subject to additional, targeted monitoring.

- The responsibility is on providers to validate their performance data before submission. By approving the submission of the compliance return the governing body is providing assurance of data reliability.

Process post submission of compliance return

Supplementary evidence

Once your Regulatory Analyst has confirmed that the return is complete, and the core documents have been received, they will use the evidence to assess your compliance against each performance requirement. In some cases, they will be able to reach a decision solely on the return and its supporting documentation. In others they will require more information (supplementary evidence) to reach a determination.

They may need this information because, for example.

- they need to understand more about your performance against a particular outcome

- your business has changed significantly, and they wish to follow up in more detail

- written/documentary evidence is insufficient to determine whether compliance outcomes are met.

Supplementary evidence will only be requested for relevant performance outcomes. It can take the form of additional documentation, a telephone conversation, a meeting, or a site visit. This will be outlined in the email sent to you.

Further information in relation to submitting supplementary evidence is available in the guideline Navigating the Community Housing Regulatory Information System (CHRIS) for State Providers.

Release of draft determination outcome

Once the assessment is complete you will receive an email notifying you that the draft determination has been completed and the draft determination report is available. You will need to log into the system to access the draft report.

Providing feedback

You will have two weeks from the date the email was sent to comment on the determination through the portal. For information on providing feedback refer to the guideline Navigating the Community Housing Regulatory Information System (CHRIS) for State Providers.

The Regulatory Analyst will consider any feedback and may contact you to clarify matters before issuing the final determination. If the provider does not comment within the allocated two weeks, the draft determination will be adopted as final.

Release of Final Determination Report

The release of the Final Determination Report signifies that the compliance process is now completed. You will receive an email from your assigned Regulatory Analyst advising that the Final Determination Report is now available on the Provider's report page in the portal.

Hints and tips

Overview

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The Return is structured by performance outcomes. Under each performance outcome you are asked to enter information and attach evidence to enable the assessment of all performance requirements applicable to that outcome.

Some documents such as business plans contain evidence to meet more than one performance outcome or requirement. Providers do not need to attach evidence more than once.

The following information is provided to assist you with the completion of your return.

Reporting business rules for registered agencies that manage tenancy units on behalf of another registered agency

To ensure consistency with other government reporting requirements where tenancy units are managed by one registered agency on behalf of another registered agency, it is the responsibility of the managing agency (not the owner) to report on these units in the return.

Percentages

Calculated percentages for metrics may be more than 100%. If, however, you are concerned that it may not be accurate; review your calculation figures. Information in relation to calculations is displayed in the Metrics section for each performance outcome.

Comments

Provide comments for as many of the Performance Outcomes as possible as they give context for validating and analysing your return. This is particularly important if circumstances have changed from the previous year, if figures are different or if you have any red traffic light indicators in your metrics.

Save, save, save!

The system will not auto save so frequently save your work. Do not navigate away from the page you are working on without saving or work may be lost.

Clicking *next* will automatically save previously entered work but work on the current page will not be saved automatically if you close the tab, lose the internet connection, or navigate away from the page - so be sure to save, save, save!

Before you submit your return

Submitting evidence

The questions in the return itself are insufficient to demonstrate capacity or compliance as they do not cover every performance requirement. The QSRSCH Evidence Guidelines, provide details on what evidence is listed for each performance requirement to demonstrate capacity or compliance. The evidence guidelines are not intended to be prescriptive and allow for you to propose alternative evidence sources.

In addition, the Provider Self-Assessment Tool (PSAT) will be provided to you when you begin your return. The PSAT provides further guidance on the evidence requirements specific to your organisation. You are required to complete the PSAT and submit it along with your evidence in CHRIS.

After you submit your return

Errors and incorrect information

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Contact your Regulatory Analyst if you identify an error after you have submitted your return and ask them to reopen your return so that you can update the information.

This is important as the information you record will be used to report aggregated data about the community housing sector. Once you have corrected the information you may resubmit your return.

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Performance Outcomes

Performance Outcome 1 – Tenant and Housing Services

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

State Providers are expected to demonstrate this performance outcome particularly in relation to the following:

- determining and managing eligibility, allocation, and termination of housing assistance
- determining and managing rents
- setting and meeting relevant housing service standards,
- supporting tenant and resident engagement
- facilitating access to support for social housing applicants and tenants with complex needs
- managing and addressing complaints and appeals relating to the provision of housing services
- maintaining satisfaction with the overall quality of housing services

Further information in relation to evidence requirements, or suggested evidence sources, is set out in the QSRSCH Evidence Guidelines.

Section 1.1 Tenancy Management

Outsourced services

If providers outsource tenancy management services, they remain responsible for ensuring compliance with performance outcome 1 and/ or other relevant outcomes. You will need to demonstrate how you monitor and review your outsourced service providers' performance. *Where services are outsourced, the provider will be required to complete all sections of the return.* It is expected that providers will receive performance data from their outsourced service providers to enable them to complete the relevant parts of the return.

Reference	Question	Additional information
1.1.1	Tenancy activities are outsourced	Select the tick box if any services including property management are delivered under an agreement with another organisation. This is where the provider has arranged the outsourcing but remains 'responsible' for the community housing asset either because it is owned by them or because they hold the lease.
1.1.2	Details of contract/ agreement	If there is outsourcing, you should record each outsourced service partner under the *partnerships* link on the *Accounts* Page as Outsourced Service Partnerships.

Section 1.2 Tenancy numbers for year 30 June

Reference	Question	Additional information
1.2.1	Tenancies for the year	A **tenancy** is defined as households under individual tenancy agreements.

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Reference	Question	Additional information
		Enter the total number of tenancies (i.e., number of tenanted properties – including non-self-contained) **as at 30 June**. This number should be the same as 6.1.5.
1.2.2	New tenancies for the year	Total number of new tenancies created starting in the financial year to 30 June. **New tenancies** are defined as tenancies that were allocated during the year either to existing or new/ upgraded tenancy units. Exclude tenancies that transferred from one dwelling to another dwelling, regardless of whether they have a new tenancy agreement in place. **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit.
1.2.3	Tenancy exits for the year.	**Tenancy exit** is defined as any ending of a tenancy including evictions. Total exits (for whatever reason including eviction) for year to June 30. Tenancy exits should be greater than or equal to the eviction number. It cannot be less than evictions. This figure should be the same as 6.1.6.
1.2.4	Evictions for the year	**Eviction** is defined as a warrant/ order for vacant possession and the tenancy is subsequently terminated. Total number of evictions for the year to 30 June.

Section 1.3 Tenancy services standards

Reference	Question	Additional information
1.3.1	Tenancy service standards are set	Do you communicate what tenants/ residents/ clients can expect from your organisation? If yes, select the *tick box*. This could include office opening hours, response, and completion times for different types of enquiries, privacy, conduct, quality, and information provision.
1.3.2	Details of standard setting	Record how your organisation communicates what tenants and residents can expect from the service. Select the documents where this information is contained from the pick list.

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Section 1.4 Tenant satisfaction

State Providers are not required to carry out tenant surveys but if surveys have been conducted you are encouraged to record your results. State Providers whose core business is not community housing are still expected to obtain feedback from residents about the accommodation they provide.

Reference	Question	Additional information
1.4a	No tenant satisfaction survey	Please tick if you have not conducted a tenant satisfaction survey.
1.4.1	Date of last survey	Enter the date of the latest survey which included a question on whether tenants were satisfied with the overall quality of housing services.
1.4.2	Number of surveys distributed	The total number of surveys that were distributed to tenants and residents on the above date. See Note above.
1.4.3	Number of surveys returned	The number of completed surveys received. This includes surveys completed via interview. See Note above. Exclude: surveys incorrectly/ invalidly completed. Note: if the overall satisfaction question was completed but other answers were missing this survey can be counted.
1.4.4	Number of responses satisfied	Number of responses where tenants were satisfied with the overall quality of housing services. See Note above. Include the total number of responses that are 'very satisfied' or 'fairly satisfied.' Do not include 'neutral' type answers such as 'neither satisfied nor dissatisfied.' Do not include 'Don't know' type responses.

Section 1.5 Tenant access to support

Providers should be able to demonstrate that they establish and maintain adequate arrangements to facilitate support needs of tenants, so that tenants are assisted to sustain their tenancies. It is accepted that provision of some services is in limited supply. Providers may use the return to explain the reasons for any problems in enabling access to services.

Reference	Question	Additional information
1.5.1	Number of supported tenancies in place as at 30 June	**Supported tenancies** are defined as those where the tenant has a support plan or other special specific assistance to help the tenant/ household sustain their tenancy
1.5.2	Partnerships to deliver support	Select yes or no from the list. **Support partnerships** are defined as formal agreements between the provider and another agency to deliver support to their tenants. Typically, these will be documented in an agreement which will list activities, have performance targets, and contain details about how the delivery will be monitored, reviewed, and periodically reviewed.
1.5.3	Details of support partnerships	If support partnerships are in place, add (or update) a record for each partnership under 'Formal Support Partnerships' using the *Partnerships* link on the *Accounts* page.

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Performance Outcome 1 Metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions. To view the metrics, select *Save*.

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber, or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range.

Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metric 1.2a – Eviction rate 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* ***Note:** forward slash symbol / = divided by*
Metric 1.3a – Tenant response rate Percentage of tenants responding to survey out of total tenants	*1.4.3 Number of surveys returned / 1.2.1 Tenancies for the year*
Metrics 1.3b – Survey return rate 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*
Metrics 1.4 – Tenant satisfaction rate Number of tenants satisfied with overall quality of housing services (out of those responding to the survey)	*1.4.4 Number of responses satisfied / 1.4.3 Number of surveys returned*

Performance Outcome 1 Completed

Please tick *Performance outcome 1* completed when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached the completed Provider Self-Assessment Tool (PSAT) and any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements, and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage, please do not tick this box.

This box must be checked on every page to allow the return to be submitted.

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Performance Outcome 2 – Housing Assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future.

State Providers are expected to demonstrate this performance outcome particularly in relation to the following:

a. determining changing housing needs and planning asset acquisitions, disposals, and reconfiguration to respond (strategic asset management)

b. setting and meeting relevant property condition standards

c. planning and undertaking responsive, cyclical and lifecycle maintenance to maintain property conditions (asset maintenance)

d. planning and delivering its housing development program (asset development).

Further information in relation to evidence requirements, or suggested evidence sources, is set out in the QSRSCH Evidence Guidelines.

Section 2.1 Property condition activity for the year to 30 June

Reference	Question	Additional information
2.1a	No property condition survey	Property condition surveys are designed to identify issues that need to be addressed and will inform maintenance plans and programs. These are not routine visits to check on requested repairs nor do they relate to property condition reports completed at the commencement of a tenancy. They will typically involve a full external and internal examination checking on roof condition, electrical wiring. If you are not responsible for maintenance on any of your properties tick the box. You will have already identified in the Community Housing Asset Performance Report if you have no responsibility for this type of activity. *If the tick box is selected, you are not required to answer any further questions in Section 2.1. Go to Section 2.2*
2.1.1	Number of properties due for survey	Total number of tenancy units (community housing assets) scheduled for a survey of their condition in accordance with requirements relevant to the Housing department. Where providers own a property, it is assumed that they will have a program to survey all these properties on a periodic basis. Property surveys are typically conducted at least every three years.
2.1.2	Surveying party's qualification	Describe the qualifications and experience of those conducting the property condition surveys. Inspections should be conducted by individuals with appropriate qualifications and experience. The experience/ qualifications of the persons conducting these inspections should be recorded.

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2.1.3	Number where condition survey completed	Record the number of condition surveys completed by a suitably qualified/ experienced person.
2.1.4	Number where condition standards met	Number of properties where the relevant state housing condition standards were met at the time of the survey, that is, they required no work to be conducted to bring them to standard.
2.1.5	Number bought to condition standards in the year.	The number of properties bought to standard during the year. Note: this may include properties surveyed in the previous year. It is not anticipated that all properties inspected in the financial year that are not up to standard will be bought to standard in the same year.

Section 2.2 Repair Activity for the year to 30 June

All providers are required to complete Section 2.2. This includes providers who are not responsible for maintenance. See Section 1.1 Outsourcing for further information

Reference	Question	Additional information
2.2.1	Urgent repair requests	Providers can use their own definition of urgent repairs except where this is specified as part of a contract or agreement with another agency. Include all requested repairs in the year to 30 June plus any outstanding from the previous financial year. Include urgent repairs to common area.
2.2.2	Urgent repairs completed	Urgent repairs completed in the year to 30 June.
2.2.3	Non-urgent repair request	Non-urgent repairs exclude property (void or vacant) maintenance and planned or cyclical type maintenance that is part of a 'pro-active' program. This could include non-planned non-urgent work to common area.
2.2.4	Non-urgent repairs completed	Non-urgent repairs completed in the year to 30 June.

Section 2.3 Tenant satisfaction with maintenance and condition

Reference	Question	Additional information
2.3a	No maintenance surveys conducted.	If no surveys that captured maintenance satisfaction were conducted, please tick this box. *If this box is selected you are not required to answer 2.3.1, 2.3.2, 2.3.4* Note: if you have not completed a survey but are collecting information about tenant satisfaction with maintenance services record details in 2.3.3.
2.3.1	Tenants satisfied with maintenance as taken from the last tenants survey (details entered under 1.4.1)	Number of tenants satisfied with overall quality of maintenance services during the year. Include: • the total number of responses that are 'very satisfied' or 'fairly satisfied.'

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Reference	Question	Additional information
		Do not include: • 'neutral' type answers such as 'neither satisfied nor dissatisfied.' • 'Don't know' type responses.
2.3.2	Number responding to the maintenance question in the survey	From the last general tenant survey, the total number of tenants responding to the tenant survey question on quality of maintenance conducted by the provider.
2.3.3	Assessing maintenance satisfaction	Provide details of any other ways other than tenant survey that the provider uses to assess tenant satisfaction with maintenance. For example, focus groups, resident or tenant meetings, maintenance feedback forms
2.3.4	Satisfied with overall condition	Tenant satisfied with property condition as taken from the last tenants' survey. Include: • the total number of responses that are 'very satisfied' or 'fairly satisfied.' Do not include: • 'neutral' type answers such as 'neither satisfied nor dissatisfied.' • 'Don't know' type responses.
2.3.5	Responding to condition question	Number of tenants responding to the condition question in the general tenant survey

Section 2.4 Community housing asset development projects

Providers should demonstrate they manage their development program and individual projects to minimise the variation in timeframes and to budgets.

Reference	Question	Additional information
2.4a	No property development	If no property development, tick the box. If the box is selected, you are not required to answer any further questions in Section 2.4
2.4.1	Total projects completed	Total community housing asset development projects completed in year to 30 June. A community housing asset development project is one involving property construction managed by the provider.
2.4.2	Projects completed within budget	Total number of community housing asset development projects completed within the contracted budget in the year 30 June. Budget refers to the budget allocated at the start. It should not include additions/ variations agreed to after its start unless it involved additional units or a higher specification. Additions agreed where site remedial issues were identified, design defaults were identified should not be considered.
2.4.3	Projects completed on time	Total number of community housing asset development projects completed by the contract due date in the year to 30 June

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Reference	Question	Additional information
		On time refers to the timescale agreed at the start unless an extension was granted to include additional units.
2.4.4	Total projects in progress	Total number of community housing asset development projects in progress, that is, projects which had not been completed as 30 June. Include projects that have started during the financial year but have yet to be completed regardless of the completion date.
2.4.5	Projects in progress within budget	Project in progress at 30 June forecast to be completed on budget. Use definition of 'on budget" in 2.4.2
2.4.6	Projects in progress and on time	Projects in progress at 30 June forecast to be completed on time. Use definition of 'on time' in 2.4.3
2.4.7	Number of properties under development	Total number of properties under development

Section 2.5 Development partnerships

Reference	Question	Additional information
2.5	Details of development partnerships	If the provider is or was in partnership with other entities on development projects completed or in progress, or due to start in the next financial year, add a record in the Partnerships section for each development partnership, contract or consortium under 'Development: Engagements, Contracts and Agreements' under 'Partnerships' on the Account page

Performance Outcome 2 Metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions. To view the metrics select *Save.*

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber, or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range.

Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metrics 2.1a – Properties meeting state standard 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* **Note:** *forward slash symbol / = divided by*

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Metrics 2.1 b – Properties brought to state standard 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)*
Metrics 2.2a – Urgent repairs complete within Housing department limits Urgent repairs completed within Housing department 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*
Metrics 2.2b – Satisfaction with maintenance services Percentage of tenants satisfied with maintenance services out of those responding to the question.	*2.3.1 Satisfied with maintenance/ 2.3.2 Responding to maintenance question*
Metrics 2.2c - Percentage non-urgent repairs completed within Housing department limits Non-urgent repairs completed within Housing department 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*
Metrics 2.3b –Satisfaction with condition of housing unit as a percentage of those answering the question 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*
Metrics 2.3c – Satisfaction with condition of property as a percentage of the survey response Percentage of 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*
Metrics 2.4a – Percentage of projects on time Projects completed on time as a percentage of total projects completed.	*2.4.3 Projects completed on time / 2.4.1 Total projects completed*
Metrics 2.4b – Percentage of projects in budget Projects on budget as a percentage of total projects completed.	*2.4.2 Projects completed within budget / 2.4.1 Total projects completed*
Metrics 2.4c – Percentage of projects in progress that are on schedule 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*
Metrics 2.4d – Percentage of projects in progress on budget 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*

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Performance Outcome 2 Completed

Please tick *Performance outcome 2 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached the completed Provider Self-Assessment Tool (PSAT) and any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements, and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage, please do not tick this box.

This box must be checked on every page to allow the return to be submitted.

Performance Outcome 3 – Community Engagement

Performance Outcome 3 is Not Applicable for Council state community housing providers.

Performance Outcome 4 – Governance

The community housing provider is well governed to support the aims and intended outcomes of its business.

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

Performance Outcome 5 – Probity

The community housing provider maintains high standards of probity relating to the business of the provider.

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

Performance Outcome 6 – Management

The community housing provider manages its resources to achieve the intended outcomes of its business in a cost-effective manner, specifically in relation to the following:

a) demonstrating it utilises its assets and funding to meet business goals;

b) implementing appropriate management structures, systems, policies and procedures to ensure the operational needs of its business can be met (including having people with the right skills);

c) experience and the systems and resources to achieve the intended outcomes of its business. .

State Providers are expected to demonstrate this performance outcome by submitting metric data only.

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Section 6.1 Vacancies and tenancies as at 30 June or the year ending 30 June

Reference	Question	Additional information

6.1.1a	No vacant tenantable units	Tick this box if you had no vacant tenantable units.
		If tick box selected, go to 6.1.2a.
		A **vacant tenantable unit** is defined as a unit that is ready to be occupied.
		Include:
		   A. units that are difficult to tenant (e.g., geographically isolated, a lack of suitable tenants)
		   B. new tenancy units where a Certificate of Occupancy has been obtained.
		   C. non-self-contained units if these form a separate tenancy.
		Exclude:
		   D. tenancy units where your agency has chosen not to tenant the unit (e.g., due to tenant welfare issues).
		   E. tenancy units where an agreement exists (e.g., with the State/ territory housing authority, or another agency with nomination rights) that the tenancy unit remains vacant.

6.1.1.	Number of vacant tenantable tenancy unit	Number of vacant tenantable tenancy units as at 30 June. **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit. Include: • units that are difficult to tenant (e.g., geographically isolated, a lack of suitable tenants) • new tenancy units where a Certificate of Occupancy has been obtained • non self-contained units if these form a separate tenancy Exclude: • tenancy units where your agency has chosen not to tenant the unit (e.g., due to tenant welfare issues) • tenancy units where an agreement exists (e.g., with the State/ territory housing authority, or another agency with nomination rights) that the tenancy unit remains vacant
6.1.2a	No vacant untenantable	Tick this box if you had no vacant untenantable units. *If tick box selected, go to 6.1.3a.* A **vacant untenantable unit** is defined as an unoccupied tenancy unit where maintenance has either been deferred or has not been completed.

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Reference	Question	Additional information
6.1.2	Number vacant untenantable tenancy units	Number of vacant untenantable tenancy units as at 30 June Include: • damaged units, units awaiting insurance evaluation, units intentionally left vacant as part of a forthcoming sale or major upgrade or maintenance • newly acquired tenancy units where maintenance is required prior to occupancy and your agency is responsible for this (record from the date of commencement of maintenance) • vacated maintenance • non self- contained units if these form a separate tenancy Exclude: • tenancy units where your agency has chosen not to tenant the unit (e.g., due to tenant welfare issues) • tenancy units where an agreement exists (e.g., with the state housing authority, an agency with nomination rights) that the tenancy unit remain vacant
6.1.3a	No tenancy units (other) vacant	Tick this box if you have no tenancy units (other) vacant. *If tick box selected, go to 6.1.4*
6.1.3	Number tenancy units vacant (other)	Number of tenancy units (other) vacant as at 30 June Other includes tenancy units vacant as: • an agency has chosen not to tenant the unit (e.g., due to tenant welfare issues) • an agreement exists (i.e., with the State/ Territory housing authority, or another agency with nomination rights) that the tenancy unit remain vacant **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit.
6.1.4	Number tenancies (previous year)	Number of tenancies at 30 June (of previous year) **Tenancies** are defined as households being housed under individual tenancy agreements, not tenancy units.
6.1.5	Number of tenancies (current year)	Number of tenancies at 30 June *See 6.1.4 for definitions.* This will be the same figure recorded in 1.2.2
6.1.6	Number of tenancy exits.	**Tenancy exit** is defined as any ending of a tenancy including evictions. Exclude tenancies that transferred from one dwelling to another dwelling This will be the same figure recorded in 1.2.3
6.1.7	Calendar days vacant tenantable	The number of days all tenancy units were vacant combined into a total figure for the year. These figures are used to calculate the average turnaround time for units.

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Reference	Question	Additional information
		Turnaround time or relet period is the interval (in calendar days) between the termination date and the next tenancy start date. Include: • All days vacant from the time the dwelling (referring to 6.1.11) became vacant during this or a previous reporting period, to the time the property was relet during this reporting period • If the property is being let for the first time the turnaround time should be calculated from the date the property was acquired or accepted as completed (if a new development) to the date of the first tenancy. Exclude: • All days vacant for dwellings awaiting tenancy at 30 June • All days vacant for dwellings that are defined as 'vacant untenantable unit' (6.1.2) • All days vacant for dwellings that are defined as 'Other' (6.1.3)
6.1.8	Calendar days vacant untenantable	The number of days all tenancy units were vacant combined into a total figure for the year. These figures are used to calculate the average turnaround time for units. **Turnaround time** or relet period is the interval (in calendar days) between the termination date and the next tenancy start date Include: • All days vacant from the time the dwelling (referring to 6.1.10) became vacant during this or a previous reporting period, to the time the property was relet during this reporting period Exclude: • All days vacant for dwellings awaiting tenancy at 30 June • All dwellings that are defined as a vacant tenantable unit (6.1.1) • All days vacant for dwellings that are defined as 'Other' (6.1.3)
6.1.9	Total calendar days vacant other	The number of calendar days vacant (for vacant other units relet during the year to 30 June)
6.1.10a	No vacant untenantable relet	Tick this box if you have no untenantable relets. *If tick box selected, go to 6.1.11a*
6.1.10	Number of vacant untenantable relet	Total number of actual vacant untenantable properties relet during the year to 30 June. **Untenantable units** are those where on the exit of the previous tenant they required maintenance to bring them to a tenantable standard before letting them to a new tenant. Include non-self-contained units if these form a separate tenancy
6.1.11a	No vacant tenantable relet	Tick this box if you have no vacant tenantable relets. *If tick box selected, go to 6.1.12*
6.1.11	Number of vacant tenantable unit relet	Total number of actual vacant tenantable properties relet during the year to 30 June.

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Reference	Question	Additional information
		Tenantable units are those where they were ready for occupation (i.e., require no remedial works to bring them to a tenantable standard) either on the exit of the previous tenant or because they are new tenancy units where a certificate for occupancy has been obtained. Include non-self-contained units if these form a separate tenancy.
6.1.12	Total number of tenancy units	Total number of tenancy units including all occupied and vacant tenantable, vacant untenantable, vacant (other) at 30 June.

Section 6.2 Rental income

Reference	Question	Additional information
6.2.1	Rent foregone vacant tenantable $	Total rent foregone (vacant tenantable) The amount of 'Rent foregone' due to each 'vacant tenantable tenancy unit' being vacant, combined into one total figure for the year. Rent foregone is to be calculated as average rent charged per unit in the last financial year as a daily rate times the number of days vacant (See 6.1.7 Calendar days vacant tenantable)
6.2.2	Rent outstanding from current/ ex tenants $	Represents the total loss of unpaid rent from current and ex tenants as at 30 June. This includes current tenant and ex-tenant unpaid rent that has not been written off to bad debts, and therefore is deemed collectable by the provider. This is used to calculate metrics 6.2a Rent outstanding which is a measure of rent arrears.
6.2.3	Total potential rental income $	Enter the total rental income for the year based on all tenancy units being fully tenanted.

Performance Outcome 6 Metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions. To view the metrics select *Save.*

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber, or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range.

Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metric 6.1a – Occupancy Rate 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* ***Note:*** *forward slash symbol / = divided by*

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Metric 6.1b – Tenancy Turnover Tenancy exits as a percentage of the average number of tenancies in the last two years	*6.1.6 Tenancy exits for the year/ [(6.1.4 Number of tenancies (previous year) + 6.1.5 Number tenancies (current year)/ 2]*
Metric 6.1c – Tenancy Turnaround (tenantable) 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*
Metric 6.1d – Tenancy Turnaround (untenantable) 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*
Metric 6.2a – Rent outstanding 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 ($)*
Metric 6.2b – Rent foregone (vacant tenantable) Total rent foregone as a percentage of the total potential rental income	*6.2.1 Rent foregone vacant tenantable"/"6.2.3 Total potential rental income ($)*

Performance Outcome 6 Completed

Please tick *Performance outcome 6 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached the completed Provider Self-Assessment Tool (PSAT) and any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements, and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage, please do not tick this box.

This box must be checked on every page to allow the return to be submitted.

Performance Outcome 7 – Financial Viability

The community housing provider is financially viable at all times.

Note: Councils are not required to submit evidence documents in CHRIS. Instead, Regulatory Services will rely on documents published on Council websites, and compliance activities and reports from other regulatory bodies to assess this performance outcome.

Community Housing Asset Performance Report (CHAPR)

The CHAPR is used to collect information about the number, location, and characteristics of the state providers' community housing assets, and where applicable the scope and scale of its property development activity.

The **CHAPR must be completed and calculated** before the Return can be submitted successfully. Further guidance on completing the CHAPR is available at **Guide to Completing your CHAPR for State Providers.**

Consent, authorisation, and declaration

When you have completed the return and are ready to submit your return, tick the *'Ready to submit form'* tick box then press the *'Finish'* button.

This will bring you back to the overview page where you will be able to press the *'Submit for Approval'* button.

If you receive an error message, please untick the *'Ready to submit form'* box and check that you have:

- completed all the questions on this page; and

- ticked the tick box at the end of every page (e.g., 'Performance Outcome 1 Completed).

- selected the Calculate button on the CHAPR page

- ticked the CHAPR Completed button

Once you have successfully submitted the Return, the form will be locked from editing and the Registrar will be notified that the form has been submitted. You will also receive an email notification confirming the form has been submitted.

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Glossary

Community Housing

Housing for people on a very low, low, or moderate income or for people with additional needs that is delivered by non-government organisations.

Community Housing Asset

a) land vested in the state provider by or under the community housing legislation of Queensland

b) land acquired by the state provider wholly or partly with funding provided by the Queensland Government

c) land vested in the state provider on which the Queensland Government has constructed housing or made other improvements

d) funds provided to the state provider by the Queensland Government for the purposes of community housing

e) any other asset of the state provider that is of a class of assets declared by the community housing legislation of Queensland as community housing assets for the purposes of the Queensland State Regulatory Code.

Community Housing Provider

An organisation that delivers social or affordable housing for people on lower incomes and housing-associated services covered by the social and affordable housing policies of government policy and funding agencies.

Housing Agency

The relevant Queensland department or agency with responsibility for policy and funding decisions relating to community and other housing.

Queensland State Register of Community Housing Providers

A state database with the details of all registered state providers that is made publicly available.

Queensland State Regulatory Code

The performance requirements that registered state providers must comply with in providing community housing.

Queensland State Regulatory System for Community Housing (QSRSCH)

The QSRSCH is a regulatory system designed to contribute to a well governed and managed community housing sector and provide a platform for the ongoing development and viability of the state community housing sector in Queensland.

Operational Guidelines

The suite of guidelines that governs the operation of the state regulatory system are available on the Business Queensland website at State registration for local government community housing providers | Business Queensland.

State Provider

A community housing provider that has successfully undergone the registration process for the QSRSCH and has been registered.

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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

The Queensland Registrar, Regulatory Services, Department of Housing and Public Works can be contacted by:

Email: QldHousingRegistrar@housing.qld.gov.au

Phone: (07) 3013 2666

Post: Queensland Registrar, Regulatory Services,
Department of Housing and Public Works
GPO 690, Brisbane Qld 4001

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