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## **6A HOUSING ASSISTANCE**

### **6A.1 Jurisdiction comments**

Un sourced information has been obtained from Commonwealth, State and Territory Governments.

Definitions for the descriptors and indicators in this attachment are in Section 6A.4.

### **New South Wales Government comments**

“ As in 1994–95 NSW continues to face a high level of demand for public housing. While large numbers of households were assisted throughout the year, waiting lists continued to grow. The high cost of housing in Sydney exacerbates affordability problems for low income households.

Public housing is well targeted to those in need. Of current public housing tenants, 80 per cent would have to spend more than 30 per cent of their income to pay the median private rent cost for an appropriate size dwelling in their current location. 87 per cent would have to spend more than 25 per cent of their income.

*Administration costs:* Average administration costs per dwelling increased during 1995–96 as a result of the commencement of a number of projects which will assist the overall effectiveness of the Department of Housing. In particular, the Department is undertaking a project to assess the condition of its housing stock that will provide a sound basis for the further development of the Department’s asset management strategy. Significant expenditure has also occurred in the information technology area as the Department prepares to introduce an integrated housing management system.

It should be noted that expenditure associated with the administration of public housing applications and waiting list management, which is a major contribution to the workload of client service staff, is also included in this figure.

*Operational Costs:* The average operational cost per dwelling, which measures the asset usage cost, has increased slightly since 1994–95. This reflects the Department of Housing’s commitment to improving its current housing stock, wherever appropriate. This is being achieved through an increased investment in responsive and planned maintenance.

*Cost of stock production and acquisition:* The high cost of land in Sydney is evident in comparing the cost of acquiring properties in NSW to other states and territories. The average acquisition cost in NSW is approximately \$50 000 higher than the next most expensive jurisdiction. Average construction costs are at the lower end of the cost scale compared to other jurisdictions as land values are based on historic costs rather than current market values. ”

### Victoria Government comments

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During 1995–96, Victoria established a new strategic framework to guide housing programs for the forthcoming period of reform under the Commonwealth–State Housing Agreement (CSHA).

Major components of the strategy which impact directly on the provision of Public Housing services include:

- providing priority to those households most in need of assistance;
- improving the public housing asset base; and
- improving value for money in service delivery.

In addition, Victoria undertook a review of its community housing sector leading to recommendations for a significant restructure. The first stage of the review has focused upon crisis and youth housing entailing a clear separation of housing management from client support and the establishment of a modest number of professional housing management organisations to manage these types of accommodation.

Initiatives designed to thus better services for clients and improve asset management were introduced and include:

- the introduction of 55 Neighbourhood teams operating from 39 locations, providing housing assistance, tenancy and maintenance services for clients from a single delivery point.
- the introduction of direct debiting service for rental payments for Department of Social Security (DSS) recipients. At 30 June 1996, 26 per cent of all tenants were on direct debiting arrangements.

In addition, the Office of Housing model, separating tenancy management and asset management functions, was completed with service agreements put in place between the separate units.

Also completed was a comprehensive stock condition survey, indicating a maintenance backlog. Stock condition is being addressed in Housing’s asset management strategy, with funds being made available in 1996–97 for upgrades and minor capital works to improve stock condition.

During 1995–96, Victoria continued to provide a consistent level of service to its Public Housing clients, while continuing to maintain low administration costs per dwelling in comparison with the rest of Australia.

Victoria is committed to the further development of performance indicators aimed at assessing the quality of public housing outcomes, and is now introducing more regular reporting on a range of these indicators for management decision support.

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### Queensland Government comment

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The scope of the performance reporting process has improved and expanded in this report, and there are improvements in the accuracy and reliability of data. Thus some indicators need to be read with caution.

Consumer satisfaction is a new measure reported in this report, and it is noted that Queensland had the most positive result from the nationally consistent survey. Queensland will be analysing the results of that survey in detail to inform developments in service delivery.

Queensland has a relatively low proportion of applicants for public housing waiting more than five years. Unlike most other jurisdictions, Queensland has very limited priority access for public housing (although a priority housing system is being introduced later in 1996–97). Other jurisdictions may have considerable proportions of applicants receiving out of turn access, which would have an adverse effect on waiting times for other applicants. Queensland is also understood to have higher rates of turnover in public housing than other jurisdictions which may relate to a more mobile population.

Queensland's results on the targeting indicators indicates Queensland's public housing is very well targeted with 95 per cent of public housing tenants being defined as "in need" (at the 25 per cent affordability benchmark). A proportion of those tenants not defined as being "in need" are likely to be residing in parts of the state where there is a very poor or unaffordable private rental market (for example, rural and remote areas). A related indicator is that illustrated in Figure 13.13 showing that Queensland has a relatively high proportion of community service obligations — such a result would be expected with such well targeted public housing (that is, most tenants require rent subsidies).

Queensland is also showing good performance in relation to turnaround times for vacant stock and proportion of tenants in arrears. These results reflect the considerable effort being given to effective arrears management and stock management in Queensland. The arrears figures (4 per cent of tenants in arrears more than four weeks) exceeds the housing authority's target of 5 per cent.

Finally there remain considerable data consistency problems with some key indicators. The rate of return indicators, which draw on a number of data sources, are particularly subject to inconsistencies depending on how jurisdictions interpret each element of the data. In 1995–96, for example, Queensland is required to report asset value on an historic cost basis for annual reporting purposes, which is inconsistent with the approach proposed for this exercise. Thus Queensland considers this particular indicator to be an unreliable measure of performance between jurisdictions at this stage, and one that needs to be addressed prior to the next Report.

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### Western Australia Government comments

“ Homewest aims to ensure all Western Australians have access to suitable and affordable housing. Its programs are aimed at low income home buyers and renters, disadvantaged groups and people with special housing needs.

During the 1995–96 financial year, three new programs were introduced to assist people into home ownership: the Aboriginal Home Ownership Scheme; the Access Home Loan Scheme to assist people with disabilities, and the Keystart First Homebuyers Scheme (low deposit).

512 dwellings were sold to tenants who took advantage of the “Right to Buy” scheme.

Homewest continued with its commitment to dismantle its sixteen public housing estates across the state in order to create more attractive living environments, to reduce Homewest’s rental presence and encourage home ownership.

As is evidenced by our performance indicators, the rental waiting list was reduced by more than 11 per cent. This reduction is attributable to more efficient management and to the opportunities offered through Homewest’s home purchase products. During the 1995–96 financial year, the number of new tenancies exceeded the net applications received by 1538. The average waiting time was 14.5 months with 28.94 per cent of households being accommodated within one month.

Homewest also realised a significant reduction in its rental arrears. This success is mainly attributed to the expansion of the Direct Deduction Scheme and improved arrears recovery procedures.

During 1995–96 Homewest re-valued its rental portfolio in line with the uniform reporting requirements and state government regulations. Also, there were major changes to accounting policies and reporting formats emanating from changes to accounting standards and government regulatory guidelines.

The final year of the 1994–1997 Corporate plan will see Homewest focus on the major issues of management of assets by ensuring: that stock is well matched to the needs of its customers in terms of location and amenities; continued management of tenancies; the provision of housing services designed to achieve the best value for money; debt management; providing home ownership opportunities through six key programs which target households on low to moderate incomes, long term tenants, seniors, aboriginal people and people with disabilities, and continuous improvement in customer service.”

### South Australia Government comments

“ SA has a relatively large public housing sector with one in eight dwellings publicly owned, compared with the national average of one in twenty. This is primarily the result of linking public housing building programs to industrial and economic development, especially during the 1950s and 1960s. This approach is reflected in the eligibility criteria for public housing which is open to everyone who doesn't own residential property, although now there is a greater emphasis on households in need. The data reflects this policy with below average proportions of households in need at the 25 and 30 per cent benchmarks.

An outcome of this approach to public housing is that some 20 per cent of all tenants are paying full rent. During 1995–96 the South Australian Housing Trust (SAHT) moved to market rent and subsequently with all full rent payers paying market rent, the level of community service obligations as measured in the performance indicator is lower than other states.

General allocation of public housing is on a wait–turn basis. However, a priority system, accounting for some 15 per cent of allocations provides early access to households in acute housing need. The data show SA with a high proportion of applicants waiting more than five years. Waiting time in this context is a function of the generous eligibility criteria, with some applicants, although suitably housed, lodging their application as a form of “housing insurance”. These applicants are often prepared to wait long periods to ensure that they get sought after stock types in high demand areas.

The building programs of the 50s and 60s have left the State with large estates of three bedroom housing built at the urban fringe. This often results in a mismatch of household size to dwelling size resulting in a higher rate of underutilisation than other states. This is being addressed through a range of measures including targeted purchasing programs, an active sales program and the use of major redevelopment programs. Added to the fact that the Trust is concentrating on retiring high interest rate debt has meant a decline in stock over the last financial year of some 1000 dwellings.

In addition to providing public housing the Trust assists renters in the private rental market through the Private Rental Assistance Service (PRAS) and the Rent Relief Scheme. During 1995–96, \$9.03 million for bonds, rent in advance and rent in arrears was provided to 22 000 renters. A further \$9.55 million was paid to 29 000 recipients under the Rent Relief Scheme.

The development of performance indicators has served as a useful exercise in progressing the housing reform agenda. However, SA considers that the inclusion of those data related to Community Housing should be given priority.

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### Tasmania Government comments

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Housing Services provides public rental dwellings, rental subsidies to public housing tenants, and assistance to those who wish to rent private housing, become involved in community managed housing, or buy a home.

During 1995–96 initiatives focused on provision of better services for clients and improved asset management. New service centres which provide clients with access to housing assistance within their neighbourhood were opened. Strategies to address issues emerging in areas with high concentrations of public housing were developed. The Tasmanian Housing Information System (THIS) which assists tenancy and property management and provides for improved program reporting was implemented.

In general, the level of supply of public housing in Tasmania leads to accessible rental accommodation. However, many dwellings are poorly located or inappropriate to client needs and this has a direct impact on turnaround times. In areas where there are high concentrations of public housing, accommodation may be offered quickly after application, but refusal rates are high. Some households wait long periods even if in housing stress in order to obtain housing in a preferred location, some choose a private market alternative, which in Tasmania is reasonably priced. The variation in time to let properties across jurisdictions must also take account of different standards and practices operating across states.

Strategies to reposition the asset base have been developed including mechanisms for disposal of surplus stock and redeveloping older housing in well serviced, high demand locations.

Administration costs for 1995–96 are in the middle range. The State has and is continuing to improve arrears management procedures. The rent collected in 1995–96 outweighed the rent charged to tenants for the period. Rate of return on equity is favourable. Performance against these measures will continue to be of significant interest as there is a move to a commercialised mode of operation.

The data collection and comparison exercise to date provides a basis for further work, however continued development and refinement of performance measures and processes is necessary and this must be done in the context of future housing reform.

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### **Australian Capital Territory Government comments**

“ ACT Housing recognises that greater flexibility in the delivery of housing assistance and housing-related services is fundamental to improving housing. Significant resources have been allocated in an effort to identify operational initiatives which will enable ACT Housing to deliver its services more cost efficiently, with more effective outcomes, particularly in the areas of client service, asset management and financial management.

#### *Client Service*

ACT Housing has commenced the process of establishing client service teams in regional offices with the integration of property and tenancy management, private rent and home ownership assistance, to respond to the needs of existing and future clients. As well, service standards are being progressively introduced and promoted in the Customer Service Commitment Charter. In addition to the National Survey of Customer Satisfaction undertaken by Donovan Research, ACT Housing surveyed clients in the Belconnen Region where service improvement initiatives have been introduced. Of those surveyed, 70 per cent believed services had improved.

#### *Asset Management*

ACT Housing is currently implementing strategies to improve the management of its rental asset portfolio. Strategies include the implementation of a strategic asset portfolio plan and a better targeted maintenance program. The recent devolution of urgent and minor maintenance repairs to regional offices is expected to improve the level of client service and generate savings in maintenance delivery and management costs.

#### *Financial Management*

During 1995–96, the capacity to effectively monitor debt levels and recover rent arrears was restricted as a result of work bans during an industrial dispute. Subsequently, the overall tenant debt level has reduced.

In line with financial management reforms taking place in the ACT, ACT Housing recently implemented accrual accounting with the introduction of the Oracle Government Financials accounting package. Oracle will enable ACT Housing to provide timely, relevant and accurate financial information.

An increase in ACT Housing's operational costs from 1994–95 to 1995–96 was due to a \$5.5 million write-off in depreciation costs for rental dwellings, as a result of audit advice.

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### **Northern Territory Government comments**

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The diversity of the NT necessitates a different approach to the delivery of housing assistance. Some important factors include:

- the dispersed population — only 1 person per 766 hectares, with 33 per cent of the population living in non-urban areas;
- the high proportion of Indigenous people (26 per cent of the total population), 70 per cent of whom live in remote areas;
- the absence of a private housing rental sector in many of the remote areas;
- the 50 per cent of total land area that is either Aboriginal granted land or under land claims;
- the demographics of the population resulting in low home ownership rates at only 46 per cent; and
- the stage of development, resulting in a high public housing market presence, comprising 14 per cent of all structured housing stock and a higher proportion of non-rebated tenants.

The provision of home purchase assistance remains a high priority in the NT.

It is important to note that the figures presented in this report do not include remote indigenous housing since this is now administered through the Indigenous Housing Authority of the NT through the first bilateral housing arrangement in Australia.

It is encouraging to note that continual monitoring and improvements in tenancy and maintenance management have meant that administration costs per dwelling are below the national average, despite the extra difficulties of maintaining housing in widely dispersed locations. The Report also shows good turnaround times, low rental arrears, a good match of household size to dwelling and a good rate of return on equity.

High market rents, exceeding those of Sydney in centres such as Nhulunbuy and Katherine, the lack of a private market sector in remote centres and the difficulties of providing housing on Aboriginal communities, combine to mean that public housing continues to be the only option for many Territorians.

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## 6A.2 Nationally comparable performance indicators

Consumer satisfaction indices are ‘weighted’ indices. These are calculated to reflect the level of satisfaction with and perceived importance of each of the parameters that contribute to the index.

Table 6A.1: Consumer satisfaction indices, 1996

<i>Aspect</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (weighted)</i>
Overall index	64	62	68	67	66	62	62	63	65
Product index	71	67	70	70	69	64	68	66	69
Service index	60	60	67	66	65	61	59	61	62

*Source:* Donovan Research unpublished 1997

Also provided are a suite of survey results relating to aspects of consumer satisfaction with public housing. It is common in consumer satisfaction measurement for a large proportion of consumers to opt for a moderately positive response category. In interpreting customer satisfaction data, it is therefore important to take particular account of the end points of the scale, that is the proportion of consumers prepared to give a strong favourable endorsement or who are dissatisfied. A useful tool is the satisfaction differential, which looks at whether the difference between those that are very satisfied and those that are dissatisfied is positive or negative.

Table 6A.2: Consumer satisfaction results, 1996 (per cent)<sup>1</sup>

<i>Aspect</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Overall satisfaction</i>									
Very satisfied	22	19	27	23	23	20	14	20	22
Satisfied	46	41	46	49	45	47	43	42	45
Dissatisfied	21	20	13	16	13	18	24	17	18
<i>Overall condition of the home</i>									
Very satisfied	24	22	26	22	22	22	15	17	23
Satisfied	45	39	41	42	43	42	40	42	42
Dissatisfied	23	27	20	27	22	23	30	25	24
<i>Treatment from staff</i>									
Very satisfied	24	22	28	26	24	25	18	20	24
Satisfied	51	44	49	54	51	46	43	47	49
Dissatisfied	15	15	10	10	10	12	19	13	13
<i>Non-emergency maintenance</i>									
Very satisfied	12	11	24	13	18	14	15	17	15
Satisfied	31	42	44	47	45	35	34	40	40
Dissatisfied	47	31	19	27	20	31	32	29	32
<i>Emergency maintenance</i>									
Very satisfied	28	26	35	26	33	24	31	27	29
Satisfied	35	35	39	42	40	36	40	43	38
Dissatisfied	29	26	16	23	16	26	18	18	24
<i>Information provision</i>									
Very satisfied	16	17	23	16	19	18	13	17	18
Satisfied	52	49	50	56	50	51	49	46	51
Dissatisfied	18	14	10	12	9	12	17	14	14

1 Figures do not add to 100 due to non response and other reasons.

Source: Donovan Research unpublished 1997

Table 6A.3: Consumer satisfaction results, 1996 (per cent)<sup>1</sup>

<i>Aspect</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Knowledge of staff</i>									
Very satisfied	13	14	20	18	14	15	11	14	15
Satisfied	51	42	43	55	44	44	37	42	47
Dissatisfied	18	14	10	12	9	12	17	14	14
<i>Design and layout of home</i>									
Very satisfied	25	22	24	22	22	21	20	18	23
Satisfied	50	48	47	50	50	48	48	47	49
Dissatisfied	19	16	15	21	14	20	17	21	17
<i>Location of home</i>									
Very satisfied	43	42	43	48	41	37	54	40	43
Satisfied	41	42	41	38	43	42	36	44	41
Dissatisfied	10	9	8	9	7	11	5	7	9

1 Figures do not add to 100 due to non response and other reasons.

Source: Donovan Research unpublished 1997

### **6A.3 Single jurisdiction data**

Two data sets are presented.

Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The counting rules for the first data set — 1992–93 to 1994–95 — were contained in the *Report on Government Service Provision 1995* (SCRCSSP 1995).

Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

### 6A.3.1 New South Wales

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.4: NSW descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	na	na	137 817 <sup>1</sup>	137 817	138 044
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	na	133 555
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	na	na	78 525 <sup>2</sup>	na	82 682
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	na	na	24 089 <sup>3</sup>	na	50 873
Market rent for year ending 30 June	\$m	937	948	974	973	966
Rent charged for year ending 30 June	\$m	na	na	na	na	408

na not available.

1 Includes all public housing assistance and has been calculated using a count of tenancies current as at 30 June, 1994 plus new tenancies established between 1 July, 1994 and 30 June, 1995 (inclusive). Nominal transfers, that is, same address and mutual exchanges are excluded.

2 Metro region — Sydney Statistical Division (SD05).

3 Non-metro region — rest of State.

Table 6A.5: NSW descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	381 <sup>1</sup>	385 <sup>1</sup>	393 <sup>1</sup>	393	400
Total recurrent and capital expenditure for year ending 30 June	\$m	569 <sup>2</sup>	522 <sup>2</sup>	535 <sup>2</sup>	535 <sup>5</sup>	442 <sup>5</sup>
Total number of public rental housing dwellings occupied at 30 June	No.	na	na	122 235 <sup>3</sup>	122 235	122 166
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	na	na	9 336	na	2 854
Total number of untenable public rental housing dwellings vacant at 30 June	No.	na	na	5 524	na	363
Total number of vacant public housing dwellings as at 30 June	No.	na	na	1 637	1 637	1 844
Total market value of stock	\$m	13 312 <sup>4</sup>	13 893 <sup>4</sup>	14 390	14 390 <sup>6</sup>	13 240 <sup>6</sup>
Total number of rebated households	No.	na	na	na	na	111 679
Total number of non-rebated households	No.	na	na	na	na	10 487

na not available.

1 Total rent actually collected refers to the net result of gross rent less rebates, write offs and net movement in rental debtors and add received in advance.

2 Total expenditure — the sum of Grants for Other Assistance claimed from the Commonwealth as a general allowance and total capital expenditure.

3 Occupied dwellings — count of current tenancies, excluding Housing for Aborigines, Community Housing and headleased properties, as at June 30, 1995.

4 Untenable dwellings are those dwellings vacant for more than four weeks. Include all vacancies for the financial year.

5 Includes programs that provide housing assets controlled and managed by the Department of Housing. Excludes recurrent program expenditure, ARHP, CAP, community housing and the Social Housing Subsidy Program.

6 1994–95 includes all residential property that is, community housing, ARHP, crisis accommodation and public housing. 1995–96 include all public housing dwellings.

Table 6A.6: NSW effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na <sup>2</sup>	32
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na <sup>2</sup>	na <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na <sup>2</sup>	36 <sup>2</sup>
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na <sup>2</sup>	na <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	82 <sup>1</sup>	na	na	na <sup>2</sup>	87 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	72 <sup>1</sup>	na	na	na <sup>2</sup>	na <sup>2</sup>

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

2 Available for rebated tenants only. Unable to apply proxy occupancy standard A or B. In order to allocate an appropriate size dwelling the household's current dwelling size has been used. For singles these are predominantly bedsits, one bedroom and two bedroom accommodation. Rent Assistance has only been allocated on the basis of the main tenant's household type. No rent assistance has been allocated to other adult household members. Data on the percentage of assessable income paid in rent is only available for rebated tenants. Therefore the results are expressed as a percentage of the number of household dwellings occupied by rebated households at 30 June.

Table 6A.7: NSW effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	80 <sup>3</sup>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	na <sup>3</sup>
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	94 <sup>1</sup>	na	91
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	na	100
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	na	100
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0 <sup>1</sup>	na	0
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	9 <sup>2</sup>	na	na	na	6
Occupied dwellings with high overcrowding	per cent	na	na	na	na	0
Occupied dwellings underutilised	per cent	8 <sup>2</sup>	na	na	na	6

na not available.

1 Definition of household income varies from Department of Social Security assessable income criteria.

2 Based on 1991 Census data.

3 Available for rebated tenants only. Unable to apply proxy occupancy standard A or B. In order to allocate an appropriate size dwelling the household's current dwelling size has been used. For singles these are predominantly bedsits, one bedroom and two bedroom accommodation. Rent Assistance has only been allocated on the basis of the main tenant's household type. No rent assistance has been allocated to other adult household members. Data on the percentage of assessable income paid in rent is only available for rebated tenants. Therefore the results are expressed as a percentage of the number of household dwellings occupied by rebated households at 30 June.

Table 6A.8: NSW effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	na <sup>1</sup>	na	16
- less than 1 year;	per cent	na	na	23	na	28
- less than 2 years;	per cent	na	na	47	na	48
- less than 3 years;	per cent	na	na	67	na	65
- less than 4 years;	per cent	na	na	83	na	79
- less than or equal to 5 years;	per cent	na	na	na	na	90
- longer than 5 years	per cent	na	na	17	na	10

na not available.

1 Unavailable for those persons waiting less than 6 months. Does not include 5 000 applicants awaiting eligibility assessment.

Table 6A.9: NSW efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	5	5	5	na	4
Rate of return on total assets before interest and tax	per cent	3 <sup>1</sup>	3 <sup>1</sup>	3 <sup>1</sup>	na	3
Administrative costs per dwelling	\$	na <sup>2</sup>	na <sup>2</sup>	955 <sup>2</sup>	na	1 666 <sup>4, 6</sup>
Operational costs per dwelling	\$	na <sup>3</sup>	na <sup>3</sup>	1 286 <sup>3</sup>	na	1 432 <sup>5, 6</sup>
Community Service Obligations	per cent	59	59	59	na	58
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	151 304
- 2 bedroom dwellings;	\$	na	na	na	na	187 340
- 3 bedroom dwellings;	\$	na	na	na	na	193 951
- 4 or more bedroom dwellings	\$	na	na	na	na	236 765
- All dwellings	\$	na	na	na	na	190 338

na not available.

1 The interest on borrowings is the figure used.

2 Refers to the general operating budget which includes capitalised overheads. Includes community housing, aboriginal housing, home purchase assistance authority and the office of housing policy.

3 Includes depreciation costs on properties, office furniture/office equipment, motor vehicles and computer/PABX equipment. Maintenance includes total repairs and maintenance repairs net of recoveries.

4 Total administration costs involved in other areas of operation, for example, community housing, are not able to be separated from the administration costs associated with public housing at this stage.

5 Includes depreciation and maintenance costs for the total portfolio.

6 As NSW is unable to accurately separate costs associated with different areas of operations, to ensure consistency the total number of dwellings owned and managed by the NSW Department of Housing has been used for this indicator.

Table 6A.10: NSW efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	73 726
- 2 bedroom dwellings;	\$	na	na	na	na	136 122
- 3 bedroom dwellings;	\$	na	na	na	na	161 404
- 4 or more bedroom dwellings	\$	na	na	na	na	237 271
- All dwellings	\$	na	na	na	na	100 329
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed	per cent	na	na	99	na	98
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	3.01	na	5.58
- more than 8 weeks; and	per cent	na	na	2.50	na	2.47
- more than 12 weeks	per cent	na	na	na	na	1.68
Turnaround rent foregone	per cent	na	na	3	na	4
Average turn around time for:	Days	na	na	na	na	33
- normally vacant stock;						
- newly acquired stock; and	Days	na	na	na	na	na
- newly constructed stock	Days	na	na	na	na	na

na not available.

### 6A.3.2 Victoria

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.11: Victoria, descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	na	na	69 777	na	69 435 <sup>3</sup>
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	na	62 998 <sup>3</sup>
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	na	na	45 688 <sup>1</sup>	na	41 746 <sup>2, 3</sup>
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	na	na	24 089 <sup>1</sup>	na	21 252 <sup>2, 3</sup>
Market rent for year ending 30 June	\$m	na	na	347 <sup>2</sup>	347	343
Rent charged for year ending 30 June	\$m	na	na	na	182	185 <sup>4</sup>

na not available.

1 Capital city and rest of state is based on a Departmental split that is similar but not identical to the ABS definition. Figure excludes transfers.

2 The total number of properties with a market value on rent was 62 108.

3 The number of tenants on rebates is as at 30 June 1996. Excludes those tenants who were receiving a rebate during the period, but who were paying market rent at 30 June 1996.

4 Rent charged for year is net of vacancy rents and bad debts.

Table 6A.12: Victoria, descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	na	na	181 <sup>1</sup>	181 <sup>6</sup>	183 <sup>6</sup>
Total recurrent and capital expenditure for year ending 30 June	\$m	na	na	437	437 <sup>7</sup>	472 <sup>7</sup>
Total number of public rental housing dwellings occupied at 30 June	No.	na	na	60 973 <sup>2</sup>	60 973	61 042
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	na	na	952 <sup>3</sup>	950	646
Total number of untenable public rental housing dwellings vacant at 30 June	No.	na	na	1 817 <sup>4</sup>	1 820	1 841
Total number of vacant public housing dwellings as at 30 June	No.	na	na	2 769	2 770	2 951
Total market value of stock	\$m	na	na	4 507 <sup>5</sup>	4 507	4 658
Total number of rebated households	No.	na	na	na	55 466	55 125
Total number of non-rebated households	No.	na	na	na	5 507	5 917

na not available.

1 The total rent collected includes arrears repayment instalments.

2 Properties which have been transferred to the responsibility of the maintenance office have the status 'Vacant Untenable' because they are ostensibly waiting for the maintenance to be carried out. When transferred to the Housing Office their status changes to 'vacant tenantable' and they are available for reletting.

3 Includes properties in the categories of awaiting demolition, awaiting conversion, awaiting replacement, awaiting sale and general upgrade.

4 Total stock numbers not reconciled at 30/6/95.

5 The value applied for properties acquired is a capital cost. The value of stock acquired prior to the 1994–95 financial year is the current market value as applied by the Valuer General.

6 Includes payments of arrears from prior years and rental paid in advance this year.

7 Specifically public rental program recurrent expenditure (including administration) plus capital expenditure (including administration).

Table 6A.13: Victoria, effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na	29
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	29
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	28
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	33
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	78 <sup>1</sup>	na	na	na	90
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	64 <sup>1</sup>	na	na	na	91

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

Table 6A.14: Victoria, effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	70
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	81
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	55 <sup>1</sup>	55 <sup>3</sup>	47 <sup>3</sup>
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	100 <sup>3</sup>	100 <sup>3</sup>
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	100 <sup>3</sup>	100 <sup>3</sup>
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0	0 <sup>3</sup>	0 <sup>3</sup>
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	12 <sup>2</sup>	na	na	9	8
Occupied dwellings with high overcrowding	per cent	na	na	na	1	1
Occupied dwellings underutilised	per cent	7 <sup>2</sup>	na	na	5	6

na not available.

1 For rebated tenants only. Assessable income for calculation of rebated rent excludes TPI (Total and Permanently Impaired) pensions and 5 per cent to 100 per cent disability pensions and includes additional family payment.

2 Based on 1991 Census data.

3 Excludes households having a null income (ie where the income record is blank or has a zero against it) recorded on the Tenancy Management System (52 tenants). Gross household income used in the calculations. The Housing Division; Department of Human Services counts a person 16–24 years of age as a resident, regardless of whether or not that person is a full time student. Figures supplied have been derived using the Office of Housing definition of dependent. Assessable income for calculation of rebated rent excludes TPI (totally and permanently incapacitated) pensions and 5 per cent to 100 per cent Disability Pensions and includes Additional Family Payment. This indicator has been calculated according to the above definition of assessable income.

Table 6A.15: Victoria, effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	12 <sup>1</sup>	14 <sup>2</sup>	12 <sup>2</sup>
- less than 1 year;	per cent	na	na	22 <sup>1</sup>	25 <sup>2</sup>	22 <sup>2</sup>
- less than 2 years;	per cent	na	na	40 <sup>1</sup>	44 <sup>2</sup>	40 <sup>2</sup>
- less than 3 years;	per cent	na	na	58 <sup>1</sup>	62 <sup>2</sup>	55 <sup>2</sup>
- less than 4 years;	per cent	na	na	76 <sup>1</sup>	78 <sup>2</sup>	69 <sup>2</sup>
- less than or equal to 5 years;	per cent	na	na	na	90 <sup>2</sup>	83 <sup>2</sup>
- longer than 5 years	per cent	na	na	24 <sup>1</sup>	10 <sup>2</sup>	17 <sup>2</sup>

na not available.

1 Based on new applications only excluding transfer applications.

2 Waiting list data has not been reviewed at this stage. The public housing waiting list includes applicants that can be assisted through the ARHP.

Table 6A.16: Victoria, efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	3	3 <sup>1,2</sup>	4 <sup>1,2</sup>
Rate of return on total assets before interest and tax	per cent	na	na	1	1 <sup>1,3</sup>	2 <sup>1,3</sup>
Administrative costs per dwelling	\$	na	na	698	718	731
Operational costs per dwelling	\$	na	na	1 583	na	1 911 <sup>4</sup>
Community Service Obligations	per cent	na	na	48	48	46
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	76 217
- 2 bedroom dwellings;	\$	na	na	na	na	100 009
- 3 bedroom dwellings;	\$	na	na	na	na	111 872
- 4 or more bedroom dwellings	\$	na	na	na	na	125 029
- All dwellings	\$	na	na	na	na	97 329

na not available.

1 Property Manager net surplus excludes cost of disposal or revenue from disposals. Includes security costs (part of total recurrent and capital expenditure). Excludes the cost of activities for other clients.

2 Includes all administration components for property and tenancy managers, including administration for community service obligations in public housing.

3 Includes depreciation for physical public housing stock. Excludes depreciation on administrative assets.

4 Assessable income for calculation of rebated rent excludes TPI pensions and 5 per cent to 100 per cent disability pensions and includes additional family payment.

Table 6A.17: Victoria, efficiency indicators part 2, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1994–95	1995–96
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	88 698 <sup>2</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	106 427 <sup>2</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	147 084 <sup>2</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	149 957 <sup>2</sup>
- All dwellings	\$	na	na	na	na	99 792 <sup>2</sup>
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed	per cent	na	na	95	99 <sup>3</sup>	99 <sup>3</sup>
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	7.31	na	7.59 <sup>4</sup>
- more than 8 weeks; and	per cent	na	na	3.86	na	3.98 <sup>4</sup>
- more than 12 weeks	per cent	na	na	2.44	na	2.49 <sup>4</sup>
Turnaround rent foregone	per cent	na	na	2 <sup>1</sup>	4 <sup>5</sup>	3 <sup>5</sup>
Average turn around time for:						
- normally vacant stock;	Days	na	na	na	na <sup>6</sup>	36 <sup>6</sup>
- newly acquired stock; and	Days	na	na	na	na <sup>6</sup>	na <sup>6</sup>
- newly constructed stock	Days	na	na	na	na <sup>6</sup>	na <sup>6</sup>

na not available.

1 Properties in either category with reletting do not incur a vacancy rent charge. Except reletting restrictions ‘hard to let’, ‘no eligible applicant’ and ‘under review’ which do incur vacancy rent charges.

2 Construction costs could include the cost of land which was derived from demolition of existing stock or land purchased / developed in previous financial years.

3 Assessable income for calculation of rebated rent excludes TPI pensions and 5 per cent to 100 per cent disability pensions and includes additional family payment. Excludes transfer applications.

4 Figures provided in the previous year are not comparable as they include those being assisted through the AHP.

5 Rent lost through vacancy includes vacancy rent for both tenantable and untenable properties.

6 Days vacant calculated as the time between the cessation of a tenancy and sign-up of a subsequent tenancy for a property. Excludes any time in vacancy due to the property undergoing specific reletting restrictions including: general upgrade; awaiting conversion, demolition, redevelopment or sale; and under review. Effects of other reletting restrictions have not been considered.

### 6A.3.3 Queensland

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.18: Queensland, descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	40 917	51 971	54 539	53 234	54 700
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	na	53 659
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	12 485 <sup>1</sup>	15 055 <sup>1</sup>	15 367 <sup>1</sup>	na <sup>4</sup>	30 217 <sup>4</sup>
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	28 432 <sup>2</sup>	36 916 <sup>2</sup>	39 172 <sup>2</sup>	na	23 442
Market rent for year ending 30 June	\$m	295 <sup>3</sup>	310 <sup>3</sup>	407 <sup>3</sup>	302	302
Rent charged for year ending 30 June	\$m	na	na	na	136	138

na not available.

1 The total number of households assisted during the financial year in the Brisbane Local Government Area for 1993–94 and 1994–95 and at 30 June 1993.

2 Total number of households assisted during the financial year outside the Brisbane Local Government for 1993–94 and 1994–95 and at 30 June 1993.

3 Calculated by matching the property's location (that is, Brisbane or rest of State) and number of bedrooms to the equivalent median rent value in the private sector. Median private sector rents are based on Queensland Rental Tenancies Authority data for the relevant June quarters. The Department commenced a market rent policy in 1994. The total value of the actual market rents calculated by the Department for 1994–95 is \$309.5 million. This is almost \$100 million less than the method discussed above.

4 Households assisted with rebated housing in Brisbane Statistical Division and outside Brisbane Statistical Division.

Table 6A.19: Queensland, descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	122	130	133	133	137
Total recurrent and capital expenditure for year ending 30 June	\$m	458	479	519	410 <sup>2</sup>	402 <sup>2</sup>
Total number of public rental housing dwellings occupied at 30 June	No.	40 917	42 992	44 691	44689	46 297
Total number of tenatable public rental housing dwellings vacant at 30 June	No.	na	na	345	874	616
Total number of untenatable public rental housing dwellings vacant at 30 June	No.	na	na	933 <sup>1</sup>	654	682
Total number of vacant public housing dwellings as at 30 June	No.	na	1 412	1 278	1 528	1 298
Total market value of stock	\$m	na	na	na	1 744 <sup>3</sup>	1 901 <sup>3</sup>
Total number of rebated households	No.	na	na	na	43 911	44 818
Total number of non-rebated households	No.	na	na	na	778	1 479

na not available.

1 Untenatable properties exclude properties demolished, emergency housing, external management, insurance evaluation, no suitable applicant, property not complete, no demand, reversion, sold and vandalised.

2 Total recurrent expenditure includes: salaries wages and related payments; interest; and current grants and subsidies. Total capital expenditure includes: land; buildings; plant and equipment; capital grants and subsidies; and redemption.

3 1995–96 data are derived from the year ended 30 June 1996 and is based on historical cost not market value.

Table 6A.20: Queensland, effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent benchmark for occupancy standard A at June 30	per cent	na	na	na	na	29
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	30
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	34
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	34
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	81 <sup>1</sup>	na	na	na	94
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	63 <sup>1</sup>	na	na	na	95

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined Based on 1991 Census data.

Table 6A.21: Queensland, effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	85
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	87
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	39 <sup>1</sup>	38 <sup>1</sup>	32 <sup>1</sup>
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	100 <sup>1</sup>	99 <sup>1</sup>
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	100 <sup>1</sup>	100 <sup>1</sup>
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0 <sup>1</sup>	0 <sup>1</sup>	0 <sup>1</sup>
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	9 <sup>2</sup>	na	na	6	6
Occupied dwellings with high overcrowding	per cent	na	na	na	0	0
Occupied dwellings underutilised	per cent	9 <sup>2</sup>	na	na	7	7

na not available.

1 Assessed income based on the QDHLGP income assessment.

2 Based on 1991 Census data.

Table 6A.22: Queensland, effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	32	32	30
- less than 1 year;	per cent	na	na	55	55	52
- less than 2 years;	per cent	na	na	82	82	79
- less than 3 years;	per cent	na	na	94	94	92
- less than 4 years;	per cent	na	na	98	98	98
- less than or equal to 5 years;	per cent	na	na	na	99	99
- longer than 5 years	per cent	na	na	2	1	1

na not available.

Table 6A.23: Queensland, efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	10	na	-2 <sup>3</sup>
Rate of return on total assets before interest and tax	per cent	na	na	9 <sup>1</sup>	na	-1 <sup>3</sup>
Administrative costs per dwelling	\$	472	604	757	656 <sup>4</sup>	633 <sup>4</sup>
Operational costs per dwelling	\$	1 424 <sup>2</sup>	1 520 <sup>2</sup>	1 585 <sup>2</sup>	2 796 <sup>5</sup>	2 970 <sup>5</sup>
Community Service Obligations	per cent	na	na	67	55	54
Average cost of acquisition per new dwelling: <sup>6</sup>						
- 1 bedroom dwellings;	\$	na	na	na	120 230	121 027
- 2 bedroom dwellings;	\$	na	na	na	120 230	121 027
- 3 bedroom dwellings;	\$	na	na	na	120 230	121 027
- 4 or more bedroom dwellings	\$	na	na	na	120 230	121 027
- All dwellings	\$	na	na	na	120 230	121 027

na not available.

1 Interest is estimated at \$4 million per annum. Interest of approximately \$5 million per annum is received and utilised for general corporate functions. Approximately 80 per cent of corporate costs are attributable to public rental.

2 Recorded in the Department's General Ledger.

3 Asset value based on historic cost.

4 Include: salaries wages and related payments; non labour operating costs; and current grants and subsidies.

5 Include: salaries wages and related payments; non labour operating costs; current grants and subsidies; interest; and depreciation\*. \*Depreciation is calculated by fund, not by program. Exact depreciation data for the public rental housing program were not able to be obtained. The depreciation for the Queensland Housing Commission Fund was therefore used as a proxy to estimate depreciation for the public rental housing program.

6 For multiple dwelling sites, the system records capital costs only at the site level. Expenditure by type has been calculated by *evenly* dividing total expenditure by the number of dwellings for each type.

Table 6A.24: Queensland, efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	106 049 <sup>2</sup>	109 922 <sup>2</sup>
- 2 bedroom dwellings;	\$	na	na	na	106 049 <sup>2</sup>	109 922 <sup>2</sup>
- 3 bedroom dwellings;	\$	na	na	na	106 049 <sup>2</sup>	109 922 <sup>2</sup>
- 4 or more bedroom dwellings	\$	na	na	na	106 049 <sup>2</sup>	109 922 <sup>2</sup>
- All dwellings	\$	na	na	na	106 049 <sup>2</sup>	109 922 <sup>2</sup>
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed	per cent	na	na	99	98	99
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	3.11	3.42	3.85
- more than 8 weeks; and	per cent	na	na	0.67	0.67	0.76
- more than 12 weeks	per cent	na	na	0.25	0.24	0.23
Turnaround rent foregone	per cent	na <sup>1</sup>	na <sup>1</sup>	na <sup>1</sup>	na	5
Average turn around time for:	Days	na	na	na	na	23 <sup>3</sup>
- normally vacant stock;						
- newly acquired stock; and	Days	na	na	na	na	18
- newly constructed stock	Days	na	na	na	na	10

na not available.

1 Department is unable to separate market rent lost through vacancy — tenatable and vacancy — untenatable. Includes market rent forgone for all reasons including vacant turnarounds and vacant untenatable such as site redevelopments, dwellings for demolition, dwellings out for maintenance etc.

2 For multiple dwelling sites, the system records capital costs only at the site level. Expenditure by type has been calculated by evenly dividing total expenditure by the number of dwellings for each type.

3 Includes properties which were vacant for long periods for modification or upgrade but which were re let before 1 July 1996.

### 6A.3.4 Western Australia

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.25: WA descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	40 509 <sup>1</sup>	41 027 <sup>1</sup>	41 591 <sup>1</sup>	39 437	38 409
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	35 087 <sup>3</sup>	34 551 <sup>3</sup>
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	27 555 <sup>1</sup>	28 181 <sup>1</sup>	28 876 <sup>1</sup>	25 574 <sup>3</sup>	25 332 <sup>3</sup>
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	12 954 <sup>1</sup>	12 846 <sup>1</sup>	12 715 <sup>1</sup>	9 513 <sup>3</sup>	9 219 <sup>3</sup>
Market rent for year ending 30 June	\$m	169 <sup>2</sup>	184 <sup>2</sup>	204 <sup>2</sup>	191	194
Rent charged for year ending 30 June	\$m	na	na	na	92	97

na not available.

1 Number supplied include Joint Venture (JV), Community Housing (CH), and Aboriginal Villages (AV) stock as at June 30 for each financial year.

2 Rents are regionally based rents and include rents from the Aboriginal Rental Housing Program (ARHP).

3 All new subsidised tenancies during the financial year based on averages.

Table 6A.26: WA descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	89 <sup>1</sup>	91 <sup>1</sup>	95 <sup>1</sup>	95	96
Total recurrent and capital expenditure for year ending 30 June	\$m	220	161	356	184	173
Total number of public rental housing dwellings occupied at 30 June	No.	na	32 426	32 286	32 757	32 684
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	na <sup>2</sup>	560 <sup>2</sup>	632 <sup>2</sup>	413	448
Total number of untenable public rental housing dwellings vacant at 30 June	No.	na <sup>3</sup>	615 <sup>3</sup>	610 <sup>3</sup>	825	972
Total number of vacant public housing dwellings as at 30 June	No.	na <sup>4</sup>	1 175 <sup>4</sup>	1 242 <sup>4</sup>	1 238	1 420
Total market value of stock	\$m	na	na	na	na <sup>5</sup>	2 339 <sup>5</sup>
Total number of rebated households	No.	na	na	na	na	28 637
Total number of non-rebated households	No.	na	na	na	na	4 047

na not available.

1 Public rental housing only.

2 Data for 1993–94 and 1994–95 were taken from extract data bases created for reporting purposes.

3 Non lettable dwellings and dwellings undergoing vacated maintenance.

4 Include the following: currently being modified for a tenant with disability, in use for emergency housing, for sale, no suitable applicant, and no demand.

5 Net of depreciation.

Table 6A.27: WA effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent benchmark for occupancy standard A at June 30	per cent	na	na	na	na	na
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	na
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	na
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	na
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	63 <sup>1</sup>	na	na	na	na
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	45 <sup>1</sup>	na	na	na	na

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

Table 6A.28: WA effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	na
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	na
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	32 <sup>1</sup>	33 <sup>1</sup>	33 <sup>1</sup>	na	44 <sup>3</sup>
- less than or equal to 25 per cent;	per cent	100 <sup>1</sup>	100 <sup>1</sup>	100 <sup>1</sup>	na	100 <sup>3</sup>
- less than or equal to 30 per cent; or	per cent	100 <sup>1</sup>	100 <sup>1</sup>	100 <sup>1</sup>	na	100 <sup>3</sup>
- greater than or equal to 30 per cent of assessable income on rent	per cent	0 <sup>1</sup>	0 <sup>1</sup>	0 <sup>1</sup>	na	0 <sup>3</sup>
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	9 <sup>2</sup>	na	na	na	6 <sup>4</sup>
Occupied dwellings with high overcrowding	per cent	na	na	na	na	0 <sup>4</sup>
Occupied dwellings underutilised	per cent	10 <sup>2</sup>	na	na	na	13 <sup>4</sup>

na not available.

1 Include public rental housing and ARHP. Assessable income includes Additional Family Payment and Guardian Allowance.

2 Based on 1991 Census data. Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined.

3 New report developed for the 1995–96 financial year. Figures provided for the 1995 publication were based on the best information available at that time.

4 In determining appropriate dwelling size all persons 16 years of age or more are assumed to require a separate bedroom.

Table 6A.29: WA effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	28 <sup>1</sup>	28	27
- less than 1 year;	per cent	na	na	50 <sup>1</sup>	50	49
- less than 2 years;	per cent	na	na	73 <sup>1</sup>	73	75
- less than 3 years;	per cent	na	na	86 <sup>1</sup>	86	86
- less than 4 years;	per cent	na	na	93 <sup>1</sup>	93	92
- less than or equal to 5 years;	per cent	na	na	na	na	97
- longer than 5 years	per cent	na	na	7 <sup>1</sup>	na	3

na not available.

1 Exclude ARHP, JV, CH and AV.

Table 6A.30: WA efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	na	na	3
Rate of return on total assets before interest and tax	per cent	na	na	na	na	3
Administrative costs per dwelling	\$	na	851 <sup>1</sup>	952 <sup>1</sup>	na	880
Operational costs per dwelling	\$	na	1 369 <sup>1</sup>	1 347 <sup>1</sup>	na	2 032
Community Service Obligations	per cent	44 <sup>2</sup>	48 <sup>2</sup>	51 <sup>2</sup>	na	50
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	na
- 2 bedroom dwellings;	\$	na	na	na	na	105 748
- 3 bedroom dwellings;	\$	na	na	na	na	100 397
- 4 or more bedroom dwellings	\$	na	na	na	na	126 357
- All dwellings	\$	na	na	na	na	104 862

na not available.

1 Include public rental housing, ARHP, CH, JV and Bond Assistance.

2 Include the AHRP.

Table 6A.31: WA efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	79 273 <sup>1</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	93 707 <sup>1</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	119 460 <sup>1</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	122 477 <sup>1</sup>
- All dwellings	\$	na	na	na	na	103 980 <sup>1</sup>
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed	per cent	na	na	na	na	99 <sup>2</sup>
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	na	na <sup>2</sup>	na <sup>2</sup>
- more than 8 weeks; and	per cent	na	na	na	na <sup>2</sup>	na <sup>2</sup>
- more than 12 weeks	per cent	na	na	na	na <sup>2</sup>	na <sup>2</sup>
Turnaround rent foregone	per cent	na	na	na	na	7
Average turn around time for:	Days	na	na	na	9 <sup>3</sup>	9 <sup>3</sup>
- normally vacant stock;						
- newly acquired stock; and	Days	na	na	na	3 <sup>4</sup>	3 <sup>4</sup>
- newly constructed stock	Days	na	na	na	3 <sup>4</sup>	3 <sup>4</sup>

na not available.

1 Land costs included is current market value.

2 Rental arrears are monitored at less than 3 weeks, 3 to 5 weeks and over 5 weeks. Arrears as at 30 June 1995 and 1996 were as follows:

	30 June 1995	No. of accounts	30 June 1996	No. of accounts
less than 3 weeks	\$232 654	3751	\$183 882	2856
3 to 5 weeks	\$98 027	452	\$79 355	335
over 5 weeks	\$159 966	378	\$152 570	264

3 Excludes 'non-lettable' days.

4 'Number of days' for each new dwelling is based on the average number of days for each re-let property from the date maintenance was completed to the occupation date.

### 6A.3.5 South Australia

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.32: SA descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	61 810	61 165	59 843	69 505	66 097
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	53 646	53 090
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	45 307	45 140	44 703	40 307	40 073
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	16 503	16 025	15 140	13 339	13 017
Market rent for year ending 30 June	\$m	308 <sup>1</sup>	309 <sup>1</sup>	318 <sup>1</sup>	312	318
Rent charged for year ending 30 June	\$m	na	na	na	188	185

na not available.

<sup>1</sup> Current SAHT policy is one of 'cost' rents. It is expected that market rents will be implemented in 1995–96. Data has been supplied for total 'cost' rents, and total net rents. The difference between these two figures is the total rental subsidy provided to SAHT tenants during that specified year.

Table 6A.33: SA descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	194 <sup>1</sup>	192 <sup>1</sup>	193 <sup>1</sup>	183 <sup>6</sup>	184 <sup>6</sup>
Total recurrent and capital expenditure for year ending 30 June	\$m	357 <sup>2</sup>	356 <sup>2</sup>	360 <sup>2</sup>	380 <sup>6</sup>	351 <sup>6</sup>
Total number of public rental housing dwellings occupied at 30 June	No.	61 810	61 165	59 843	58 285	57 351
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	506 <sup>3</sup>	410 <sup>3</sup>	438 <sup>3</sup>	438 <sup>7</sup>	391 <sup>7</sup>
Total number of untenable public rental housing dwellings vacant at 30 June	No.	698 <sup>4</sup>	747 <sup>4</sup>	1 078 <sup>4</sup>	640 <sup>7</sup>	632 <sup>7</sup>
Total number of vacant public housing dwellings as at 30 June	No.	1 204	1 157	1 516	1 078 <sup>7</sup>	1 023 <sup>7</sup>
Total market value of stock	\$m	3 335 <sup>5</sup>	3 342 <sup>5</sup>	3 434 <sup>5</sup>	3 367	3 324
Total number of rebated households	No.	na	na	na	46 386	46 407
Total number of non-rebated households	No.	na	na	na	11 899	10 944

na not available.

1 Estimates only. In 1994–95, the SAHT implemented a Credit Policy, with a principle of one debt per customer, and as such records the value of total receipts received (includes rental, maintenance, water, tenant debt and so on).

2 Total operating expenses plus capital (cash) expenditure. the following has been included in the data: payments to suppliers and employees; interest paid — operations; interest paid — capitalised on fixed assets; payments for property, plant equipment; and payments to suppliers and employees capitalised.

3 Definition does not match SAHT definitions and does not represent the different responsibilities between the two entities of Housing Services and Property Management. For this indicator the following assumptions have been adopted: tenantable dwellings — vacant dwellings where maintenance has been completed and include the following categories: inappropriate selection; undergoing allocation procedures; tenancy delay; awaiting approval from AHU(Aboriginal Housing Unit) committee; and unknown vacancies.

4 Untenantable vacant dwellings are vacant properties include the following categories: emergency housing; no suitable applicant/demand; redevelopment; property for sale; disable modifications; minor repairs/upgrade; major repairs/upgrade; and vacancy maintenance.

5 Current SAHT policy is one of 'cost' rents. It is expected that market rents will be implemented in 1995–96. Data has been supplied for total 'cost' rents, and total net rents. The difference between these two figures is the total rental subsidy provided to SAHT tenants during that specified year.

6 Excludes debt repayment.

7 Total vacant — untenable — joint ventures.

Table 6A.34: SA effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na	42 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	45 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	40 <sup>2</sup>
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	47 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	61 <sup>1</sup>	na	na	na	63
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	46 <sup>1</sup>	na	na	na	68

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

2 Median private rents obtained from rental tenancies tribunal (bonds) database.

Table 6A.35: SA effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	46
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	54
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	27 <sup>1</sup>	35 <sup>3</sup>	33 <sup>3</sup>
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	100 <sup>3</sup>	100 <sup>3</sup>
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	100 <sup>3</sup>	100 <sup>3</sup>
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0 <sup>1</sup>	0 <sup>3</sup>	0 <sup>3</sup>
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	4 <sup>2</sup>	na	na	na <sup>4</sup>	1 <sup>4</sup>
Occupied dwellings with high overcrowding	per cent	na	na	na	na <sup>4</sup>	0 <sup>4</sup>
Occupied dwellings underutilised	per cent	19 <sup>2</sup>	na	na	na <sup>4</sup>	18 <sup>4</sup>

na not available.

1 Information provided relates to SAHT tenants on a rebated rent. Income details for full rent payers is unknown. Historical data not available.

2 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined.

3 As no tenant pays more than 25 per cent of income it was assumed that the total minus those paying less than or equal to 20 per cent equals less than 25 per cent.

4 Excludes full rent payers as accurate household structure only on rebated tenants.

Table 6A.36: SA effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	17	16	13	13 <sup>1</sup>	17 <sup>1</sup>
- less than 1 year;	per cent	32	30	27	27 <sup>1</sup>	33 <sup>1</sup>
- less than 2 years;	per cent	51	49	43	43 <sup>1</sup>	46 <sup>1</sup>
- less than 3 years;	per cent	65	62	57	57 <sup>1</sup>	59 <sup>1</sup>
- less than 4 years;	per cent	75	72	68	68 <sup>1</sup>	68 <sup>1</sup>
- less than or equal to 5 years;	per cent	na	na	na	77 <sup>1</sup>	76 <sup>1</sup>
- longer than 5 years	per cent	25	28	32	23 <sup>1</sup>	24 <sup>1</sup>

na not available.

1 Includes surplus on sale.

Table 6A.37: SA efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	7	na	6
Rate of return on total assets before interest and tax	per cent	na	na	3	na	2 <sup>1</sup>
Administrative costs per dwelling	\$	1 011	807	788	828	776
Operational costs per dwelling	\$	3 741	4 054	4 392	na	2 027
Community Service Obligations	per cent	37	38	39	na	42
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	0	0
- 2 bedroom dwellings;	\$	na	na	na	89 375	106 429
- 3 bedroom dwellings;	\$	na	na	na	92 778	125 278
- 4 or more bedroom dwellings	\$	na	na	na	166 667	150 000
- All dwellings	\$	na	na	na	97 297	120 588

na not available.

1 All non-current were re-valued on 30 June 1996 by \$1.76 billion. The 1995–96 asset revaluation component is removed for comparability.

Table 6A.38: SA efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	0	0
- 2 bedroom dwellings;	\$	na	na	na	68 961	69 008
- 3 bedroom dwellings;	\$	na	na	na	75 451	75 447
- 4 or more bedroom dwellings	\$	na	na	na	77 059	80 000
- All dwellings	\$	na	na	na	72 886	73 473
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed	per cent	94	93	95	97	99
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	4.31	na	7.70
- more than 8 weeks; and	per cent	na	na	4.07	na	4.60
- more than 12 weeks	per cent	na	na	2.08	na	3.03
Turnaround rent foregone	per cent	na	na	2 <sup>1</sup>	3	3
Average turn around time for:	Days	na	na	na	28	31
- normally vacant stock;						
- newly acquired stock; and	Days	na	na	na	na	na
- newly constructed stock	Days	na	na	na	na	na

na not available.

1 Vacancy rent loss figures (by tenantable and untenable) for 1992–93 and 1993–94 are unavailable due to historical procedures of recording rent loss. System changes in January 1995 to distinguish rent loss for these two groups. Based on manual definitions, it is estimated that 80 per cent of vacancy rent loss for 1994–95 is attributed to untenable dwellings.

### 6A.3.6 Tasmania

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.39: Tasmania descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	na	na	14 106 <sup>1</sup>	na	16 374 <sup>4</sup>
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	na	15 772 <sup>4</sup>
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	na	na	6 585 <sup>2</sup>	na	7 889 <sup>4</sup>
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	na	na	7 521 <sup>3</sup>	na	7 883 <sup>4</sup>
Market rent for year ending 30 June	\$m	70	74	78	76 <sup>5</sup>	77 <sup>5</sup>
Rent charged for year ending 30 June	\$m	na	na	na	38 <sup>5,6</sup>	39 <sup>5,6</sup>

na not available.

1 As at June 30.

2 Metro refers to Hobart.

3 Non-metro is rest of State.

4 New households occupying public rental during the year estimated from 6 months to 30 June 1996 housed data.

5 Includes ARHP data.

6 Excludes arrears from previous years. Adding arrears to the rent charged increases to \$40 million.

Table 6A.40: Tasmania descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	37	38	39	na	40 <sup>3</sup>
Total recurrent and capital expenditure for year ending 30 June	\$m	98	104	93	na	83 <sup>4</sup>
Total number of public rental housing dwellings occupied at 30 June	No.	13 999	14 079	14 106	na	13 333
Total number of tenatable public rental housing dwellings vacant at 30 June	No.	na	na	271 <sup>1</sup>	na	473
Total number of untenatable public rental housing dwellings vacant at 30 June	No.	na	na	270 <sup>1</sup>	na	289
Total number of vacant public housing dwellings as at 30 June	No.	265 <sup>2</sup>	370 <sup>2</sup>	541 <sup>2</sup>	na	762
Total market value of stock	\$m	na	na	837	na	792
Total number of rebated households	No.	na	na	na	na	13 020
Total number of non-rebated households	No.	na	na	na	na	313

na not available.

1 Data drawn from a different data system. The accuracy of the split of tenatable and untenatable is questionable. Inaccuracies in the data will be rectified with the introduction of THIS.

2 Includes both tenatable and untenatable properties.

3 ARHP data included, not able to be separated from public rental data.

4 Includes costs associated with all dwellings (including Aboriginal and community tenancies). Definition of expenditure complies with Australian accounting standards.

Table 6A.41: Tasmania effectiveness indicators part 1, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1994–95	1995–96
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na	42
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	na
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	35
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	na
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	78 <sup>1</sup>	na	na	na	73 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	65 <sup>1</sup>	na	na	na	81 <sup>2</sup>

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

2 Rebated tenants only — where income details were available. As at 9 August 1996 following adjustment of family type data post 30 June 1996 to ensure data integrity. Median private rent was derived from a survey of Tasmania's regional newspapers.

Table 6A.42: Tasmania effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	49 <sup>3,4</sup>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	69 <sup>3,4</sup>
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	39 <sup>1</sup>	na	67 <sup>3</sup>
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	na	100 <sup>3</sup>
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	na	100 <sup>3</sup>
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0 <sup>1</sup>	na	0 <sup>3</sup>
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	7 <sup>2</sup>	na	na	na	6
Occupied dwellings with high overcrowding	per cent	na	na	na	na	1
Occupied dwellings underutilised	per cent	8 <sup>2</sup>	na	na	na	8

na not available.

1 Affordability is based on public rental households for which income details were available. Assessable income based on Tasmanian Housing Services income assessment. Figure as at 14 November 1995.

2 Based on 1991 Census data.

3 Rebated tenants only — where income details were available.

4 As at 9 August following adjustment of family type data post 30 June 1995 to ensure data integrity. Median private market rent was derived from a survey of Tasmania's three regional newspapers.

Table 6A.43: Tasmania effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	49	49 <sup>1</sup>	42 <sup>1</sup>
- less than 1 year;	per cent	na	na	71	71 <sup>1</sup>	67 <sup>1</sup>
- less than 2 years;	per cent	na	na	86	86 <sup>1</sup>	88 <sup>1</sup>
- less than 3 years;	per cent	na	na	92	92 <sup>1</sup>	94 <sup>1</sup>
- less than 4 years;	per cent	na	na	95	95 <sup>1</sup>	97 <sup>1</sup>
- less than or equal to 5 years;	per cent	na	na	na	na	98 <sup>1,2</sup>
- longer than 5 years	per cent	na	na	5	5 <sup>1</sup>	2 <sup>1</sup>

na not available.

1 Includes active applicants. Excludes incomplete and suspended applicants.

2 Data for households waiting less than or equal to 5 years or 5 or more years was not recorded separately for 1994–95. These households are included in the category households waiting 4 or more years.

Table 6A.44: Tasmania efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	na	na	5 <sup>2</sup>
Rate of return on total assets before interest and tax	per cent	na	na	na	na	3 <sup>2,3</sup>
Administrative costs per dwelling	\$	869 <sup>1</sup>	914 <sup>1</sup>	1 270 <sup>1</sup>	na	1 066 <sup>4</sup>
Operational costs per dwelling	\$	1 451	1 474	1 953	na	3 186 <sup>4</sup>
Community Service Obligations	per cent	46	48	50	na	49
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	0 <sup>5</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	87 894 <sup>5</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	96 651 <sup>5</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	116 303 <sup>5</sup>
- All dwellings	\$	na	na	na	na	94 571 <sup>5</sup>

na not available.

1 Administration costs include a corporate contribution. Housing Services meets its own direct salary and administration costs, but because the program forms part of the broader agency (Department of Community and Health Services), it pays a contribution to reimburse the Agency for administrative services which may be consumed by the program. These services include a contribution to the salaries and administration of Corporate and Regional Offices in respect of budget, finance, information, secretariat, audit, communication and computer based systems etc. In 1994–95 this contribution was over 26 per cent of total program administration costs. 1993–94 and more particularly 1994–95 administrative figures include costs associated with the development and introduction of the new THIS.

2 Includes depreciation of \$13.3 million and superannuation entitlements of \$2.198 million for 1995–96.

3 Asset valuation is based on the current value as determined by the valuer general.

4 Administrative and operational costs for public rental dwellings are not able to be separated reliably from Aboriginal rental housing and community managed housing expenses. Therefore, the administrative cost includes costs associated with public rental housing, Aboriginal rental housing and community managed housing.

5 Derived from negotiated price plus estimated maintenance for each dwelling purchased.

Table 6A.45: Tasmania efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	88 324 <sup>2, 3</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	100 789 <sup>2, 3</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	134 851 <sup>2, 3</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	169 027 <sup>2, 3</sup>
- All dwellings	\$	na	na	na	na	107 680 <sup>2, 3</sup>
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed						
	per cent	na	na	95	na	100 <sup>2, 3</sup>
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	7.10	na	8.42 <sup>4</sup>
- more than 8 weeks; and	per cent	na	na	4.30	na	2.67 <sup>4</sup>
- more than 12 weeks	per cent	na	na	na <sup>1</sup>	na <sup>1</sup>	na <sup>1</sup>
Turnaround rent foregone	per cent	na	na	3	na	8 <sup>5</sup>
Average turn around time for:						
- normally vacant stock;	Days	na	na	na	na	56 <sup>5</sup>
- newly acquired stock; and	Days	na	na	na	na	28 <sup>6</sup>
- newly constructed stock	Days	na	na	na	na	14 <sup>6</sup>

na not available.

1 Collect only up to 8 or more weeks.

2 Derived from tender prices received, and current land costs estimated from median value of land costs from Real Estate Institute's *Market Facts, May 1996*.

3 Includes hard and soft landscaping, heating, floor coverings, and internal and external fencing.

4 Measurement of weeks in arrears starts on the day debit raised, which is the start of a calendar week.

5 Calculation based on the six month period from January to June 1996 multiplied by two. An accurate rent lost calculation for the full year is not possible because THIS was implemented in November 1995.

6 Includes dwellings actually tenanted during the year. Purchased dwellings may still require maintenance work following settlement, it takes longer to tenant purchased dwellings.

### 6A.3.7 Australian Capital Territory

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.46: ACT descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95<sup>2</sup></i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	13 580	13 662	13 717	13 717 <sup>1</sup>	13 976 <sup>1</sup>
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	11 934 <sup>1</sup>	12 159 <sup>1</sup>
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	13 580	13 662	13 717	13 717 <sup>1</sup>	13 976 <sup>1</sup>
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	na <sup>1</sup>	na <sup>1</sup>	na <sup>1</sup>	0	0
Market rent for year ending 30 June	\$m	87	93	93	93	93
Rent charged for year ending 30 June	\$m	na	na	na	46	47

na not available.

1 For the purposes of this collection, all ACT Housing properties were categorised as being in the “capital city” region.

2 All data (both effectiveness and efficiency) provided by ACT Housing includes: community housing properties; properties headleased to community organisations; and properties purchased with Crisis Accommodation Program (CAP) funds.

Table 6A.47: ACT descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	
Total rent collected from tenants for year ending 30 June	\$m	42	45	46	46	46
Total recurrent and capital expenditure for year ending 30 June	\$m	106	92	106	106	103
Total number of public rental housing dwellings occupied at 30 June	No.	12 030	11 291	12 088	12 088 <sup>2</sup>	12 028 <sup>2</sup>
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	na	na	167 <sup>1</sup>	167	143
Total number of untenable public rental housing dwellings vacant at 30 June	No.	na	na	236 <sup>1</sup>	236	294
Total number of vacant public housing dwellings as at 30 June	No.	327	319	403	403	437
Total market value of stock	\$m	1 103	1 490	1 483	1 483	1 399
Total number of rebated households	No.	na	na	na	na	10 425
Total number of non-rebated households	No.	na	na	na	na	1 603

na not available.

1 No historical data are available for tenantable and untenable dwellings.

2 The total number of public rental dwellings occupied for year ending 1996 is at the end of July 1996. ACT Housing was unable to access data for 30 June 1996. The data for the total number of dwellings vacant and the total number of public housing dwellings are both as at 30 June 1996. Therefore the total number of dwellings occupied and the total number of vacant dwellings do not correspond to the total number of dwellings.

Table 6A.48: ACT effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na	69 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	70 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	79 <sup>2</sup>
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	80 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	76 <sup>1</sup>	na	na	na	95 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	67 <sup>1</sup>	na	na	na	96 <sup>2</sup>

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Based on 1991 Census data.

2 ACT assessed only 10 203 households out of a total of 10 425 as household structures did not match the proxy occupancy standard (for example multi-income unit household types with dependent children). In deriving the targeting data the following criteria were used: Median rents for the ACT Region:

1 Bedroom — \$115 per week

2 Bedroom — \$142 per week

3 Bedroom — \$164 per week

4 Bedroom — \$224 per week.

These figures are based on the 1994 Australian Housing Survey indexed using the housing rents component of the CPI.

Table 6A.49: ACT effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	89 <sup>2</sup>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	90 <sup>2</sup>
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	100	13	13	13	29
- less than or equal to 25 per cent;	per cent	100	87	87	87	100
- less than or equal to 30 per cent; or	per cent	100	100	100	100	100
- greater than or equal to 30 per cent of assessable income on rent	per cent	0	0	0	0	0
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	6 <sup>1</sup>	na	na	12	3 <sup>3</sup>
Occupied dwellings with high overcrowding	per cent	na	na	na	4	0 <sup>3</sup>
Occupied dwellings underutilised	per cent	11 <sup>1</sup>	na	na	na	9 <sup>3</sup>

na not available.

1 Based on 1991 Census data.

2 ACT assessed only 10 203 households out of a total of 10 425 as household as household structures did not match the proxy occupancy standard (for example multi-income unit household types with dependent children). In deriving the targeting data the following criteria were used: Median rents for the ACT Region:

1 Bedroom — \$115 per week

2 Bedroom — \$142 per week

3 Bedroom — \$164 per week

4 Bedroom — \$224 per week.

These figures are based on the 1994 Australian Housing Survey indexed using the housing rents component of the CPI.

3 ACT assessed only 10 203 households out of a total of 10 425 as households structures did not match the proxy occupancy standard.

Table 6A.50: ACT effectiveness indicators part 3, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	10 <sup>1</sup>	10	30
- less than 1 year;	per cent	na	na	32 <sup>1</sup>	32	51
- less than 2 years;	per cent	na	na	59 <sup>1</sup>	59	78
- less than 3 years;	per cent	na	na	87 <sup>1</sup>	87	89
- less than 4 years;	per cent	na	na	99 <sup>1</sup>	99	96
- less than or equal to 5 years;	per cent	na	na	na	100 <sup>2</sup>	99 <sup>2</sup>
- longer than 5 years	per cent	na	na	1 <sup>1</sup>	na	1

na not available.

1 No historical data. Data for number of persons on waiting list as at 7 September 1995 (excludes transfers ie. those tenants currently in public housing wanting different accommodation).

2 On June 30 1995, 92 of the 7 476 applicants were on the waiting list for more than 4 years.

Table 6A.51: ACT efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	3 <sup>1</sup>	1	1
Rate of return on total assets before interest and tax	per cent	na	na	2 <sup>1</sup>	1	1
Administrative costs per dwelling	\$	990	1 146	998	998	993
Operational costs per dwelling	\$	2 416	2 542	3 266	2 968 <sup>2</sup>	3 338 <sup>2</sup>
Community Service Obligations	per cent	51	52	52	51	50
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	125 464 <sup>3</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	121 970
- 3 bedroom dwellings;	\$	na	na	na	na	137 368
- 4 or more bedroom dwellings	\$	na	na	na	na	157 785
- All dwellings	\$	na	na	na	na	130 874

na not available.

1 Aggregated assuming: tenancy management broke even rather than generated a profit or loss; and costs of governance functions included in a property function.

2 An increase in the operational costs from 1994–95 to 1995–96 was the result of an increase in depreciation of \$5.5 million, included as the result of audit advice.

3 Construction cost is for five 1.5 bedroom units.

Table 6A.52: ACT efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	114 700 <sup>2</sup>
- 2 bedroom dwellings;	\$	na	na	na	na	121 300 <sup>2</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	125 754 <sup>2</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	182 142 <sup>2</sup>
- All dwellings	\$	na	na	na	na	128 350
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed						
	per cent	87	88	93	100	98
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	16.07	16.07	9.65
- more than 8 weeks; and	per cent	na	na	8.91	8.91 <sup>3</sup>	6.36 <sup>3</sup>
- more than 12 weeks	per cent	na	na	5.78	5.78 <sup>3</sup>	4.38 <sup>3</sup>
Turnaround rent foregone	per cent	na	2 <sup>1</sup>	3 <sup>1</sup>	6	6
Average turn around time for:						
- normally vacant stock;	Days	na	na	na	na <sup>4</sup>	48 <sup>4</sup>
- newly acquired stock; and	Days	na	na	na	na <sup>4</sup>	46 <sup>4</sup>
- newly constructed stock	Days	na	na	na	na <sup>4,5</sup>	32 <sup>4,5</sup>

na not available.

1 No historical data for market rent lost through vacancies.

2 Includes six dwellings that have no land costs included as they are dwellings constructed on redeveloped land that have been owned by ACT Housing for some time.

3 Methodology does not take into account multiple tenancies in a single dwelling. As at 30 June, 1996 ACT Housing had approximately 700 more tenancies than dwellings occupied. This resulted in a six per cent discrepancy between the number of tenants and the dwellings occupied. Accordingly, a more appropriate measure of the percentage of tenants in arrears would be to measure the ratio of tenants in debt to the number of tenancies. Variation between the level of rent charged against the level of rent received, was severely affected by industrial bans in the ACT from February to April 1996. These bans resulted in the non-collection of rent from tenants and a significant increase in the current tenant rent debt.

4 Days vacant are calculated from when an account for each property is terminated to when an account is recreated.

5 Of the 53 newly constructed properties in 1995–96, 1 remained vacant at the end of June 1996.

### 6A.3.8 Northern Territory

Two data sets are presented. Data are presented for 1992–93 to 1994–95 and for 1994–95 to 1995–96. It is important to note that these data sets were collected using different counting rules. The data are sets are separated by a vertical line. Whilst counting rules in some instances were very similar, in other instances they differed greatly. Therefore care should be taken when comparing data.

Table 6A.53: NT descriptors part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Households occupying public rental housing for year ending 30 June	No.	na	na	8 375 <sup>1</sup>	na	9 759
Households assisted with rebated public rental housing for year ending 30 June	No.	na	na	na	na	5 489
Households assisted with public rental housing in the capital city area of the State/Territory for year ending 30 June	No.	na	na	4 942 <sup>2</sup>	na	3 724
Households assisted with public rental housing not in the capital city area of the State/Territory for year ending 30 June	No.	na	na	3 433 <sup>3</sup>	na	1 735
Market rent for year ending 30 June	\$m	97 <sup>4</sup>	93 <sup>4</sup>	92 <sup>4</sup>	na	81 <sup>5</sup>
Rent charged for year ending 30 June	\$m	na	na	na	na	40 <sup>6</sup>

na not available.

1 Includes 510 properties from the Industry Housing Scheme (properties let to community groups) and 509 properties occupied by those working in remote communities.

2 15 properties are let in Darwin through the Industry Housing Scheme.

3 Excludes 1004 tenancies held through the Industry Housing Scheme and in remote communities.

4 Rent for all self-managed remote area dwellings calculated as a percentage of the replacement value. Decrease due to the Housing Commission's policy of actively encouraging tenants to buy their homes.

5 Estimated as rental dwellings times estimated market return (8.5 per cent).

6 Equals gross: rents, rental public dwellings less rental rebates allowed.

Table 6A.54: NT descriptors part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Total rent collected from tenants for year ending 30 June	\$m	39 <sup>1</sup>	38 <sup>1</sup>	37 <sup>1</sup>	na	40
Total recurrent and capital expenditure for year ending 30 June	\$m	23	21	19	na	64
Total number of public rental housing dwellings occupied at 30 June	No.	8 886 <sup>2</sup>	8 657 <sup>2</sup>	8 375 <sup>2</sup>	na	8 335
Total number of tenantable public rental housing dwellings vacant at 30 June	No.	225 <sup>3</sup>	219 <sup>3</sup>	176 <sup>3</sup>	na	54
Total number of untenable public rental housing dwellings vacant at 30 June	No.	50 <sup>4</sup>	50 <sup>4</sup>	51 <sup>4</sup>	na	139
Total number of vacant public housing dwellings as at 30 June	No.	275 <sup>5,6</sup>	269 <sup>5,6</sup>	227 <sup>5,6</sup>	na	193
Total market value of stock	\$m	843 <sup>6</sup>	965 <sup>6</sup>	1 027 <sup>6</sup>	na	956
Total number of rebated households	No.	na	na	na	na	4 229
Total number of non-rebated households	No.	na	na	na	na	4 106

na not available.

1 Includes rent for all self-managed remote area dwellings (calculated as a percentage of the replacement value). Properties managed on behalf of the Department have maintenance deducted from rents collected and only the balance remaining is included here.

2 Annual reports only provide figures for total number of properties in management at 30 June 1993 and 1994. It is not known how many Industry Housing Scheme and remote letting were included. A deduction of 3 per cent of stock was used to estimate the number of vacant properties. Based on the percentage vacancy rate at June 30 1995 (2.6 per cent) with an addition to take account of particular vacancy problems in Jabiru.

3 Includes only those properties fully adapted for disabled people and those held pending demolition.

4 Total number of properties serviced throughout the year.

5 Triennial revaluation was carried out between April and June 1995. Because remote area stock has no market value replacement costs (\$120,000 for 1- and 2- bedroom and \$160 000 for 3 and 4 bedroom properties) were substituted and adjusted for building cost inflation of 10 per cent per annum.

6 Value of remote housing stock is assessed at replacement cost because it has no market value.

Table 6A.55: NT effectiveness indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Targeting</i>						
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard A at June 30	per cent	na	na	na	na	35 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	35 <sup>2</sup>
Public housing tenants in need as a percentage of all households in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	43 <sup>2</sup>
Public housing tenants in need as a proportion of all households in need at 30 per cent affordability benchmark for occupancy standard B	per cent	na	na	na	na	43 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard A at 30 June	per cent	63 <sup>1</sup>	na	na	na	100 <sup>2</sup>
Public housing dwelling tenants in need at 25 per cent affordability benchmark for occupancy standard B at 30 June	per cent	54 <sup>1</sup>	na	na	na	100 <sup>2</sup>

na not available.

1 Results are preliminary and indicative only. The model and method used to calculate the results has not been endorsed by Housing Ministers and is still being refined. Until the mid-1980s the public sector had to provide the bulk of rental housing in the NT because the private sector was not sufficiently developed to do so. The growth of the private sector lead to means testing for housing applicants in 1991. The result, in conjunction with an active sales policy, will be more effective targeting. Based on 1991 Census data.

2 Based on rebated tenants.

Table 6A.56: NT effectiveness indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard A at 30 June	per cent	na	na	na	na	99 <sup>4</sup>
Public housing dwelling tenants in need at 30 per cent affordability benchmark for occupancy standard B at 30 June	per cent	na	na	na	na	100 <sup>4</sup>
<i>Affordability</i>						
Households spending:						
- less than or equal to 20 per cent;	per cent	na	na	88 <sup>1</sup>	na	75 <sup>4</sup>
- less than or equal to 25 per cent;	per cent	na	na	100 <sup>1</sup>	na	100
- less than or equal to 30 per cent; or	per cent	na	na	100 <sup>1</sup>	na	100
- greater than or equal to 30 per cent of assessable income on rent	per cent	na	na	0 <sup>1</sup>	na	0
Match of dwelling to household size						
Occupied dwellings with moderate overcrowding	per cent	12 <sup>2, 3</sup>	na	na	na	0
Occupied dwellings with high overcrowding	per cent	na	na	na	na	0
Occupied dwellings underutilised	per cent	7 <sup>2, 3</sup>	na	na	na	4 <sup>4</sup>

na not available.

1 Data on match of dwelling and households size in public sector housing are only available for tenants who pay a rebated rent in CSHA reporting categories (single, single with children, couple, couple with children). Analysis of the 1995 figures indicate much less overcrowding (1 per cent) and under occupation (4 per cent) than would be expected given the AIHW figures, even allowing for partial availability of data. Rent assistance becomes available where no tenant should pay more than 24.58 per cent of their income on rent.

2 Based on 1991 Census data.

3 Household assessable income is the gross weekly income of the tenant and their spouse excluding payments targeted for specific purposes (statutory income payments), legacies, TPI pension, income additional to normal Austudy/Abstudy entitlement received as Austudy/Abstudy loan and including remote area allowance. Additional family payment is discounted by 25 per cent for children under 13 and 40 per cent for children between 13 and 15. If a tenant claims no income (and if self employed a loss) an income equivalent of the minimum Social Security entitlement is presumed. If migration status means no entitlement to social security no presumption of income is made.

4 Based on rebated tenants.

Table 6A.57: NT effectiveness indicators part 3, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1994–95	1995–96
<i>Timeliness</i>						
Households waiting:						
- less than 6 months;	per cent	na	na	na	na	21 <sup>1</sup>
- less than 1 year;	per cent	na	na	na	na	36 <sup>1</sup>
- less than 2 years;	per cent	na	na	na	na	59 <sup>1</sup>
- less than 3 years;	per cent	na	na	na	na	74 <sup>1</sup>
- less than 4 years;	per cent	na	na	na	na	82 <sup>1</sup>
- less than or equal to 5 years;	per cent	na	na	na	na	93 <sup>1</sup>
- longer than 5 years	per cent	na	na	na	na	7 <sup>1</sup>

na not available.

1 Cannot verify that all applicants on the waiting list are still residing in the NT, still eligible and still wish to pursue the application. The last audit of the waiting list was some time ago and another is currently underway.

Table 6A.58: NT efficiency indicators part 1, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Rate of return on equity	per cent	na	na	10	na	4 <sup>2,3</sup>
Rate of return on total assets before interest and tax	per cent	na	na	4	na	5
Administrative costs per dwelling	\$	1 004 <sup>1</sup>	1 028 <sup>1</sup>	1 054 <sup>1</sup>	na	939
Operational costs per dwelling	\$	3 194	3 103	3 634	na	7 006 <sup>4</sup>
Community Service Obligations	per cent	56	55	56	na	50 <sup>5</sup>
Average cost of acquisition per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	0
- 2 bedroom dwellings;	\$	na	na	na	na	0
- 3 bedroom dwellings;	\$	na	na	na	na	140 424
- 4 or more bedroom dwellings	\$	na	na	na	na	0
- All dwellings	\$	na	na	na	na	140 424

na not available.

1 (A systems change in 1993–94 means that data for 1992–93 are not consistent with those of 1993–94 and 1994–95. Superannuation has been calculated to represent a 30 per cent addition on costs. The Department does not usually depreciate its property; for this exercise only depreciation has been calculated at 2 per cent of the value of public rental housing stock.

2 Property manager net surplus is defined as potential (market) rental income less rents lost through vacancy less operating expenses.

3 Average total equity is defined as total assets less average total liability.

4 Defined as expenditure less government programs less grants payable. The number reported includes all operational costs including interest.

5 Market rent is estimates as rental dwellings value times estimates market return (8.5 per cent). Rent charged equals gross rents, rental public dwellings less rental rebates allowed.

Table 6A.59: NT efficiency indicators part 2, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1994–95</i>	<i>1995–96</i>
Average cost of construction per new dwelling:						
- 1 bedroom dwellings;	\$	na	na	na	na	0
- 2 bedroom dwellings;	\$	na	na	na	na	109 454 <sup>2</sup>
- 3 bedroom dwellings;	\$	na	na	na	na	111 584 <sup>2</sup>
- 4 or more bedroom dwellings	\$	na	na	na	na	0 <sup>2</sup>
- All dwellings	\$	na	na	na	na	110 546 <sup>2</sup>
Rental arrears — ex-tenant and tenant debt as a percentage of rent owed						
	per cent	na	na	97 <sup>1</sup>	na	99 <sup>3</sup>
Tenants in rent arrears:						
- more than 4 weeks;	per cent	na	na	3.96	na	3.32
- more than 8 weeks; and	per cent	na	na	1.10	na	0.95
- more than 12 weeks	per cent	na	na	0.38	na	0.34
Turnaround rent foregone	per cent	2	1	1	na	7
Average turn around time for:						
- normally vacant stock;	Days	na	na	na	na	34
- newly acquired stock; and	Days	na	na	na	na	0
- newly constructed stock	Days	na	na	na	na	27

na not available.

1 Calculated on the presumption that the rate of arrears has remained constant since 1992–93.

2 Accurate land values are available for only 7 dwelling units of the 39 constructed. For 10 dwelling units, there is no land valuation, for 9 the valuation is as at 1985 to 1987 and for 13 dwelling units the estimated valuation is unsatisfactory due to pro-rata division of values of parcels of land with no consideration of size and/or location of the lot.

3 Rent charged equals gross rents, rental public dwellings less rental rebates allowed.

## 6A.4 Consultancy findings

A number of consultancies have been undertaken and completed since the 1995 Report. The objectives, outcomes and recommendations of these consultancies are discussed in detail below.

### **Box 6A.1: Asset valuation**

#### *Objectives*

The objectives were to: ascertain current policies and practices for establishing market rents and valuing assets; recommend a common policy framework and practices for valuing assets and establishing market rents; and recommend a strategy for implementing the consistent framework and provide an assessment of the costs involved for each jurisdiction.

#### *Outcomes and recommendations*

By July 1996 all States and Territories would have had some estimate of market rent and market values but they varied in quality, methodology, source data, independence and the length of time over which they had been collected. Many jurisdictions were in the process of changing their practices.

The report recommendations were:

- Both a modelling and manual valuation process be considered equally acceptable;
- Valuations should be carried out independently of the housing authority;
- Valuations should be determined at existing use;
- Remote properties should be valued at estimated market value by comparison with the best equivalent market;
- Disabled modifications should be separately valued;
- High rise dwellings should be valued on the block selling price taking into account the cost of subdivision or on the basis of cash flow at an appropriate discount rate;
- Depreciation should be charged at 1/50th of the property value for period cost and rate of return purposes; and
- Revaluations be adjusted on a rolling five year basis or shorter

*Source:* Consultancy undertaken by Infrastructure Economics.

**Box 6A.2: Condition of housing stock*****Objectives***

A research project was developed in late 1995 to define performance measures for “stock condition” for public housing and recommend a practical and cost effective methodology for capturing and analysing nationally consistent data on stock condition. It was completed in November 1996.

***Difficulties encountered in determining condition of housing stock***

The major challenges associated with the project were the diverse nature of public housing stock held by housing authorities and the various approaches presently taken by housing authorities to data collection relating to stock condition. Another challenge was to clearly define the operational framework for the indicator, addressing fundamental questions such as “what type of standard?” Taking account of issues of *functionality*, *amenity* and *utility*.

***Outcomes***

A final report was received in November 1996. The recommended approach involves measurement of *the cost of restoring a dwelling component as a fraction of its capital replacement value*. The main data requirements are the cost of repair and replacement of those major dwelling components to be specifically included in the dwelling assessment and dwelling capital replacement value. Refinements of the project are underway to determine what needs to be done to enable the indicator to be comparable across jurisdictions.

### **Box 6A.3: Consumer satisfaction**

#### *Purpose and objectives*

To obtain comparable measures of customer satisfaction across States and Territories.

Some States and Territories varied the core survey by increasing the sample size, adding questions or using face to face interviews instead of the mail-out methodology.

The comparability of data across States and Territories did not seem to be affected by the changes as there was no indication of any systematic difference between States and Territories. The response to the survey was good with a response rate of 60 per cent. This was well above the 46 per cent response rate required to achieved a minimum sample size.

#### *Outcomes*

The survey provided a comparable picture of satisfaction, concerns and priorities of public housing tenants across Australia.

*Source:* Consultancy undertaken by Donovan Research.

### **Box 6A.4: Standard accounting framework for community housing**

#### **Purpose**

A study was commissioned by Coopers and Lybrand to develop a national accounting framework for community housing to enable State and Territory Governments to aggregate data from community housing providers on a consistent basis.

*The report has not yet been adopted by State government because the implementation of performance measures for community housing has been deferred until 1997–98.*

#### **Comparability of current methodologies**

The report identified three main operating models in use in the jurisdictions underpinning current arrangements. The current procedures and the lack of agreed definitions means that the reporting arrangements in place have limited comparability across the range of community housing programs and between community and public housing.

#### **Outcomes**

The report provides an accounting framework for community housing, the Coopers and Lybrand Standard. This allows for the flexibility required to meet the diversity of requirements due to the range of operating models in current use.

The report provides reporting templates for both providers and administrators; a summary of accounting policies; definitions of items included in the framework; asset accounting decision policy trees; glossary of terms and a summary of deprival value asset measurement model.

*Source:* Consultancy undertaken by Coopers and Lybrand.

## 6A.5 Performance indicator definitions

Table 6A.60: Public housing descriptors

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Total number of households occupying public rental housing during the year ending 30 June 1996
Total number of households assisted with rebated public rental housing for year ending 30 June 1996
Total number of households with rebated public rental housing in capital city area of the State/Territory for year ending 30 June 1996
Total number of households with rebated public rental housing in outside capital city area of the State/Territory for year ending 30 June 1996
Market rent for year ending 30 June 1996
Rent charged for year ending 30 June 1996
Total rent collected from tenants for year ending 30 June 1996
Total recurrent and capital expenditure for year ending 30 June 1996
Total number of public rental housing dwellings occupied at 30 June 1996
Total number of tenantable public rental housing dwellings vacant at 30 June 1996
Total number of untenable public rental housing dwellings vacant at 30 June 1996
Total number of public rental housing dwellings vacant at 30 June 1996
Total market value of stock at 30 June 1996

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Table 6A.61: Public housing performance indicators

<i>Indicator</i>	<i>Definition</i>
Level of provision	The extent to which provision meets agreed levels. Not collected in 1996.
Targeting	<p>The need status of all households receiving assistance.</p> <p>(a) The proportion of households in need and who are in public housing, relative to the total population in need at 30 June 1996. As calculated by the number of households in need and occupying public housing divided by the total number of public rental housing dwellings occupied times 100, at June 30.</p> <p>(b) The percentage of those occupying public housing who are in need at 30 June. As calculated by the total number of household as in need in the total population divided by the total number of public rental housing dwellings occupied times 100, at 30 June.</p>
Affordability	<p>The level of housing affordability within the public sector.</p> <p>The percentage of assessable household income spent on housing costs. As calculated by the number of rebated households paying X of assessable income on rent divided by the total number of rebated households times 100, at 30 June. Where X is defined to be:</p> <ul style="list-style-type: none"> <li>- less than or equal to 20 per cent;</li> <li>- less than or equal to 25 per cent;</li> <li>- less than or equal to 30 per cent;</li> <li>- greater than or equal to 30 per cent.</li> </ul>
The condition of public rental housing stock	To be developed (see 6A.3).
Match of dwelling and household size	<p>The degree of “under” and “over” occupation of dwellings.</p> <p>The percentage of dwellings where dwelling size is not appropriate. As calculated by, the percentage of occupied dwellings with:</p> <ul style="list-style-type: none"> <li>- moderate overcrowding;</li> <li>- high overcrowding; and</li> <li>- underutilisation, at June 30.</li> </ul>
Timeliness	<p>The time waiting for rental housing.</p> <p>The percentage of the total number of households on the waiting list in X waiting time categories, at June 30. Where X is defined as the number of households waiting for:</p> <ul style="list-style-type: none"> <li>- less than 6 months;</li> <li>- less than one year;</li> <li>- less than two years;</li> <li>- less than three years;</li> <li>- less than four years;</li> <li>- less than or equal to five years;</li> <li>- longer than 5 years.</li> </ul>

*cont.*

Table 6A.61: Public housing performance indicators (cont.)

<i>Indicator</i>	<i>Definition</i>
Customer satisfaction	The satisfaction of customers. The percentage of customers expressing different degrees of satisfaction in relation to various aspects of product and quality of each program element. Calculation undertaken by consultant.
Rate of return	The rate of return on assets (a) Rate of return on equity. As calculated by property manager net surplus divided by average total equity, times 100, at 30 June. (b) Rate of return on assets. As calculated by the property manager net surplus plus interest divided by average total assets, times 100, at June 30.
Equity level of assets	The equity level of assets. Not collected for 1996 data collection
Administrative and operational efficiency	The cost of property administration. (a) Average administration cost per dwelling. As calculated by, total administration cost for year ending 30 June, divided by the total number of public rental housing dwellings at 30 June. (b) The average operational cost per dwelling (maintenance and depreciation). As calculated by, total maintenance and depreciation cost for year ending 30 June, divided by the total number of public rental housing dwellings at 30 June.
Community service obligations (Direct subsidies)	The provision of direct subsidies to tenants. The percentage that direct subsidies are of the total market rent. As calculated by total market rent divided by total rent charged, times 100, for year ending 30 June.
Cost of stock production	The acquisition of stock. (a) Average acquisition cost per new dwelling. As calculated by the total acquisition cost for X dwellings divided by the total number of X dwellings. (b) Average construction cost per new dwelling. As calculated by the total construction cost for X dwellings divided by the total number of X dwellings. Where X are: - 1 bedroom; - 2 bedroom; - 3 bedroom; or - 4 or more bedroom.

*cont.*

Table 6A.61: Public housing performance indicators (cont.)

<i>Indicator</i>	<i>Definition</i>
Rent arrears	The management of arrears. The percentage of total rent actually collected to the rent charged to tenants for year ending 30 June 1996. As calculated by total rent collected from tenants divided by total rent charged to tenants, times 100.
Turnaround rent foregone	The financial cost of turnaround. The percentage of rent lost through vacancy (both tenantable and untenable properties) divided by the potential rent receivable. As calculated by rent lost through vacancy divided by rent charged, times 100, for year ending 30 June.
Turnaround time	The time taken to utilise vacant stock. a) The average time taken for occupancy of normally vacant stock. As calculated by the total number of days normally vacant dwellings are vacant divided by the total number of normally vacant dwellings. b) The average time taken for occupancy of newly acquired stock. As calculated by the total number of days newly acquired dwellings are vacant divided by the total number of newly acquired dwellings. c) The average time taken for occupancy of newly constructed stock. As calculated by the total number of days newly constructed dwellings are vacant divided by the total number of newly constructed dwellings.

Table 6A.62: Public housing definitions of variables

<i>Variable</i>	<i>Definition</i>
administrative costs	These costs include: direct salaries; payroll and other taxes; superannuation; compensation; accrued leave; training; accommodation; vehicles; marketing; information systems; printing; postage; telephone; expenses; uniforms; travel expenses; office expenses; offices equipment; collection fees; managements fees; and overheads (corporate services/unallocated expenses). Wherever possible accrual data has been used.
appropriate	The size of the dwelling or the number of bedrooms the household is deemed to require taking into account the number of adults and children based on the Canadian Occupancy Standard.
assessable income	The income used in the assessment of eligibility for public housing rebate assistance.
average total assets	The average of the total written down value of assets over the reporting period as calculated by adding the opening and closing balance and dividing by two.
average total equity	The difference between average total assets and average total liabilities.
average total liabilities	Calculated as for assets.
modified Canadian Occupancy Standard	The standard used to determine overcrowding/under-utilisation see for further discussion on measuring household bedroom requirements (AIHW 1994).
Community Service Obligations	A Community Service Obligation arises when a government specifically requires a public enterprise to carry out activities relating to outputs and inputs which it would not elect to do on a commercial basis, and which the government does not require other businesses in the public or private sectors to undertake, or which it could only do at commercially higher prices (Steering Committee on National Performance Monitoring of Government Trading Enterprises, 1994).
depreciation costs	As defined by Australian Accounting Standards 13 to 17.
dwellings	Refer to 'private dwellings' as defined by the ABS and exclude 'non private dwellings' such as hotels, motels, guest houses, gaols, hospitals and other institutions (AIHW 1996).

*cont.*

Table 6A.62: Public housing definitions of variables (cont.)

<i>Variable</i>	<i>Definition</i>
households	<p>For this Report are any one dwelling comprising only one household. Co-tenancy arrangements are treated as one household irrespective of whether all persons eat together as a domestic unit or not (AIHW 1996).</p> <p>ABS definition: a household is broadly defined as a group of people who usually reside and eat together. Operationally it is defined as either:</p> <p>(a) a one-person household, that is, a person who makes provision for his or her own food or essentials for living without combining with any other person to form part of a multi-person household; or</p> <p>(b) a multi-person household, that is a group of two or more persons, living within the same dwelling, who make common provision for food and other essentials for living. The persons in the group may pool their incomes and have a common budget to a greater or lesser extent; they may be related or unrelated or a combination of both.</p>
households in need	Those who would have to spend more than a specified proportion (25 per cent or 30 per cent) of their income to pay the median private rental cost (less DSS rent assistance, where applicable) for appropriate sized accommodation in their current location.
income units	<p>One person, or a group of related persons, within a household, whose command over income is shared. The relationships allowed for in the definition of income unit are restricted to those of marriage (registered or de facto) and of parent/dependent child who usually reside in the same household. Operationally, this means that an income unit can be defined as:</p> <p>(a) a married couple (registered or de facto) or sole parent, and dependent children only; or</p> <p>(b) married couple only (registered or de facto) with no dependent children present; or</p> <p>(c) a person in a private dwelling who is not related to any other household member either by marriage (registered or de facto) or by the parent/dependent child relationship (ABS 1995).</p>
maintenance costs	These are the costs incurred to maintain the value of the asset, that restore an asset to its original condition. These include, day-to-day maintenance, reflecting general wear and tear; cyclical maintenance, which is maintenance performed as part of a planned maintenance program; and other maintenance including repairs due to vandalism.
market rent	Aggregate market rent that would be collected if the public rental housing properties were available in the private market.
market value of stock	Aggregate market valuation of public housing stock.

*cont.*

Table 6A.62: Public housing definitions of variables (cont.)

<i>Variable</i>	<i>Definition</i>
over crowding	Under the Canadian Occupancy Standard used to determine overcrowding, lone-person households and couples living in a bed-sitter are considered to be overcrowded. However in the 1991 Census it was not possible to distinguish between bedsitters and one-bedroom dwellings. Therefore all lone-person and couple only households were classified as not overcrowded. As a result the above figures may slightly underestimate the extent of overcrowding. Figures show percentage of private dwellings (households in usual residence) estimated by the AIHW to be overcrowded or under-utilised. For method of estimation see Foard et al (1994) Public Housing in Australia, Australian Institute of Health and Welfare.
property manager net surplus	This is calculated by total operating revenue minus total operating expenses.
property manager net surplus plus interest	This is calculated as above and in addition interest is included as an expense.
rent collected	Rent actually received for the financial year as at June 30.
rent raised	The rent charged in total for the year.
target population	This comprises of those households that are defined as "in need".
under-utilisation	Figures show percentage of private dwellings (households in usual residence) estimated by the AIHW to be overcrowded or under-utilised. For method of estimation see Foard et al (1994) Public Housing in Australia, Australian Institute of Health and Welfare