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## 4 PUBLIC HOUSING

### Summary

Housing assistance is a policy response to the basic human need for housing. Governments in Australia provide two main types of housing assistance — public rental housing and rent assistance. This chapter focuses on public rental housing. The primary objective of this service area is to ensure that people on low incomes have access to secure, adequate and appropriate housing which is affordable.

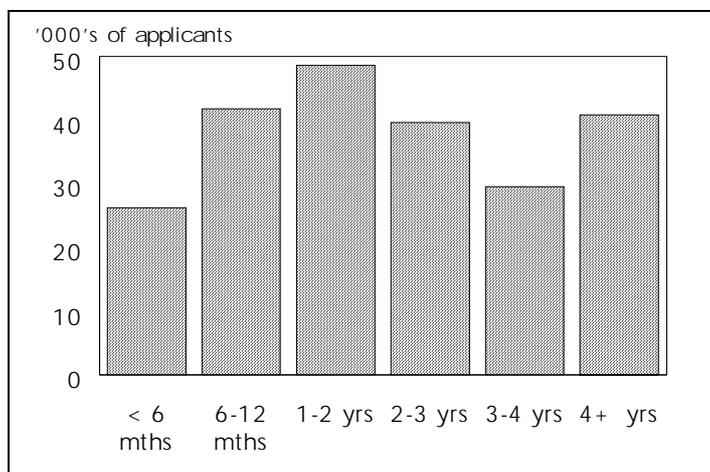
While, considerable effort has been invested in developing indicators that address the key objectives of public housing services, and a reasonably extensive data set has been compiled, further work is required to improve the definitions of many of the indicators and the quality and consistency of data.

While some of the results are summarised below, further work is required to fully develop nationally comparable data for indicators that address the full range of effectiveness and efficiency issues.

### *Targeting*

How well public housing is targeted to those in need is an issue that has received increasing attention in public housing in recent years. Initial results, based on estimates of tenants' ability to afford alternate private rental accommodation, suggest that public rental housing could be better targeted. Further analysis is contained in Section 4.4 of this chapter.

Distribution of public housing applicants on waiting lists in Australia, as at June 30, 1995



### *Waiting periods*

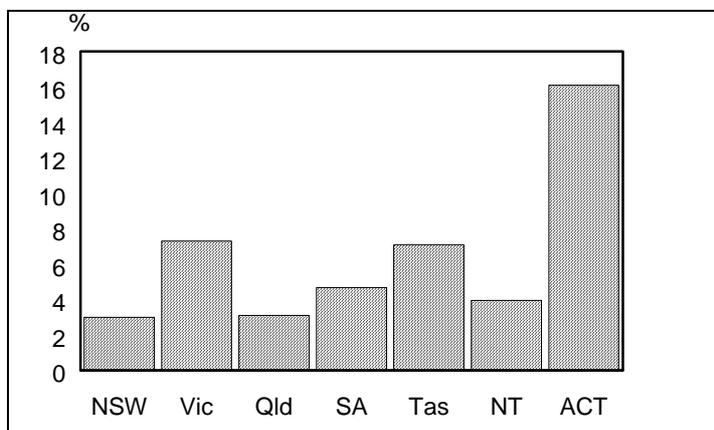
Preliminary results indicate that Australia-wide, some applicants appear to wait lengthy periods for access to public housing.

### *Affordability*

Once in public housing, rents generally appear to be set at affordable levels. Nearly all public tenants across Australia pay less than 25 per cent of their

assessable income on rent as at 30 June, 1995, reflecting the rebate policies of State Housing Authorities.

**Percentage of tenants in arrears more than four weeks, as at June 30, 1995**

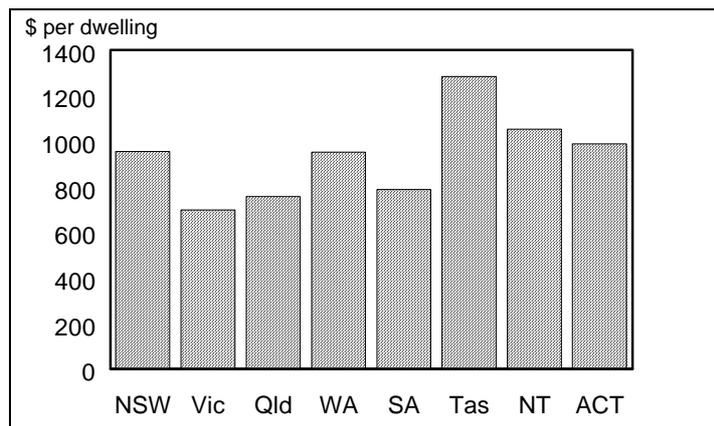


Note: Data for WA were not available on a comparable basis.

**Rental arrears**

Across Australia, most tenants appear to pay on time.

**Administration costs per dwelling, 1995**



Note: Expenditure for WA and NT includes Aboriginal housing, community housing, and bond assistance functions. WA data also include joint venture

**Administration costs**

The operating costs of delivering public housing services appear to vary significantly across jurisdictions, although the extent to which differences in methodology and geographic and demographic characteristics contribute to this variation is not known at this stage.

**Further steps required**

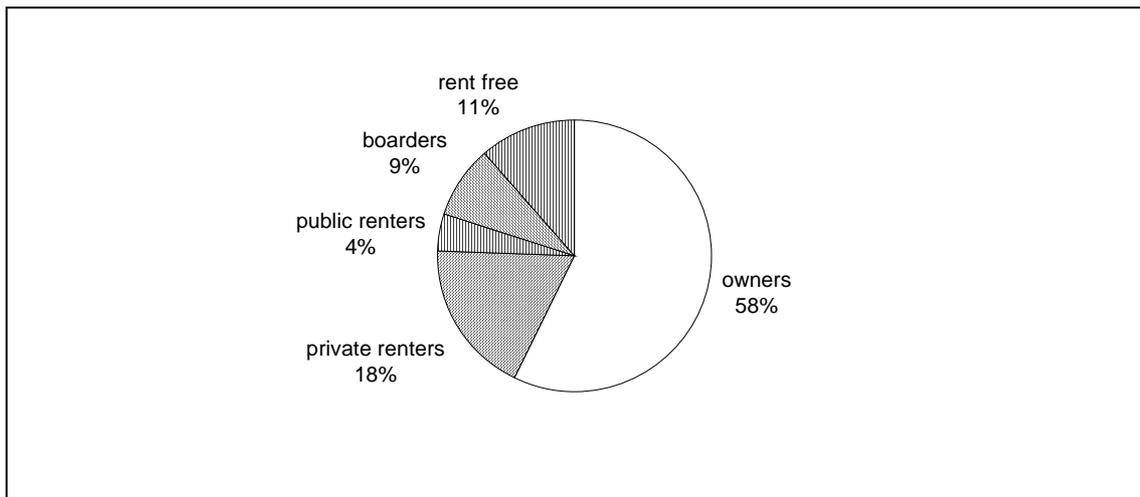
There are a number of initiatives underway to ensure that a more complete data set will be available for inclusion in the next Report. These include: developing a national customer satisfaction survey instrument and developing a standard approach to reporting on housing stock condition. Efforts are also underway to improve the comparability of data (for example, by developing a standard methodology for valuing public housing assets). In addition, further work is required to refine and further develop definitions for existing indicators.

## 4.1 Profile of the sector

This chapter focuses on public rental housing. That is, those dwellings owned and operated by the Housing Authorities in each State and Territory, including those acquired through the Commonwealth-State Housing Agreement (CSHA) and, until 1988–89, Loans Council Funds (LCF).

The delivery of public rental housing is a significant part of the activities of State and Territory Governments. There are just under 365,000 public rental housing dwellings in Australia, with an estimated total value in excess of \$31 billion (Industry Commission, 1993). These dwellings represent approximately 4 per cent of all homes in Australia (see Figure 4.1). Australia-wide, annual expenditure on providing public rental housing services was about \$1.6 billion in 1993–94 (Commonwealth Department of Housing and Regional Development).

**Figure 4.1:** Nature of occupancy, Australia, April 1994



Source: Adapted from ABS *Renters in Australia, April 1994* Catalogue No. 4138.0. pp. 6–8

- Notes: 1 'Owners' includes those persons who own their homes as well as those persons purchasing their homes.  
 2 'Rent free' is defined by the ABS as persons who pay no rent or board or do not own or are not purchasing their home. Examples of persons living rent free include: elderly people in retirement villages who initially make a lump sum payment and then make regular maintenance payments but do not own the dwelling nor pay actual rent; people residing in employer housing; and people living rent free in exchange for care taking or maintenance activities.  
 3 Data provided for income units.

### Public rental housing and other forms of housing assistance

Public rental housing is one of two main forms of housing assistance provided by governments in Australia. The other is rent assistance provided by the Commonwealth Government to households in private rental housing (mainly through the Departments of Social Security and Veterans' Affairs). Total expenditure on public rental housing was larger than private rental assistance in

1993–94 — \$1.6 billion compared with \$1.4 billion. However, private rental assistance was provided to a larger number of clients — 383,600 for public rental housing compared to over 976,000 for private rent assistance (Commonwealth Department of Housing and Regional Development). This reflects the large capital components involved in the funding of public rental housing relative to recurrent funding.

The Commonwealth, State and Territory governments through the CSHA provide funds for the construction and acquisition of public rental housing. This is the main form of assistance provided through the CSHA, accounting for over two-thirds of the funds allocated through the Agreement. Other programs of the CSHA include Aboriginal Rental Housing, Pensioner Housing, Mortgage and Rent Assistance, and Community Housing. It is anticipated that these other components of the CSHA will be included in subsequent reports by the Steering Committee (see Section 4.5).

In addition, State Housing Authorities provide home ownership and joint venture assistance as well as other services including funding for housing for people with disabilities.

### **Roles of the Commonwealth, States and Territories in public rental housing**

States and Territories have responsibility for the provision of public rental housing, including property and tenancy management functions. Funding is shared between the Commonwealth and the States and Territories as set out in the CSHA (see Box 4.1). In 1993–94, the Commonwealth contributed about 65 per cent of new monies on public housing under the CSHA Australia-wide and the States and Territories contributed about 35 per cent (Commonwealth Department of Housing and Regional Development, 1995). In addition the Commonwealth and States and Territories are jointly responsible for National Housing Policy.

**Box 4.1: The Commonwealth-State Housing Agreement (CSHA)**

The CSHA is a multilateral agreement between the State Housing Authorities and the Commonwealth which commits State, Territory and Commonwealth Governments to providing housing assistance.

The first Commonwealth-State Housing Agreement was signed in 1945 and since then has undergone regular review. The main changes over the post-war years have included:

- widening the types of housing assistance provided under the agreement to include, for example, Mortgage and Rent Relief, Crisis Accommodation support and Local Government and Community Housing assistance;
- changing funding arrangements, in particular the transfer of responsibility for the cost of housing rental rebates fully to the States and Territories;
- assistance now being provided to home purchasers as well as public housing tenants; and
- tightening eligibility rules for access to services offered under the CSHA.

The existing agreement was signed in 1989. It will be replaced by a new agreement to commence from 1 July 1996. The stated objectives of the existing CSHA are:

“.. to ensure that every person ... has access to secure adequate and affordable housing [priced] within his or her capacity to pay. ...to alleviate housing related poverty, and ensure that housing assistance is, as far as possible, delivered equitably to persons resident in different forms of housing tenure. ...(Recital D of the CSHA).”

## 4.2 Recent developments

This Section outlines a number of recent developments in public rental housing.

### Re-negotiation of the CSHA

The Commonwealth, State and Territory Governments are working to reform the planning and delivery of housing assistance provided through the CSHA, under the auspices of the Council of Australian Governments (COAG).

During 1995–96, re-negotiation of the CSHA is intended to be a major strategy in assisting people — particularly those on low to moderate incomes — to improve access to affordable housing.

Proposed reforms to the CSHA include:

- clearer roles and responsibilities for the Commonwealth, State and Territory governments, with increased flexibility for jurisdictions to invest in resources across a mix of housing assistance;
- measures to improve the transparency of financial arrangements;
- an outcomes focus with agreed measures of performance, including an agreed needs methodology as a key input into planning and setting targets;

- a clearer emphasis on commercial management of housing stock, and diversification of supply and providers;
- potential for contestability of supply; and
- consumer choice in the type(s) of assistance.

It is intended that these changes will be achieved through negotiation of a performance-based strategic plan with each State and Territory. The performance indicators included in this Report will be an integral part of these reforms.

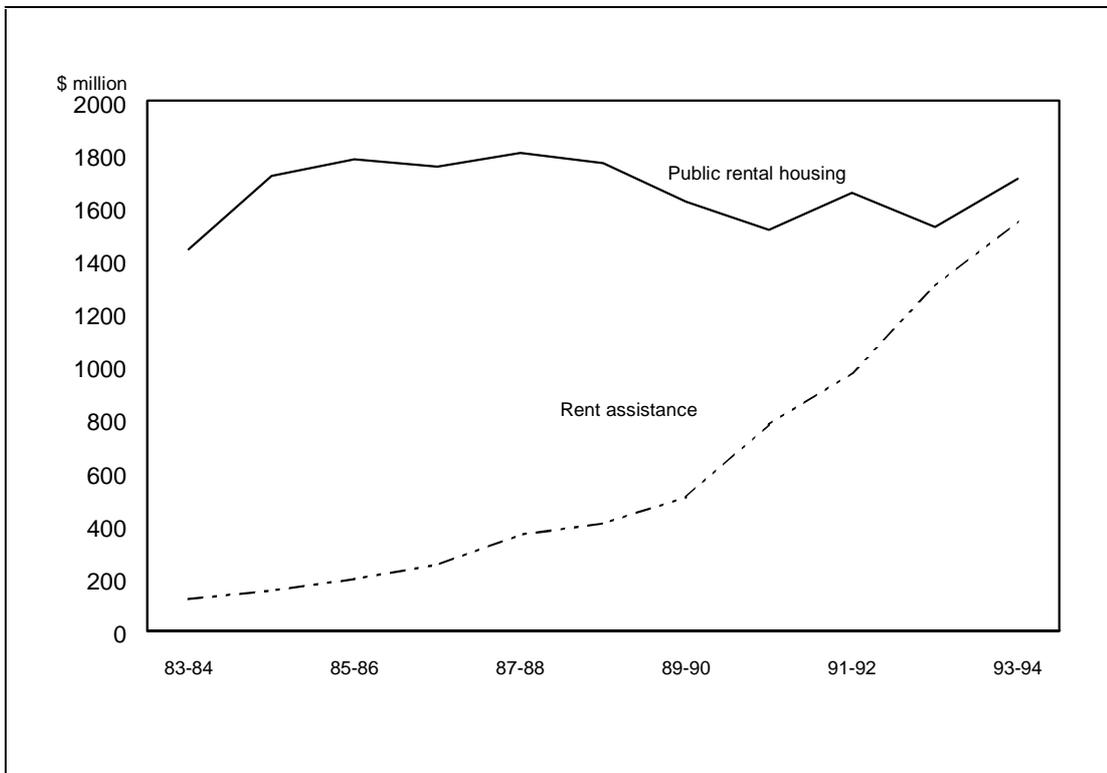
### **Diversification**

Most jurisdictions are seeking to diversify the range of housing providers. This strategy has a number of objectives. These include offering housing assistance consumers a choice and achieving greater quality services and improved efficiency through competition. In particular, the community housing sector in some States and Territories has been strengthened and expanded as a significantly enhanced provider system.

### **Growth of private rental assistance expenditure**

There has been a strong growth in recent years in private rental assistance. Expenditure on private rental assistance has grown from less than \$100 million to almost \$2 billion in real terms over the ten years to 1993–94 (see Figure 4.2). This reflects Commonwealth policy including increases in the real level of payments and expansion of the coverage to unemployment benefit recipients (in 1986) and to low income working families with children (in 1987).

**Figure 4.2:** Expenditure on public rental housing and rent assistance, Australia, 1983–84 to 1993–94 (\$ million, 1989–90 prices)



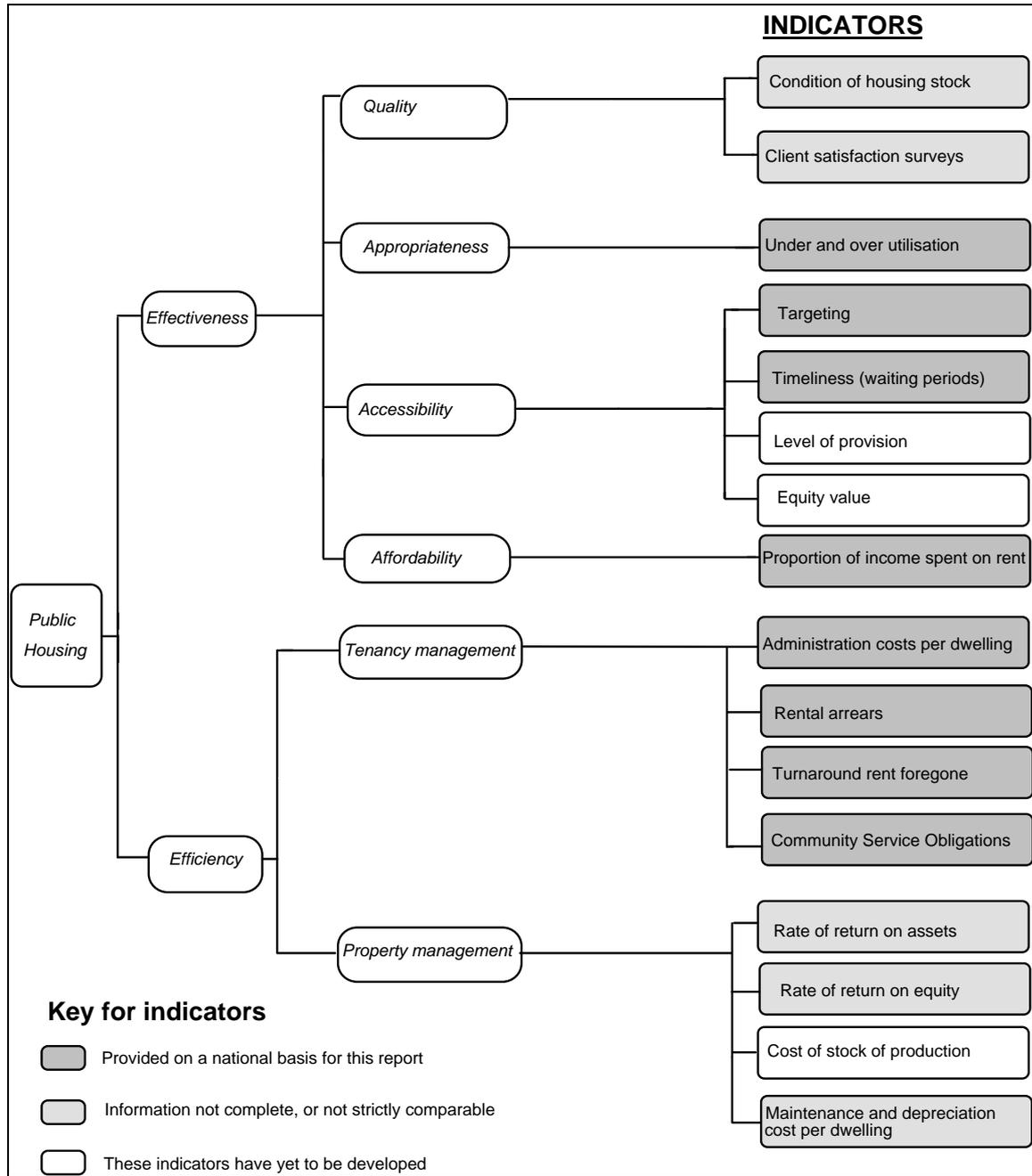
Source: Commonwealth Department of Housing and Regional Development

### 4.3 Framework of performance indicators

A framework of indicators has been developed to enable an assessment of overall performance of governments in achieving a set of key agreed objectives in the delivery of public rental housing (see Figure 4.3). Section 4.7 provides further definition and explanation of these performance indicators and the terms used in this Chapter.

It should be noted that unlike the other areas covered in this Report, public housing generates a significant level of “own source” revenue through rental income. Accordingly, indicators have been developed for the commercial property management activities State Housing Authorities. These relate to rates of return and levels of community service obligations. At this stage these indicators are not relevant to the other areas of the Review.

**Figure 4.3:** Preliminary framework of indicators for public rental housing



## 4.4 Summary of results

Care is required in interpreting the data presented in this Chapter.

At this stage, a full set of nationally comparable performance information is not available. The key gaps relate to the objective of "quality service to clients". In particular, there is no comparable information on the quality of the housing stock, or client satisfaction with service standards. Details of how these gaps are being addressed are provided in Section 4.5.

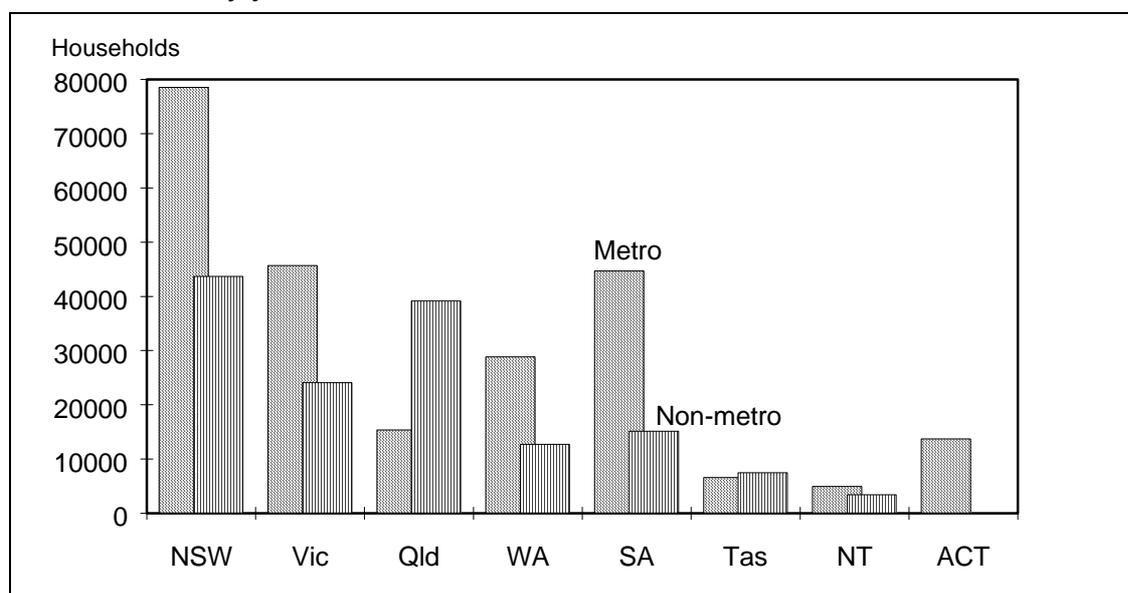
Moreover, there is scope for improving comparability in the data that are presented in subsequent reports. For example, although asset valuation figures have been supplied on a current market valuation basis in most cases, precise methodologies may differ between jurisdictions.

Care also needs to be taken because of the differing nature of service delivery in each of the jurisdictions; factors such as the size of the housing service provided, the locational mix of services (for example, between rural and urban) and the mix of clients to whom services are provided will affect results. While these general issues are covered more fully in Chapter 2, there are several aspects that are of particular relevance to public housing.

First, clearly house prices and private rental levels vary significantly across Australia. In addition, there are flow-on effects from regional differences in the building sectors and market structures that may also impact on housing costs. Variations in housing costs, for whatever reason, will affect the incidence of housing stress based on affordability. It will also impact on the average level of community service obligations per household (that is, the difference between the market rent and rent actually charged to public tenants). Figure 4.4 shows the variation in the size of public housing in terms of the number of households assisted by jurisdiction.

Second, variations in results based on the indicators reported may reflect historical factors. For example, the match of households to dwelling size may reflect, in part, a failure to invest in appropriate public housing in the past.

Furthermore, variations in geographic dispersion may affect the results for some indicators, particularly unit costs of administration. Similarly, climatic and other differences across the country will also affect the physical requirements of housing and construction costs.

**Figure 4.4:** Total number of households assisted as at June 30, 1995, by jurisdiction

Note: ACT classifies all households as metro.

### Targeting housing services to those most in need

The issue of targeting of housing services is the most complex area of performance assessment in public housing. Any indicator of how well public housing services are targeted must necessarily be based on a number of assumptions and therefore should be treated as providing an indication, rather than a precise measure. Identifying those most in need is a difficult task and raises a number of methodological and practical questions. These include how to allow for household size and regional rental market differences, and which data sources provide the most accurate information about household income levels. The Commonwealth Department of Housing and Regional Development, in conjunction with the State and Territory Housing Authorities, has developed some preliminary estimates of the proportion of public housing tenants that would be able to afford private rental housing.

This modelling work takes into account the region in which the public tenant household is currently living and the size of the household. Based on these factors, an estimate of the rental charge that each public tenant household would be likely to face in the private rental market has been derived. This cost is then related to their income based on the 1991 census data, adding in any estimated entitlement to private rental assistance funds.

These results are preliminary and further work is required to refine targeting estimates (see Section 4.5).

While acknowledging the many assumptions and limitations of this approach, the results indicate that there may be scope for improving the targeting of public housing to those most in need based on affordability. Australia-wide, based on 1991 ABS census data, it is estimated that about one-quarter of existing tenants would not be in "housing stress" if they rented privately. That is, this group would not have to pay more than 25 per cent of their income on rent in the private market for suitable accommodation, having regard to their household size and geographic location, and recognising any entitlement to private rental assistance. Estimates have also been prepared under the same assumptions but changing the benchmark to 30 per cent of income. These results are summarised in Figure 4.5.

Given that these results are based on 1991 data, there is some question as to how the results may have changed over the past 4 years.

Other factors which are not included in the model but may be considered relevant to a broader housing needs assessment include: the size of the private market; discrimination that may be experienced in accessing private rental; access to services; homelessness; and other special needs.

**Figure 4.5:** Proportion of public rental households potentially in housing need by jurisdiction, 1991 (per cent)



Source: Commonwealth Department of Housing and Regional Development.

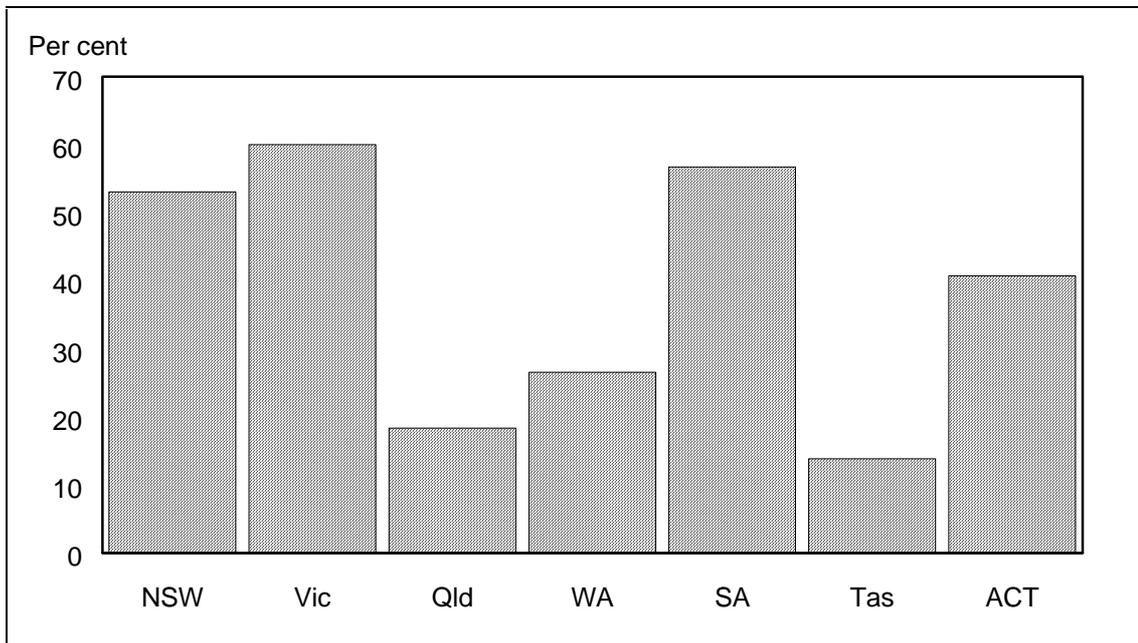
Notes: 1 Results are preliminary and indicative only. The model and method used to calculate the results have not been endorsed by Housing Ministers and are still being refined.

2 Utilises 1991 Census data.

### Waiting periods

Applicants appeared to experience long waiting periods and there were significant variations across jurisdictions, as shown in Figure 4.6. The proportion of prospective tenants on waiting lists in 1994–95 who have been waiting more than two years ranged from less than 14 per cent in Tasmania to over 60 per cent in Victoria.

**Figure 4.6:** Proportion public housing applicants waiting more than 2 years, at June 30, 1995 (per cent)



Note: NT were unable to provide data on a comparable basis and therefore were not included. Additional performance information relating to NT is contained in Section 4.6.

### Match of dwellings to household sizes

Upon entering public rental housing, efforts are made in each jurisdiction to ensure that the size of the dwelling matches the needs of the successful tenant household. Inevitably, however, size requirements will change over time as households change (for example, children grow up and move out). Furthermore, changes in the stock profile can only be made slowly in response to changes in demand, which can cause mis-matches between supply and demand in the short term.

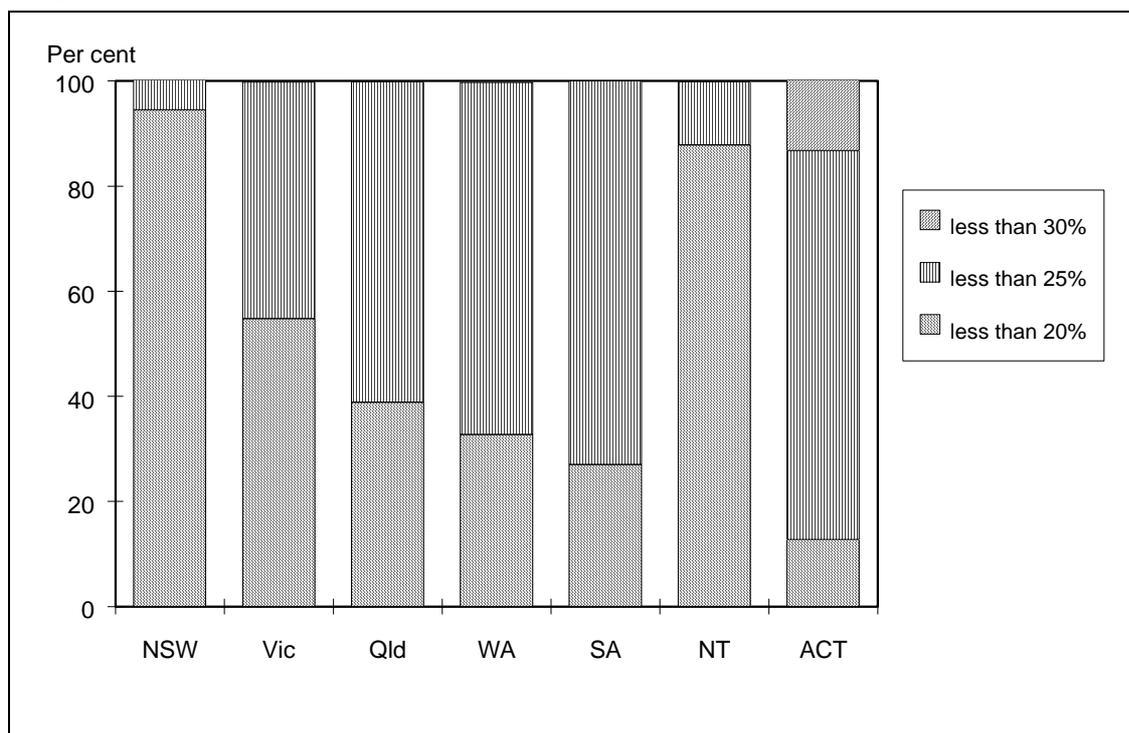
The data collected show that across Australia there appears to be a reasonable match of public housing dwellings to tenant household sizes<sup>1</sup>. In total, about 8.4 per cent of Australian public rental housing dwellings were over-crowded and 9.8 per cent were under-utilised in 1991, the latest year for which complete data are available (AIHW). It should be noted, however, that this estimate is sensitive to assumptions about the size needs of single and couple only households. Furthermore, these estimates are based on 1991 census data and the match between stock and households may have changed since that time.

<sup>1</sup> The methodology applied for assessing the size needs of households, *inter alia*, classifies couples or single people living in **either** one or two bedroom dwellings as having accommodation that matches their need. A fuller description of the occupancy standard used is provided in Section 4.7.

## Affordability

Generally, public housing rents appear to be set at affordable rates with more than eighty per cent of the tenant population paying a quarter or less of their income on rent in all jurisdictions.

**Figure 4.7:** Affordability by jurisdiction as at June 30, 1995 (per cent)



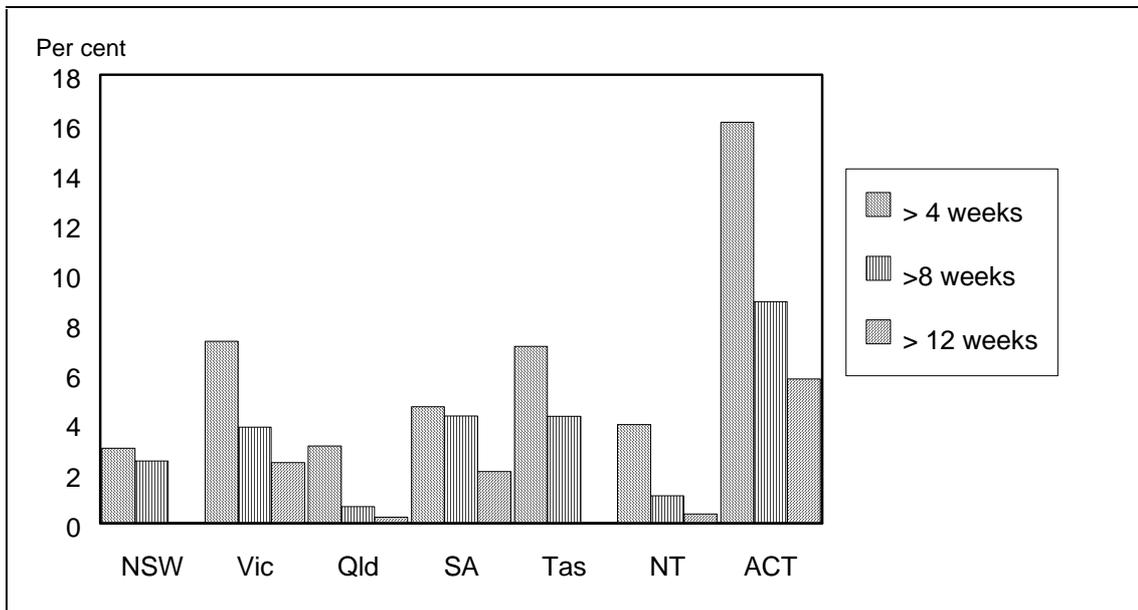
Note: Tasmanian data were not provided on a comparable basis and therefore was not included.

## Rental arrears

Public housing rental arrears do not appear to be a significant problem across Australia, with the proportion of tenants in arrears 4 weeks or more accounting for between 3 per cent and 7 per cent of the total tenant population in most jurisdictions as at June 1995. In the ACT, however, they accounted for about 16 per cent.

It should be noted that these figures exclude the rental arrears of ex-tenants: that is, those tenants who vacated public housing but who had outstanding rent payable (see Section 4.7).

**Figure 4.8:** Proportion of public housing tenants in arrears by jurisdiction, as at June 30 1995, (per cent)

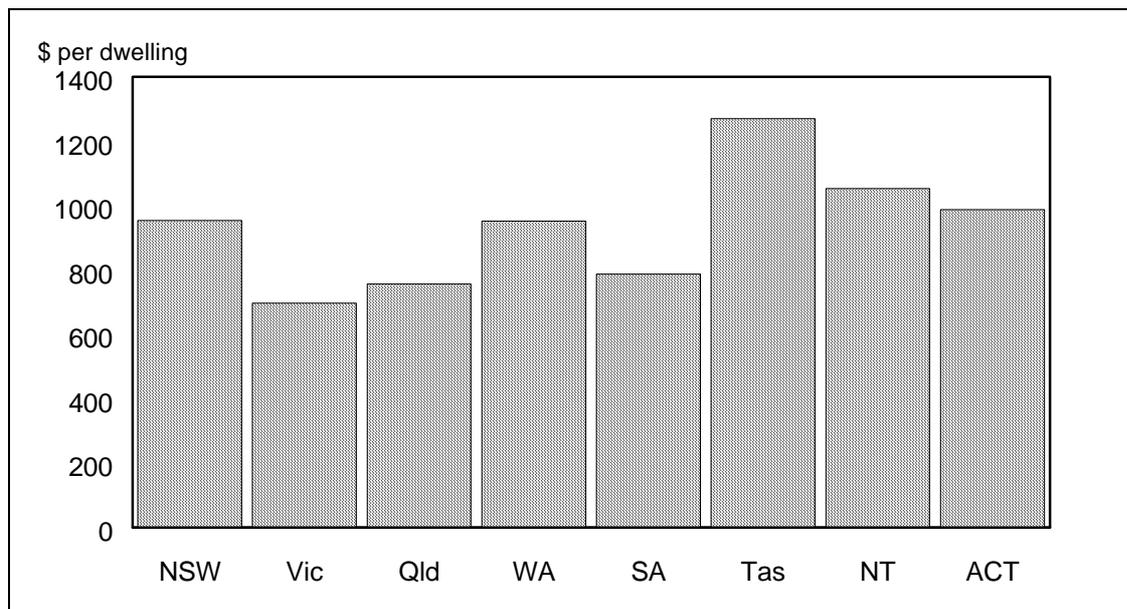


- Notes: 1 Tasmania and NSW do not collect the percentage of tenants in arrears greater than 12 weeks.  
 2 WA collects the percentage of tenants in arrears less than 3 weeks, 3 to 5 weeks and more than 5 weeks and have therefore been excluded from the graph. See Section 4.6 for WA data.  
 3 Only includes tenants in public housing as at June 30, 1995. That is, it excludes ex-tenant debtors.

### Administration and other costs

The cost of administering housing assistance services appear to vary significantly across jurisdictions, ranging from nearly \$700 per dwelling in Victoria to over \$1,200 in Tasmania. As further work is required to ensure comparability of the definition of "administration costs" for future reports, these figures should be treated as indicative.

In addition to these costs, there are also significant property management costs, including general maintenance and depreciation.

**Figure 4.9:** Administration costs per dwelling by jurisdiction, 1995 (\$)

Notes: 1 Comparability may be affected by varying approaches to the capitalisation of administration costs across jurisdictions.

2 WA and NT data include Aboriginal housing, community housing, and bond assistance functions. WA data also include joint venture.

### Maintenance and depreciation costs per dwelling

Maintenance and depreciation costs per dwelling appear to be generally higher in the smaller jurisdictions, although these figures are heavily influenced by differences in asset valuation and depreciation methodologies between jurisdictions.

### Rates of return on equity and assets

Rates of return are based on "property management net surplus" (that is, income based on the notional rents that would have been earned if market rates were charged for public housing dwellings, less operating costs). Rate of return measures address the purely commercial property management objectives of public rental housing.

As the methodologies for calculating market rents and current asset values vary significantly across jurisdictions, comparability of data are limited at this stage. Australia-wide, the rates of return are quite low, with most jurisdictions earning between three to five per cent return on assets.

### **Market rent foregone through vacancy**

One factor affecting returns on assets and equity is the amount of rent foregone due to vacant tenable and untenable properties. The data show that market rent forgone due to vacancy is only a small fraction of total rent raised. Forgone rent amounted to between 1.3 and 2.7 per cent of total market rent raised across all jurisdictions in 1994–95.

### **Community service obligations**

For this exercise community service obligations (CSOs) are measured as the difference between notional market rent and the rent actually charged to the tenant household. They are expressed as a proportion of total market rent and provide an indication of the share of government subsidy in providing public housing (see Section 4.7 for further information.) Like unit maintenance and depreciation costs, data relating to CSOs are heavily influenced by asset valuation methodologies. The available data suggest that CSOs average around 50 per cent of market rent, and range from almost 40 per cent in South Australia to almost 67 per cent in Queensland.

## **4.5 Future directions**

There are several activities in progress to improve the completeness, consistency and quality of indicators and data for inclusion in the next report.

Of primary importance is improving data quality and comparability between jurisdictions. It is anticipated that data quality will improve over time through the development of a more detailed "data dictionary" of nationally accepted standard definitions. Furthermore, it is anticipated that the establishment of new data systems in some jurisdictions, combined with the adoption of accrual accounting, will also improve the quality of subsequent reports.

### **National customer satisfaction survey**

A consultancy has been established by all States and Territories and the Commonwealth to develop a national methodology for assessing customer satisfaction with respect to key aspects of product and service delivery. A pilot survey commenced in November 1995 to test this methodology. Face to face interviews and self completion methodologies were tested in both metropolitan and regional centres of NSW and Queensland. It is anticipated that the consultant's final report will be available in late January 1996.

Some State and Territory specific information on customer satisfaction has been included in the 'Additional performance information' Section, as a preliminary but not comparable, indication of performance (see Section 4.6).

### **Consultancies on asset valuation and housing stock condition**

These consultancies are currently in their initial phase with the establishment of steering committees and drafting of consultants' briefs. It is envisaged that these consultancies will be completed in early 1996 and findings will inform the refinement of a number of indicators — for example, CSOs.

### **Improvements to existing sets of indicators**

The current set of indicators will be developed further to promote consistency, comparability and completeness. In particular, ongoing refinement of the indicators relating to targeting will be conducted to ensure that the most appropriate measure of "in need" is used. Indicators that rely on bilateral agreements between the Commonwealth and each State and Territory Government, including the level of provision targets and equity value targets, will be included once these agreements are in place.

### **Extension of services to be covered**

Over time there will be a move to encompass a wider range of housing assistance services, such as subsidies to home ownership, the Crisis Accommodation Program, Aboriginal Housing Program, assistance to private renters, and community housing.

## **4.6 Performance indicators by jurisdiction**

The source of the data used in the tables in this section is the jurisdiction(s) (them)itself unless otherwise noted.

## New South Wales - jurisdiction's own comments

“ NSW continues to face a high level of demand for all forms of housing assistance. This is reflected by the number of households assisted throughout the year and the relatively long period applicants for public housing spend on the waiting list.

Public housing is well targeted to those in need. Based on the needs analysis undertaken for this data collection 83% of public tenants in NSW fall into the category of housing need. There are concerns however that the targeting indicator used in the data collection does not measure all groups in housing need. Needs groups not picked up in the analysis include:

- newly formed households;
- homeless people; and
- those living in non-private dwellings.

Performance in a range of areas is highlighted below.

**Rate of return:** The rate of return (5%) achieved by the NSW Department of Housing is satisfying. However as better located housing stock continues to be acquired there will be an impact on the rate of return. Asset management strategies have therefore been developed to assist in maintaining the rate of return.

**Arrears:** Low levels of arrears among public housing tenants reflects the continuing high priority given to client services by the Department of Housing. The Department's capacity to identify arrears promptly, and follow up, has been enhanced by a number of administrative and system changes put into place over the past two years.

**Administration costs:** In comparison to other states, administration costs per dwelling are in the middle range. The gradual increase in administrative costs since 1992–93 again reflects an emphasis on customer services by the Department of Housing. It should be noted that these costs also include the administration of public housing applications and waiting list management which is a major contribution to the workload of client service staff.

**Vacancy rates:** The Department of Housing is clearly dealing efficiently with vacant properties. This is reflected in the low level of rent forgone due to vacancies and the small percentage of properties unoccupied, approximately one and a half percent of total stock, at the end of the 1994–95 financial year. ”

## New South Wales, 1992–93 to 1994–95, descriptors

**Table 4.1: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	1992–93	1993–94	1994–95
Total number of households assisted in public rental housing	1		np	np	137,817
Total number of public rental households — metro	2		np	np	78,525
Total number of public rental households — non-metro	3		np	np	24,089
Total number of dwellings occupied as at June 30	4		np	np	122,235
Total number of dwellings vacant as at June 30			np	np	1,637
Total number of vacant public rental housing dwellings — tenantable	5		np	np	9,336
Total number of vacant public rental housing dwellings — untenantable	6		np	np	5,524
Total market value of stock	7	\$m	13,312	13,893	14,390
Total market value of rent		\$m	937	948	974
Total rent actually collected	8	\$m	381	385	393
Total expenditure — recurrent and capital	9	\$m	569	522	535

- Notes: 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.
- 4 Occupied dwellings — count of current tenancies, excluding Housing for Aborigines, Community Housing and headleased properties, as at June 30, 1995. Available for 1994–95 only.
- 5 Definition of public housing tenantable dwellings — dwellings that were vacant between 0 and 4 weeks.
- 6 Definition of untenantable dwellings — dwellings vacant for more than four weeks. D6 and D7 include all vacancies for the financial year.
- 7 Market valuations of residential properties are obtained by way of benchmarks. The benchmarks represent type of accommodation having regard to age, structural material and by location. The figure includes all residential property and excludes commercial property.
- 8 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.
- 9 Total expenditure — the sum of Grants for Other Assistance claimed from the Commonwealth as a general allowance and total capital expenditure.

## New South Wales, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.2:** Effectiveness indicators

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				82
Proportion of public rental households in need at 30% affordability benchmark	1	%				72
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				8.6
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				8.0
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending: less than 20%;	2	%	np	np	94	
less than 25%;		%	np	np	100	
less than or equal to 30%; and		%	np	np	100	
more than 30% of their assessable income on rent		%	np	np	0	
Number of households waiting: less than 6 months;	3	%	np	np	np	
less than 1 year;		%	np	np	23.36	
less than 2 years;		%	np	np	46.93	
less than 3 years;		%	np	np	67.33	
less than or equal to 4 years; and		%	np	np	82.94	
more than 4 years as a proportion of the total number of households waiting as at June 30.		%	np	np	17.06	

Notes: 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.

2 The definition of household income varies from Department of Social Security assessable income criteria.

3 Figures are unavailable for those persons waiting less than 6 months. Does not include 5000 applicants awaiting eligibility assessment.

## New South Wales, 1992–93 to 1994–95, unit cost and productivity

**Table 4.3:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity		ratio	0.05	0.05	0.05
Rate of return on assets plus interest	1	ratio	0.03	0.03	0.03
Administration cost per dwelling	2	\$	np	np	955
Maintenance and depreciation cost per dwelling	3	\$	np	np	1286
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed		%	np	np	0.70
Rent in arrears:		%	np	np	3.01
more than 4 weeks;		%	np	np	2.50
more than 8 weeks; and		%	np	np	np
more than 12 weeks		%	np	np	2.62
Turnaround rent foregone		%	np	np	2.62
Community Service Obligations		ratio	0.59	0.59	0.59

Notes: 1 The interest on borrowing's is the figure used.

2 Administration costs refers to the general operating budget which includes capitalised overheads. Administrative costs for community housing, aboriginal housing, home purchase assistance authority and the office of housing policy are included.

3 Figure refers to depreciation costs on properties, office furniture/office equipment, motor vehicles and computer/PABX equipment. Whilst maintenance includes total repairs and maintenance repairs net of recoveries.

## New South Wales, additional performance information

### *Condition of housing stock*

As supplementary data on the condition of housing stock, NSW has provided housing stock age, by density, by number, and value.

## New South Wales, additional performance information

**Table 4.4:** Housing Stock Age by density, by number, and value.

<i>Age</i>	<i>Type</i>	<i>Total Number</i>	<i>Total value (\$m)</i>
0 – 10 years	Low density	4,302	483
0 – 10 years	Medium density	16,988	2,190
0 – 10 years	High density	569	78
10 – 20 years	Low density	13,768	1,314
10 – 20 years	Medium density	17,254	1,851
10 – 20 years	High density	957	93
20 – 30 years	Low density	16,734	1,476
20 – 30 years	Medium density	10,137	914
20 – 30 years	High density	1,918	227
30 – 40 years	Low density	10,027	1,047
30 – 40 years	Medium density	6,919	694
30 – 40 years	High density	713	93
40 plus	Low density	15,010	1,923
40 plus	Medium density	2,890	366
40 plus	High density	305	46
Unknown	Low density	2,438	250
Unknown	Medium density	6,316	662
Unknown	High density	45	4
<b>Total</b>		<b>124</b>	<b>13,712</b>

Source: Department of Urban Affairs and Planning, NSW.

Notes: 1 Low density includes: detached house; semi-detached house and duplex.

2 Medium density includes: row house; town house; Turner-Rigby; Villa; Maisonette; multi unit (walk-up); cluster; triplex; and patio.

3 High density includes multi unit (high rise).

4 Age of the stock is based on first tenancy date and will be accurate for most dwellings unless the Department of housing has acquired an existing dwelling. The total figure excludes 306 dwellings with no valuation.

5 The figure includes general public housing, pensioner housing, Housing for Aborigines (that is, AHRP) and Crisis Accommodation Properties. A number of housing types have been excluded from the count including hostels, shops and dwellings and rooming houses.

### *Customer satisfaction*

NSW has provided data on appeals, that is customer complaints as indicative data for customer satisfaction. A change in the appeals system in December 1994 meant that classifications changed, hence two data tables are shown.

In addition to the data shown below, there have also been residential tenancies tribunal action. There were a total of 53 applications by tenants to the Residential Tenancies Tribunal. Of these, 24 were in breach of tenancy, 16 regarding maintenance, and 13 were for a variation of an order.

## New South Wales, additional performance information

**Table 4.5:** Public Tenants Appeal Panel

	1992–93	1993–94
Complaints received	657	598
Appealable complaints	585	513
Non-appealable complaints	72	85

Source: Adapted from data provided by Department of Urban Affairs and Planning, NSW.

**Table 4.6:** Housing Appeals, 1994 – 95

	July 1 1994 — November 30 1994 <sup>1</sup>	December 1 1994 — June 30 1995 <sup>2</sup>	
		<b>Tier 1</b>	<b>Tier 2</b>
Appeals received	169	412	35
Appeals approved or resolved	49	124	5
Appeals not approved/declined	92	191	12
Outstanding	na	97	18
Not appealable	28	na	na

Source: Adapted from data provided by Department of Urban Affairs and Planning, NSW.

Notes: 1 Refers to the Public housing Appeals Panel.

2 Refers to the Housing Appeals Committee.

## Victoria – jurisdiction's own comments

“ Victoria has put in place a number of initiatives designed to provide better services for clients and improved asset management, leading to more effective and efficient public housing for the future. Neighbourhood teams, providing a single delivery point for housing and maintenance services, are being introduced and property audits will provide vital information for strategic asset management. The Office of Housing model which separates responsibilities for asset, property and tenancy management functions is being implemented.

Victoria has the lowest administration cost per dwelling in Australia. Annual administration costs per dwelling fell by 20% between 1992–93 and 1994–95, a reduction which reflects Victoria's commitment to provide a quality service at least possible cost.

The proportion of households waiting for public housing longer than two years is higher in Victoria than all other States, although only marginally higher than in NSW and SA. Factors affecting this higher proportion are:

- Changes in priority policy, placing greater emphasis on those with greater more immediate need, have increased waiting times for others on the waiting list.
- Victoria's policies allow greater choice of location, housing type and the number of housing offers made than other States. Some households wait longer periods in order to obtain the housing of their specific choice. This policy setting is being reviewed.
- Victoria has been less active than other States in culling waiting lists to remove households no longer waiting for public housing. Improved demand strategies are being developed.

Victoria is fully committed to the development of performance indicators aimed at assessing the quality of public housing outcomes, in particular, measures of client satisfaction and the condition of housing stock. Initiatives in this area include:

- An extensive audit is currently underway to record the conditions of all properties to provide a comprehensive record of housing stock quality.
- Surveys of client satisfaction show that over two-thirds of tenants are satisfied with the overall quality of public housing services.

Further development of these type of indicators is strongly supported by Victoria.”

## Victoria, 1992–93 to 1994–95, descriptors

**Table 4.7: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing.			np	np	69,777
Total number of public rental households — metro	1		np	np	45,688
Total number of public rental households — non-metro			np	np	24,089
Total number of dwellings occupied as at June 30	2		np	np	60,973
Total number of dwellings vacant as at June 30			np	np	2,769
Total number of vacant public rental housing dwellings — tenatable	3		np	np	952
Total number of vacant public rental housing dwellings — untenatable			np	np	1,817
Total market value of stock	4	\$m	np	np	4,507
Total market value of rent	5	\$m	np	np	347
Total rent actually collected	6	\$m	np	np	181
Total expenditure — recurrent and capital		\$m	np	np	437

- Notes: 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 Total stock numbers have not been reconciled as at 30/6/95.
- 3 On ISIP properties which have been transferred to the responsibility of the maintenance office have the status 'Vacant Untenatable' because they are ostensibly waiting for the maintenance to be carried out. When the properties are transferred back to the Housing Office their status changes to 'vacant tenatable' that is, maintenance has been completed and they are available for reletting. Vacant tenatable can also include properties in the categories of awaiting demolition, awaiting conversion, awaiting replacement, awaiting sale and general upgrade.
- 4 The value applied for properties acquired in this financial year 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.
- 5 The total number of properties with a market value on rent was 62,108.
- 6 The total rent collected includes arrears repayment instalments.

## Victoria, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.8: Effectiveness indicators**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				78
Proportion of public rental households in need at 30% affordability benchmark	1	%				64
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				11.7
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				6.9
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability households spending: less than 20%;	2	%	np	np	55	
less than 25%;		%	np	np	100	
less than or equal to 30%; and		%	np	np	100	
more than 30% of their assessable income on rent.		%	np	np	0	
Number of households waiting: less than 6 months;	3	%	np	np	11.59	
less than 1 year;		%	np	np	21.94	
less than 2 years as a proportion;		%	np	np	39.95	
less than 3 years as a proportion;		%	np	np	58.42	
less than or equal to 4 years; and		%	np	np	75.76	
more than 4 years as a proportion of the total number of households waiting as at June 30.		%	np	np	24.24	

Notes: 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.

2 For rebated tenants only. 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.

3 Based on new applications only excluding transfer applications.

## Victoria, 1992–93 to 1994–95, unit cost and productivity

**Table 4.9:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity		ratio	np	np	0.03
Rate of return on assets plus interest		ratio	np	np	0.01
Administration cost per dwelling		\$	np	np	698
Maintenance and depreciation cost per dwelling		\$	np	np	1,583
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed.		%	np	np	5.04
Rent in arrears:		%	np	np	7.31
more than 4 weeks;		%	np	np	3.86
more than 8 weeks; and		%	np	np	2.44
more than 12 weeks		%	np	np	2.18
Turnaround rent foregone	1	%	np	np	0.48
Community Service Obligations		ratio	np	np	

Note: 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.

## Victoria, additional performance information

### *Condition of housing stock*

There is currently an extensive audit underway recording the condition of all Departmental properties. The audit records the condition, type, repair and replacement costs and the anticipated year of expenditure for all major attributes of a property. Data collected are recorded in the field on pen-based computers with the results uploaded back in to the Department's mainframe ISIP upon completion.

Approximately 45,000 properties, or 66 per cent of the Departments properties have been inspected to date. The initial audit is due for completion by December, 1995.

Queries on a one-off property basis, or a limited area basis, are readily available on ISIP to all users. However, systems for accessing data on a higher level are still under development and should also be completed by December, 1995. The following table gives a preliminary indication of the condition of housing stock.

## Victoria, additional performance information

**Table 4.10:** Stock type by age, December 1995

	<i>Pre 1950</i>	<i>1950 – 1959</i>	<i>1960 – 1969</i>	<i>1970 – 1979</i>	<i>1980 – 1989</i>	<i>1990 and up</i>	<i>Total</i>
<b><i>Metro</i></b>							
High rise bedsit	0	2	227	194	0	0	423
High rise flat	21	0	3826	3470	47	60	7,424
Low rise bedsit	6	111	982	719	88	29	1,935
Low rise flat	694	3,171	2,214	819	864	427	8,189
Separate house	1,065	3,107	1,153	1,266	5,262	810	12,663
Semi detached	853	825	35	35	253	414	2,415
Medium density	634	188	133	457	2,684	2,706	6,802
Other	529	1	6	238	1,530	30	2,334
<b>Total</b>	<b>3,802</b>	<b>7,405</b>	<b>8,576</b>	<b>7,198</b>	<b>10,728</b>	<b>4,476</b>	<b>42,185</b>
<b><i>Country</i></b>							
Low rise bedsit	3	3	132	819	178	0	1,135
Low rise flat	366	84	126	434	738	136	1884
Separate house	801	4,190	950	3,138	4,895	300	14,274
Semi detached	138	31	3	1	148	263	584
Medium density	303	43	35	221	1,338	1,085	3,025
Other	117	2	1	71	454	10	655
<b>Total</b>	<b>1,728</b>	<b>4,353</b>	<b>1,247</b>	<b>4,684</b>	<b>7,751</b>	<b>1,794</b>	<b>21,557</b>

Source: Office of Housing, Department of Planning and Development, Government of Victoria.

### *Customer satisfaction*

Victoria has provided the results of a customer satisfaction survey undertaken in 1994.

## Victoria, additional performance information

**Table 4.11:** Housing services inner metropolitan region customer satisfaction 1994.

<i>Performance attributes</i>	<i>Number of respondents</i>	<i>Importance Very/critically</i>	<i>Performance ratings (%)</i>	
			<i>Dissatisfied</i>	<i>Satisfied</i>
Location of tenants home in relation to services	15,836	90	5	87
Design of tenants home internally	15,806	81	11	71
Design of tenants home externally	15,751	68	10	64
Overall quality of tenants home	15,773	90	11	66
Physical security of tenants home	15,773	96	18	64
Security of tenants estate	13,400	94	20	58
Security Patrols	11,856	93	24	54
Public lighting on the estate	14,430	93	12	73
Way rental arrears are dealt with	14,676	72	6	62
Convenience of paying rent	15,747	88	2	87
Maintenance services	15,729	96	20	60
Information provided by housing services	15,667	84	13	61
Cleaning	12,170	90	22	52
Overall services provided by the area office	15,703	91	9	66
<b>Average</b>		<b>88</b>	<b>13</b>	<b>66</b>

Source: Victorian Department of Planning and Development

**Table 4.12:** Selected summary results of the client satisfaction survey for the outer metro region 1994 (per cent)

<i>Aspect</i>	<i>Dissatisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Satisfied</i>
Feeling safe	14.7	11.9	73.4
Rating on area lived in	8.8	8.7	82.5
Overall condition	8.7	35.5	55.9
How do you feel about your house/flat	9.9	10.1	80.0
Comparison with previous accommodation	17.7	11.4	70.8
Quality of AO service	6.9	28.5	64.6
Staff attitudes towards tenants	7.7	25.7	66.6
Satisfied with quality of information from HO staff	10.7	11.0	78.4

Source: Victorian Department of Planning and Development

## Victoria, additional performance information

**Table 4.13:** Housing services country region customer satisfaction 1994.

<i>Performance attributes</i>	<i>Number of respondents</i>	<i>Importance Very/critically</i>	<i>Performance ratings (%)</i>	
			<i>Dissatisfied</i>	<i>Satisfied</i>
Location of tenants home in relation to services	21,054	81	6	82
Design of tenants home internally	21,035	76	15	62
Design of tenants home externally	21,015	64	9	66
Overall quality of tenants home	21,015	91	15	63
Physical security of tenants home	21,041	97	33	47
Security of tenants estate <sup>1</sup>	6,551	na	na	na
Security Patrols <sup>1</sup>	7,483	na	na	na
Public lighting on the estate	13,488	92	19	66
Way rental arrears are dealt with	20,473	73	8	58
Convenience of paying rent	21,027	89	3	86
Maintenance services	21,029	96	26	53
Information provided by housing services	21,029	85	18	52
Cleaning <sup>1</sup>	2,188	na	na	na
Overall services provided by the area office	21,941	91	15	59
<b>Average</b>		<b>85</b>	<b>15</b>	<b>63</b>

Source: Victorian Department of Planning and Development

Note: 1 These services are not represented in the Customer Satisfaction Window because of the small base able to give a rating.

### Queensland – jurisdiction’s own comments

“ While an exercise of this nature provides a valuable basis for measuring performance, it is important to be aware of the limitations of the current data. Interpretation of results should be undertaken with caution.

The use of 1991 Census data to calculate households in "need" and under and over occupancy rates in public housing has significant implications for Queensland’s results. The age of the data is particularly pertinent in Queensland which has experienced some of the highest population growth rates in Australia as well as significant growth and change in the profile of public housing stock. The expressed demand for public housing has substantially increased over the past 5 years.

The results obtained for Queensland using Census data differ significantly from the results obtained using Queensland Department of Housing, Local Government and Planning (QDHLGP) current data sets. Census data indicates only 63% of households in public housing would pay 30% or more of their income on rent if they were housed in the private market, whereas QDHLGP data indicates 84% of public rental households would pay 30% or more of their income if they were renting in the private market.

Calculating "need" solely on the basis of income also fails to take into account households who are in housing need because of inability, for a range of reasons, to access the private rental market. This is also a significant factor in Queensland where some areas of the State have little or no private rental market.

The under and over occupancy results obtained using Census data indicate 8.7% of Queensland public rental tenants are living in overcrowded circumstances and 7.8% of tenants are under occupying dwellings. QDHLGP data suggests overcrowding is significantly lower whereas under occupancy is much higher. Through redevelopment and new acquisition, the Department is working to better align its stock to demand to reduce under and over occupancy.

A further discrepancy is the calculation of *market rent receivable*. The methodology used by the Industry Commission that is, calculating a differential rent for capital cities and the rest of the State, results in market rent receivable of \$407 million for Queensland. The QDHLGP’s own calculation of *actual market rent value* is \$309 million. This is a huge difference and has a substantial impact on the calculation of the *community service obligation*. The current methodology does not allow for substantial variations in market rents throughout the State and significantly over represents the market rent receivable.”

## Queensland, 1992–93 to 1994–95, descriptors

**Table 4.14: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing			40,917	51,971	54,539
Total number of public rental households — metro	1		12,485	15,055	15,367
Total number of public rental households — non-metro	2		28,432	36,916	39,172
Total number of dwellings occupied as at June 30			40,917	42,992	44,691
Total number of dwellings vacant as at June 30			na	1,412	1,278
Total number of vacant public rental housing dwellings — tenable	3		na	na	345
Total number of vacant public rental housing dwellings — untenable	4		na	na	933
Total market value of stock	5	\$m	na	na	na
Total market value of rent	6	\$m	295	310	407
Total rent actually collected		\$m	122	130	133
Total expenditure — recurrent and capital		\$m	458	479	519

- Notes: 1 The total number of households assisted during the financial year in the Brisbane Local Government Area for 1993–94 and 1994–95. Total number of households assisted as at 30/6/93 for 1992–93.
- 2 Total number of households assisted during each financial year outside the Brisbane Local Government for 1993–94 and 1994–95. Total number of households assisted as at 30/6/93 for 1992–93.
- 3 This information was supplied for 1994–95. The figures for 1992–93 and 1993–94 show total dwellings only because untenable data is unavailable.
- 4 Information supplied for 1994–95. The figures for 1992–93 and 1993–94 are unavailable. Untenable properties exclude properties demolished, emergency housing, external management, insurance evaluation, no suitable applicant, property not complete, no demand, reversion, sold and vandalised.
- 5 The data are not yet available. The Department has commenced initial work with the view of obtaining market value for each of its properties.
- 6 Figures are determined 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.

## Queensland, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.15: Effectiveness indicators**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				81
Proportion of public rental households in need at 30% affordability benchmark	1	%				63
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				8.7
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				8.6
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending:	2	%	np	np	39	
less than 20%;		%	np	np	100	
less than 25%;		%	np	np	100	
less than or equal to 30%; and		%	np	np	0	
more than 30%		%	np	np	31.79	
Number of households waiting:		%	np	np	54.67	
less than 6 months;		%	np	np	81.62	
less than 1 year;		%	np	np	94.01	
less than 2 years;		%	np	np	98.07	
less than 3 years;		%	np	np	1.93	
less than or equal to 4 years; and		%	np	np		
more than 4 years as a proportion of the total number of households waiting as at June 30.		%	np	np		

Notes: 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

2 Assessed income based on the QDHLGP income assessment.

## Queensland, 1992–93 to 1994–95, unit cost and productivity

**Table 4.16:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity		ratio	np	np	0.10
Rate of return on assets plus interest	1	ratio	np	np	0.09
Cost of production as a proportion of the market value of stock	2	ratio	na	na	np
Administration cost per dwelling		\$	472	604	757
Maintenance and depreciation cost per dwelling	3	\$	1,424	1,520	1,585
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed	4	%	na	na	1.23
Rent in arrears: more than 4 weeks;		%	np	np	3.11
more than 8 weeks; and		%	np	np	0.67
more than 12 weeks		%	np	np	0.25
Turnaround rent forgone		%	na	na	na
Community Service Obligations		ratio	na	na	0.67

Notes: 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 The costs of land acquisition, land development, and joint venture land development, for each financial year as recorded in the Department's general ledger. Costs of building include design and external fees relating to construction for each financial year as recorded in the Department's general ledger. The figures do not include costs associated with redevelopments, upgrades and spot purchases.

3 Figures as recorded in the Department's General Ledger.

4 Figures are unavailable for 1992/93 and 1993/94. For 1994/95, the department is unable to separate market rent lost through vacancy — tenantable and vacancy — untenable. The figure provided is a combined figure of forgone market rent during 1994/95 is \$13 314 581. This includes market rent forgone for all reasons including vacant turnarounds and vacant untenable such as site redevelopments, dwellings for demolition, dwellings out for maintenance etc.

## Queensland, additional performance information

### *Condition of housing stock*

Queensland has provided data on the age profile of public housing stock as an indication of the condition of housing stock.

## Queensland, additional performance information

**Table 4.17:** Age of Profile of Public Housing Stock in Queensland as at 30 June, 1995

<i>Age (years)</i>	<i>Count</i>	<i>Percentage</i>
5 years or less	11,915	25.9
6 to 10 years	8,731	19.0
11 to 15 years	4,472	9.7
16 to 20 years	5,249	11.4
21 to 25 years	2,881	6.3
26 to 30 years	2,185	4.8
More than 30 years	7,054	15.3
Not specified	3,482	7.6
<b>Total</b>	<b>45,969</b>	<b>100.0</b>

Source: Queensland Department of Housing Local Government and Planning.

Note: This information is based on estimates and is subject to validation following the establishment of a complete asset register.

### *Customer satisfaction*

QDHLGP has been administering client satisfaction surveys since November 1993. These surveys were developed to measure customers satisfaction with the service provided by area office staff. They do not measure product satisfaction. Initially, surveys were undertaken every 3 months and now have been reduced to once every 6 months.

Self administering surveys are provided to customers presenting at area office counters for a period of one week. Customers are asked to comment on aspects such as timeliness of service, politeness and helpfulness of staff, privacy aspects, accessibility of offices and clarity and usefulness of written and verbal information. Survey results have been consistently positive and feedback has led to changes in particular offices such as better signage, improved counter design and changed processes.

The Department also undertakes Post Occupancy Assessments which measure tenants' satisfaction with particular design elements of new public housing stock. The assessments involve a detailed tour of particular sites and discussion with tenants. Feedback about design features is provided to departmental Design Teams and the Design Review Committee.

## Western Australia – jurisdiction's own comments

“ Homeswest provides public housing assistance to people over an area of approximately 2.5 million square kilometres. The dispersion of clients means that there are 32 Homeswest offices throughout the State. These offices provide both tenancy and property management services to public rental clients. The wide service area means that there are major differences between each of Homeswest's 9 regions.

In Western Australia, Aboriginal people represent a key need group, many of whom are located in remote areas which have been poorly serviced in the past due to the high costs of housing and infrastructure in these areas. Unfortunately, the affordability needs model, proposed by the Commonwealth, does not consider these issues or this group and also ignores the question of homelessness, discrimination and the lack of private market alternatives. In 1994–95, in recognition of the greater need for services, Homeswest established a new directorate dedicated to meeting the needs of Aboriginal people.

Homeswest is also a major builder, home financier and land developer in Western Australia. The population of Western Australia continues to grow (2.7% between 1991–92 and 1993–94) however, the private rental market outside the Perth metropolitan area and other major country centres is generally insufficient to meet the housing needs of Western Australia.

Over the past five years Homeswest has focused upon implementing a major redevelopment program to improve the quality of stock and match of stock as well as improve the mix of public rental and private housing stock.

During 1994–95 Homeswest has been reviewing its operations to improve efficiency and accountability. It has implemented a customer service charter (August 1994) and is replacing its information technology systems to better record and report operational data. It is also undertaking a major asset revaluation project and hence is unable to report on asset values in this report.

In this report Homeswest's reported administration costs include costs for Aboriginal housing, community housing, joint ventures and bond assistance. In 1994–95 the indicator information differs from figures provided for previous years due to a change in accounting treatment of capitalisation. The change has been made in anticipation of a move to current valuation of assets which will render previous accounting treatments for capitalised administration costs redundant. The effect of this change has been to significantly reduce the amount of capitalised administration in 1994–95. Further, the level of recoupments in administration costs has been significantly reduced. As a result of both issues administration costs for the 1994–95 year are overstated. Homeswest is pleased to note it has almost the lowest maintenance costs for Australia and a good record for rent payment.”

## Western Australia, 1992–93 to 1994–95, descriptors

**Table 4.18: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing	1		40,509	41,027	41,591
Total number of public rental households — metro	1		27,555	28,181	28,876
Total number of public rental households — non-metro	1		12,954	12,846	12,715
Total number of dwellings occupied as at June 30			np	32,426	32,286
Total number of dwellings vacant as at June 30	2		np	1,175	1,242
Total number of vacant public rental housing dwellings — tenatable	3		np	560	632
Total number of vacant public rental housing dwellings — untenatable	4		np	615	610
Total market value of stock		\$m	na	na	3,342
Total market value of rent	5	\$m	169	184	309
Total rent actually collected	6	\$m	89	91	190
Total expenditure — recurrent and capital		\$m	220	161	356

- Notes: 1 Number supplied include Joint Venture (JV), Community Housing (CH), and Aboriginal Villages (AV) stock as at June 30 for each financial year.
- 2 Dwellings vacant include the following: currently being modified for a tenant with disability, in use for emergency housing, for sale, no suitable applicant, and no demand.
- 3 Data for 93–94 and 94–95 were taken from extract data bases created for reporting purposes. The process of creating these extracts began during 93–94 and therefore are not available for 92–93.
- 4 Dwellings counted for this category are non lettable dwellings and dwellings undergoing vacated maintenance.
- 5 Rents are regionally based rents and include rents from the Aboriginal Rental Housing Program.
- 6 These figures are for public rental housing only.

## Western Australia, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.19: Effectiveness indicators**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>			
Proportion of public rental households in need at 25% affordability benchmark	1	%	1991		
Proportion of public rental households in need at 30% affordability benchmark	1	%	63		
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%	8.6		
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%	9.7		
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Affordability of households spending:	2	%	32	33	33
less than 20%;		%	100	100	100
less than 25%;		%	100	100	100
less than or equal to 30%; and		%	0	0	0
more than 30% of their assessable income on rent.		%	0	0	0
Number of households waiting:	3	%	np	np	28.43
less than 6 months;		%	np	np	49.58
less than 1 year;		%	np	np	73.43
less than 2 years;		%	np	np	86.13
less than 3 years;		%	np	np	93.44
less than or equal to 4 years; and		%	np	np	6.56
more than 4 years as a proportion of the total number of households waiting as at June 30.		%	np	np	6.56

Notes: 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.

2 Figures provided include public rental housing and aboriginal housing rental program. Assessable income includes Additional Family Payment and Guardian Allowance.

3 These figures exclude AHRP, JP, CH and AV.

## Western Australia, 1992–93 to 1994–95, unit cost and productivity

**Table 4.20:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity	1	ratio	np	np	np
Rate of return on assets plus interest		ratio	np	np	np
Administration cost per dwelling	2	\$	np	851	952
Maintenance and depreciation cost per dwelling	2	\$	np	1,369	1,347
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed	3	%	np	np	np
Rent in arrears:	4	%	np	np	np
more than 4 weeks					
more than 8 weeks	4	%	np	np	np
more than 12 weeks	4	%	np	np	np
Turnaround rent foregone		%	np	np	np
Community Service Obligations	5	ratio	0.44	0.48	0.51

Notes: 1 Figures include public rental housing and Aboriginal rental housing program. Figures will be available during 95–96 after the accounting split of property and tenancy management. Further market valuations will be available in 95–96 when the current valuation project is complete.

2 Figures include PRH, AHRP, CH, JV and Bond Assistance.

3 Figures are for public rental housing only.

4 Figures provided include public rental housing and the Aboriginal rental housing program. Figures were only available for vacant properties. Rents are regionally based market rents and include rent for Aboriginal rental housing program.

5 Figures include the Aboriginal rental housing program.

## Western Australia, additional performance information

### *Rental arrears*

WA has been unable to provide the indicator as requested but has provided the data shown in Table 4.21.

## Western Australia, additional performance information

**Table 4.21:** Rental arrears for 1994–95 for less than 3 weeks, 3 to 5 weeks and more than 5 weeks

	<i>Percentage in arrears</i>	<i>Rental arrears in dollars</i>
Less than 3 weeks	11.5	232,664
3 to 5 weeks	1.4	98,027
5+ weeks	1.2	159,966

Source: Homeswest

Note: As at June 30 1995.

### *Condition of housing stock*

WA has provided stock type by age as an indication of housing stock condition.

## Western Australia, additional performance information

**Table 4.22: Stock type by age**

	<i>Pre 1950</i>	<i>1950 – 1959</i>	<i>1960 – 1969</i>	<i>1970 – 1979</i>	<i>1980 – 1989</i>	<i>1990 and up</i>	<i>Total</i>
Asbestos cement cladding with panel frame	na	1	na	22	22	na	45
Asbestos cement cladding with steel frame	2	1	1	9	78	15	106
Asbestos cladding with a timber frame	388	2,208	1,621	1,029	53	1	5,300
Weatherboard on timber	65	206	60	1	1	na	333
Hardiflex on a steel frame	na	na	na	na	11	5	16
Full masonry (double brick or block)	695	1,117	2,680	3,895	6,382	5,382	20,151
Masonry veneer with panel frame	10	6	141	336	na	10	503
Masonry veneer steel frame	1	na	1	288	824	111	1,225
Masonry veneer with timber frame	18	573	1,558	2,563	662	124	5,498
Steel frame iron clad	na	na	na	na	3	46	49
Transportable with panel frame	na	na	2	1	na	na	3
Transportable with timber frame	na	na	15	11	2	na	28
Full weatherboard on timber	56	540	16	2	2	na	616
Others and unknown	8	6	4	4	1	30	53
<b>Total</b>	<b>1,243</b>	<b>4,658</b>	<b>6,099</b>	<b>8,161</b>	<b>8,041</b>	<b>5,724</b>	<b>33,926</b>

Source: Homeswest

## Western Australia, additional performance information

### *Customer satisfaction*

As supplementary data WA has provided results of their 1993–94 customer satisfaction survey.

**Table 4.23:** Extent to which Homeswest tenants are satisfied with various aspects of Homeswest service, 1993–94 (per cent)

<i>Factors</i>	<i>Very dissatisfied</i>	<i>Somewhat dissatisfied</i>	<i>Neither</i>	<i>Somewhat satisfied</i>	<i>Very satisfied</i>	<i>Don't know</i>
Overall satisfaction <sup>1</sup>	3.6	10.6	10.1	34.6	41.1	0.0
Overall condition of the home	9.3	13.3	8.7	31.4	37.1	0.2
Safety and security of the home	18.8	13.5	6.8	26.0	34.2	0.6
Quality of maintenance	10.8	14.1	6.7	29.3	32.5	6.7
Knowledge and competence of staff	4.6	8.7	8.7	37.3	37.6	3.0
Attitude of staff	4.0	5.3	8.7	29.3	51.1	1.5
Information provided	4.4	7.0	9.5	31.6	43.7	3.8
Timeliness	11.4	16.9	7.8	30.4	31.4	2.1

Source: Homeswest customer satisfaction research. Statewide benchmark survey of tenants conducted by an independent market research company - Donovan Research. A face to face stratified random sample was undertaken with 527 Homeswest tenants being interviewed. These results from the general questions on customer satisfaction with various aspects of service. A full copy of the report is available.

Note: 1 Face to face interviewing of 527 persons. All other response based on sample size of n=526.

WA also conducts Post Occupancy Surveys which address the tenant's overall satisfaction with newly constructed dwellings with particular emphasis on maintenance and design issues from the tenant's perspective.

### South Australia – jurisdiction’s own comments

“ South Australia has a relatively large public housing sector. One in eight dwellings are State owned compared with the national average of one in twenty. This is primarily the result of expansion during the 1950’s and 1960’s, where the building of public housing was linked to industry, and the provision of worker housing. Large housing estates were located near manufacturing industry. That sector has experienced a decline in its economic strength since this period and this raises issues for public housing providers.

The key features in the South Australian data are as follows:

- South Australia has a below average rate of households "in need" within public housing at both the 25% and 30% benchmarks. This is a result of an historic function of public housing in South Australia. General allocation of housing has primarily been on a wait-turn basis. However, a priority system, accounting for around 10% of allocations, provides early access for households in acute need.
- The data show South Australia with a relatively high proportion of prospective public tenants waiting for more than two years. Waiting time in this context is a function of more generous eligibility criteria than other States. In addition, it has been shown that some applicants, although suitably housed, lodge an application as a form of "housing insurance" for the future. These applicants are often prepared to wait long periods to ensure they are allocated sought after stock types in high demand areas.
- The cost of administering public housing in South Australia at \$788 per unit, is at the lower end of the range for all States and Territories.

The development of performance Indicators and the subsequent collection of data has served as a useful exercise in progressing the CSHA reform agenda. However, it is fair to say that the data collected this time do not yet provide a basis for decision making. Continued development and refinement of performance indicators and for public housing and other housing programs will be essential.

South Australia considers that the following areas should be given priority with respect to the refinement of the current set of performance indicators and the development of additional ones:

- Targeting — the current methodology requires further expansion to include the measurement of non-affordability aspects of housing need and further breakdown of the data into household groupings.
- Inclusion of Community Housing and Home Purchase Assistance Programs in the data collection exercise particularly in respect of levels of subsidy and relative need of users of these programs.

## South Australia, 1992–93 to 1994–95, descriptors

**Table 4.24: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing.			61,810	61,165	59,843
Total number of public rental households — metro			45,307	45,140	44,703
Total number of public rental households — non-metro			16,503	16,025	15,140
Total number of dwellings occupied as at June 30			61,810	61,165	59,843
Total number of dwellings vacant as at June 30			1,204	1,157	1,516
Total number of vacant public rental housing dwellings — tenable	1		506	410	438
Total number of vacant public rental housing dwellings — untenable	2		698	747	1,078
Total market value of stock	3	\$m	3,335	3,342	3,434
Total market value of rent	3	\$m	308	309	318
Total rent actually collected	4	\$m	194	192	193
Total expenditure — recurrent and capital	5	\$m	357	356	360

- Notes: 1 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: tenable dwellings — vacant dwellings where maintenance has been completed and include the following categories: inappropriate selection; undergoing allocation procedures; tenancy delay; awaiting approval from AHU committee; and unknown vacancies.
- 2 Untenable vacant dwellings are vacant properties that are untenable and 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.
- 3 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.
- 4 Figures are 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).
- 5 Total operating expenses + 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.

## South Australia, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.25: Effectiveness indicators**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				61
Proportion of public rental households in need at 30% affordability benchmark	1	%				46
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				4.3
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				18.6
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending: less than 20%;	2	%	np	np	27	
less than 25%;		%	np	np	100	
less than or equal to 30%; and		%	np	np	100	
more than 30% of their assessable income on rent.		%	np	np	0	
Number of households waiting: less than 6 months;		%	17.22	15.88	13.44	
less than 1 year;		%	31.70	29.98	27.09	
less than 2 years;		%	51.25	49.03	43.24	
less than 3 years;		%	65.05	62.05	57.24	
less than or equal to 4 years; and		%	75.20	72.19	68.21	
more than 4 years as a proportion of the total number of households waiting as at June 30.		%	24.80	27.81	31.79	

Notes: 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.

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

## South Australia, 1992–93 to 1994–95, unit cost and productivity

**Table 4.26:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity		ratio	np	np	0.07
Rate of return on assets plus interest		ratio	np	np	0.03
Administration cost per dwelling.		\$	1,011	807	788
Maintenance and depreciation cost per dwelling		\$	3,741	4,054	4,392
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed.		%	5.64	6.82	4.68
Rent in arrears:		%	na	na	4.31
more than 4 weeks		%	na	na	2.08
more than 8 weeks		%	na	na	4.07
more than 12 weeks		%	na	na	2.24
Turnaround rent foregone	1	%	np	np	2.24
Community Service Obligations		ratio	0.37	0.38	0.39

Note: 1 Vacancy rent loss figures (by tenatable and untenatable) 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 untenatable dwellings.

## South Australia, additional performance information

### *Condition of housing stock*

The Valuer General's house condition indicator, shown below, may be the best indicator at present given the difficulty in clarifying definitions.

Median VG condition indicator for public housing stock value of public housing stock for State

Median VG condition value indicator for all housing stock for State

SA has not been able to provide these data at this stage, but theoretically the data are available and workable. In the meantime, SA has provided the following data, which shows average age of stock by construction type and also commentary on the "check it" project.

## South Australia, additional performance information

**Table 4.27:** Average age of stock by construction type

<i>Construction</i>	<i>Count</i>	<i>Average age (year)</i>
Double unit	21,345	38
1 storey mais	2,349	17
2 storey mais	1,386	17
Attached house	5,659	7
Town house	586	4
Medium density	176	13
1 unit brick	7,472	13
1 unit timber	2,393	19
Imported house	1,037	41
Rent grant house	190	35
Mobile unit	562	19
2 storey flat	1,449	23
3 storey flat	1,178	23
4 storey flat	16	3
Villa flat	494	22
Cottage flat	6,565	13
Cottage flat ac	191	20
Purchased house	5,583	12
Detached house	921	3
CAP	291	10
<b>Total</b>	<b>59,843</b>	<b>22</b>

Source: SA Housing Trust

### "Check it" project

In early 1994, the Housing Trust conducted a pilot project to establish an asset condition database. In a sample of 2000 properties across five locations (metropolitan and country) ratings were given for 12 key items of house fabric.

Properties were assessed on a scale of 1 to 5 (1 being 'very poor/needs replacement', 5 being 'as new condition'). The result for the properties surveyed was an average condition rating of 3.55 (3 represented 'average/needs some repair', 4 being 'good condition').

The survey was administered to tenants by tenants and the response rate was 92 per cent. Samples of the data were matched against assessment by Housing Trust and external technical experts, who confirmed the accuracy of the data.

## **South Australia, additional performance information**

The data were also successfully matched against the Trust's internal 'Asset Management Rating'.

The success of this pilot has led to the Trust committing significant expenditure to create an asset condition database for all its properties. These kind of data will inform a range of planning decisions including the level, if any, of deferred maintenance and liability and the shape of future capital maintenance programs.

### *Customer satisfaction*

SA has provided two forms of supplementary data on customer satisfaction: information on the public housing appeal unit; and information on the customer satisfaction survey.

### **Public housing appeal unit**

Under Section 29 of the current CSHA, a Public Housing Appeals unit was established in November 1991, to provide South Australian Housing Trust customers with an independent mechanism through which they can appeal policy decisions.

It is a two tier structure, the first tier appeals being handled through internal review and the second tier through an independent review process.

At the end of the 1994–95 financial year, 554 first tier appeals and 75 second tier appeals had been resolved. Of the 554 first tier appeals 69.9 per cent (387) of the original decisions were upheld, and 30.1 per cent (167) were either overturned or resolved to the customer's satisfaction. Of the 75 second tier appeals, 77.3 per cent (58) of the original SA Housing Trust's decisions were upheld.

Details regarding the subject matter of the appeals, and the regional offices where they were generated from, are provided to Housing Services management.

### **South Australian Housing Trust**

In October 1994 a set of Customer Service Standards were introduced. Housing services has recently completed an initial Customer Satisfaction survey, and plans to undertake regular surveys periodically to test performance against Customer service standards. These initiatives are reflected in the Business Planning Process and are congruent with the portfolio imperative of fostering a customer service ethic.

## South Australia, additional performance information

### Customer Satisfaction Survey

1600 customers took part in the survey. The participants were tenants, applicants and private rental assistance customers from two regional offices. The methodology and sample size used ensure that interpretation of all the results can be broadly indicative of all customers.

The results of the survey are currently being analysed and some preliminary figures have been released to the public. Its release will be targeted across a wide range of people, including customers, other government departments, agencies and the general public.

Analysis is continuing, with work occurring on:

- customer consultation; and
- prioritising issues and strategies for action including incorporating the work into the business planning process.

Preliminary analysis has indicated a high level of satisfaction with customer service. The following are some broad preliminary results.

**Table 4.28:** Preliminary analysis of customer satisfaction 1995

<i>Service</i>	<i>Satisfaction</i>
Maintenance service	3.5
Telephone service	3.5
Housing manager service	3.6
Response to mail enquires	3.6
Front counter service	3.7
Overall satisfaction	3.6

Source: South Australian Housing Trust

Note: Scale: 1= very poor; 2=poor, 3=satisfactory, 4=good, 5=excellent.

## Tasmania – jurisdiction's own comments

“ Housing Services is a program within the Department of Community and Health Services in Tasmania (DCHS). The program provides public rental dwellings, rental subsidies to public housing tenants, assistance to those who wish to rent private housing, become involved in community managed housing, or buy a home.

Services are delivered via local office outlets managed within each of three Regions in the State. Stock acquisition and management, policy development and planning functions are co-ordinated centrally within Corporate Office.

There are approximately 14,500 public rental dwellings in Tasmania, distributed in a manner which broadly reflects the State's decentralised population.

For the purposes of this exercise data was extracted from many diverse computer and manual based systems. These systems are in place chiefly for administrative and operational purposes and are now outdated. An integrated Tasmanian Housing Information System (THIS) will be introduced Statewide in mid 1995–96. This system will assist will client and property management and has the capacity to facilitate access to data which will allow for more comprehensive and accurate reporting for the Program in the future.

### *Financial performance*

The financial impact of providing infrastructure to deliver housing services to a small client base, a population base which is also decentralised, is illustrated in Tasmania displaying comparatively higher administration costs than other states.

### *Non financial performance*

The data shows Tasmania performs well in respect of the relative time people have been waiting for public rental housing. This is demonstrated by only 14 per cent of households on the waiting list for public rental housing, rating as waiting more than two years.

Public housing in Tasmania appears well targeted. The exercise for assessment of households potentially in need showed that approximately 80 per cent of those in public rental would be unable to secure appropriate housing at an affordable price in the private rental market.

Public housing in the State is affordable with 100 per cent of public rental tenants on rebates paying 25 per cent or less of their assessable income on rent.”

## Tasmania, 1992–93 to 1994–95, descriptors

**Table 4.29: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing.	1, 6		na	na	14,106
Total number of public rental households — metro	2, 6		na	na	6,585
Total number of public rental households — non-metro	3, 6		na	na	7,521
Total number of dwellings occupied as at June 30			13,999	14,079	14,106
Total number of dwellings vacant as at June 30	4		265	370	541
Total number of vacant public rental housing dwellings — tenatable	5, 6		na	na	271
Total number of vacant public rental housing dwellings — untenatable	5, 6		na	na	270
Total market value of stock	6	\$m	na	na	837
Total market value of rent		\$m	70	74	78
Total rent actually collected		\$m	37	38	39
Total expenditure — recurrent and capital		\$m	98	104	93

Notes: 1 As at June 30.

2 Metro refers to Hobart.

3 Non-metro is rest of State.

4 Includes both tenatable and untenatable properties.

5 Information in D6 and D7 is drawn from a different information system than for all other D indices. The accuracy of the split of tenatable and untenatable is questionable. Inaccuracies in the data which relates to D6 and D7 will be rectified with the introduction of THIS.

6 1992–93 and 1993–94 not kept historically by Tasmania's information system.

## Tasmania, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.30: Effectiveness indicators**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				78
Proportion of public rental households in need at 30% affordability benchmark	1	%				65
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				7.4
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				8.0
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending: less than 20%;	2	%	np	np	39	
less than 25%;	2	%	np	np	100	
less than or equal to 30%; and	2	%	np	np	0	
more than 30% of their assessable income on rent	2	%	np	np	0	
Number of households waiting: less than 6 months;	3	%	np	np	48.73	
less than 1 year;	3	%	np	np	71.25	
less than 2 years;	3	%	np	np	86.12	
less than 3 years;	3	%	np	np	91.99	
less than or equal to 4 years; and	3	%	np	np	95.52	
more than 4 years as a proportion of the total number of households waiting as at June 30.	3	%	np	np	4.48	

- Notes: 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
- 2 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 November 14, 1995.
- 3 Based on new applications only excluding transfer applications.

## Tasmania, 1992–93 to 1994–95, unit cost and productivity

**Table 4.32:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity	1	ratio	np	np	np
Rate of return on assets plus interest	1	ratio	np	np	np
Administration cost per dwelling.	2	\$	869	914	1,270
Maintenance and depreciation cost per dwelling		\$	1,474	1,953	1,975
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed		%	np	np	5.39
Rent in arrears:		%	na	na	7.10
more than 4 weeks;		%	na	na	4.30
more than 8 weeks; and		%	na	na	na
more than 12 weeks	3	%	na	na	na
Turnaround rent foregone		%	na	na	2.70
Community Service Obligations		ratio	0.46	0.48	0.50

Notes: 1 At the time of data collection, available information systems did not provide for an up to date figure for valuation of all assets funded with CSHA funds. Therefore R1 and R2 could not be calculated.

- 2 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 (DCHS), 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 Tasmanian Housing Information System (THIS).

- 3 Collect only up to 8 or more weeks.

General note:

The current data systems do not lend themselves to entirely reliable separation of information about public rental housing, community managed housing and Aboriginal rental housing tenancies and properties.

## Tasmania, additional performance information

### *Condition of housing stock*

The introduction of the Tasmanian Housing Information System (THIS) will improve the capacity of the Program to collect valuable information about the condition of public rental housing stock. An additional proposed asset management component, will be integrated with THIS, will increase availability of stock condition information.

## **Tasmania, additional performance information**

During 1995–96 properties state-wide will be assessed against broad standards as an indication of their condition, as part of the Regional Asset Management Planning process. This information will be incorporated into future asset management systems. The standards are as follows:

- A Greater than 70 per cent of as new condition.
- B Between 50 per cent to 70 per cent of as new condition with a reassessment for upgrading required in five years.
- C Less than 50 per cent as new condition with upgrading required within less than 5 years.

A number of projects are due to commence in the next year which will also add to information currently available about stock condition. These include:

- A consultancy to assess the condition of inner city, high density unit complexes. This consultancy will also be responsible for developing strategies for the redevelopment or reconditioning of these complexes.
- A consultancy to undertake stock condition reports of older public housing stock which is in well serviced, higher demand locations. A significant proportion of this stock was built during the late 1950's and 1960's and does not meet current community standards with regard to levels of amenity.

### *Customer satisfaction*

Housing Services has undertaken a number of projects over the last few years to capture client feedback about products and services delivered by the program. In addition, a number of projects are planned for implementation to enhance the Program's understanding of customer satisfaction. The following areas illustrate the nature of activity:

- In 1990 Housing Services (then Housing Tasmania) funded a major consultancy to understand the needs of clients. A sample of over 1000 tenants and applicants was surveyed. The information from this project has assisted Housing Services in the development of new policies and procedures.
- Community consultation is also a vehicle through which information about customer satisfaction is sought. In 1994, the Commonwealth-State Housing Agreement Advisory Group was established as a way of broadening community participation in the planning process. One of the activities of this group during 1994–95 was to assist Housing Services conduct community consultations with all sectors of the community.

**Tasmania, additional performance information (continued)**

Information from those consultations has been used in the preparation of the 1995–96 to 1997–98 Housing Assistance Plan for Tasmania.

- Housing services recently undertook a survey of over 300 households in the Launceston suburb of Rocherlea. This survey focused on community perceptions of safety and security in the area. The survey results have directly contributed to the development of a strategy to address issues raised in the neighbourhood.
- A broadacre strategy was introduced as a budget initiative in 1995–96. As part of this strategy a number of redevelopment projects have been planned. Tenant input has been identified as a priority in these projects.
- Small scale post occupancy evaluations have been undertaken on a number of new design initiatives to gauge consumer perceptions of the design and concepts used.
- The Housing Review Committee provides Housing clients with an independent mechanism through which they can appeal policy decisions. The Committee also serves as an avenue through which policy issues can be raised for further attention by the Housing Services Program.
- Tenant participation is viewed as a valuable means of obtaining client feedback. In recent times projects have been developed in the Southern and North Western regions of the State. Tenant participation will be the focus of further attention during 1995–96.
- Housing services is working to improve data held concerning reasons for exit from public rental housing. Information obtained will help provide an improved picture of what tenant groups are vacating properties, why they are vacating and specifics about satisfaction/dissatisfaction with aspects of the property and surrounding area they are leaving.
- Tasmania is participating in the development of a nationally consistent approach to broadly measure customer satisfaction levels as part of the new performance based Commonwealth-State Housing Agreement (CSHA). This may well also serve as a vehicle for obtaining further State specific data relating to customer satisfaction.

### **Northern Territory – jurisdiction’s own comments**

“ The aim of the Northern Territory government is to encourage settlement and build a strong economic base; strategies to achieve these aims are in place in all areas of government activity including housing. Comparisons with other states and territories are difficult to make as a result.

Darwin itself has had a strong private housing sector for only the last ten to fifteen years; previously the public sector was the only significant provider of housing in the Territory. As a result, the proportion of publicly-owned property, and the proportion of public sector tenants on above average incomes are higher than those for the rest of Australia. Home purchase schemes are reducing the size of the public sector housing stock. Rent increases are providing another incentive to buy. Prospective tenants are means tested and so public housing now goes to those who most need it. The results of the changes in policy will however take years to become fully evident.

The private sector outside Darwin scarcely exists. For example in Katherine, although the median private rent for a three bedroom house is \$280 a week (a similar property in Sydney is \$220) there has been little private sector response. This is perhaps because of the likely transitory nature of employment-generated demand. The private sector is unlikely to build housing for Aboriginal people, or industry and service providers in remote communities, particularly when the land is held under the Aboriginal Land Rights Act.

Northern Territory performance is also affected by the following factors, not immediately apparent from the indicators:

- the need to meet acute shortages of housing in remote areas by building on Aboriginal owned land and handing the property to the community to manage
- the impact of high market rents and values on the cost of providing assistance to private renters, on levels of housing need, on the rate of return
- the need for the Housing Commission to have a presence in the more distant regional centres and the resulting increase in administration costs
- the high cost of building, repairs and maintenance (caused by the high price of building materials and labour, and servicing widely dispersed property)
- the increasingly burdensome (for smaller states) statutory reporting requirements to which the performance indicators themselves are a significant addition.”

## Northern Territory, 1992–93 to 1994–95, descriptors

**Table 4.33: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing	1		na	na	8,375
Total number of public rental households — metro	2		na	na	4,942
Total number of public rental households — non-metro	3		na	na	3,433
Total number of dwellings occupied as at June 30	4		8,886	8,657	8,375
Total number of dwellings vacant as at June 30	5		275	269	227
Total number of vacant public rental housing dwellings — tenable	6		225	219	176
Total number of vacant public rental housing dwellings — untenable	7		50	50	51
Total market value of stock	8	\$m	843	965	1,027
Total market value of rent	9	\$m	97	93	92
Total rent actually collected	10	\$m	39	38	37
Total expenditure — recurrent and capital		\$m	23	21	19

- Notes: 1 Includes 510 properties from the Industry Housing Scheme (including 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 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% of stock was used to estimate the number of vacant properties. Based on the percentage vacancy rate at June 30 1995 (2.6%) with an addition to take account of particular vacancy problems in Jabiru.
- 5 The 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 annum.
- 6 Total number of properties serviced throughout the year.
- 7 Includes only those properties fully adapted for disabled people and those held pending demolition.
- 8 Value of remote area housing stock is assessed at replacement cost because it has no market value.
- 9 (i) Rent for all self-managed remote area dwellings calculated as a percentage of the replacement value.  
(ii) Decrease due to the Housing Commission's policy of actively encouraging tenants to buy their homes.
- 10 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.

## Northern Territory, 1991 to 1994–95, effectiveness

Table 4.34: Effectiveness indicators

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				63
Proportion of public rental households in need at 30% affordability benchmark	1	%				54
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom	2	%				11.8
Percentage of households living in under-utilised dwellings — two or more additional bedrooms	2	%				7.1
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending: less than 20%;	3	%	na	na	88	
less than 25% ;	3	%	na	na	100	
less than or equal to 30%; and	3	%	na	na	100	
more than 30% of their assessable income on rent.	3	%	na	na	0	
Number of households waiting: less than 6 months;	4	%	na	na	na	
less than 1 year;		%	na	na	na	
less than 2 years;		%	na	na	na	
less than 3 years;		%	na	na	na	
less than or equal to 4 years; and		%	na	na	na	
more than 4 years		%	na	na	na	

- Notes: 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.
- 2 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%) and under occupation (4%) than would be expected given the AIHW figures, even allowing for partial availability of 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% for children under 13 and 40% 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.  
Rent assistance becomes available where no tenant should pay more than 24.58% of their income on rent.
- 4 Figures are kept on how long a household must be registered on the waiting list for the type of property and the area required.

## Northern Territory, 1992–93 to 1994–95, unit cost and productivity

**Table 4.35:** Unit cost and productivity

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity		ratio	na	na	0.10
Rate of return on assets plus interest		ratio	na	na	0.04
Administration cost per dwelling	1	\$	1,004	1,028	1,054
Maintenance and depreciation cost per dwelling		\$	3,194	3,103	3,634
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed	2	%	np	np	2.59
Rent in arrears: more than 4 weeks;		%	np	np	3.96
more than 8 weeks; and		%	np	np	1.1
more than 12 weeks		%	np	np	0.38
Turnaround rent foregone		%	1.46	1.44	1.35
Community Service Obligations		ratio	0.56	0.55	0.56

Notes: 1 (i) A systems change in 1993–94 means that data for 1992–93 are not consistent with those of 1993–94 and 1994–95.

(ii) Superannuation has been calculated to represent a 30% addition on costs.

(iii) The Department does not usually depreciate its property; for this exercise only depreciation has been calculated at 2% of the value of public rental housing stock.

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

## Northern Territory, additional performance information

### *Timeliness*

The NT does not keep data in the format required for the timeliness indicator and in its place has provided data on waiting times (available for major centres only).

## Northern Territory, additional performance information

**Table 4.36:** Waiting list by area as at June 30 1995

Area	Total applications received in the period	Total applications excluding transfers	Total on waiting list	Approximate waiting in months in major centres as at June 30 1995			
				One bdrm <sup>P</sup>	One bdrm	Two bdrm	Three bdrm
Alice Springs	1,002	734	565	11	15	3	18
Darwin	1,423	1,091	3,169	42	86	22	40
Katherine	417	1,091	255	13	21	9	8
Palmerston	711	521	959	51	63	11	23
Nhulunbuy	128	47	94	61	61	50	12
Tennant Creek	185	147	50	5	9	5	6
<b>Total</b>	<b>3,866</b>	<b>2,837</b>	<b>5,092</b>				

Source: Northern Territory Housing Commission.

Note: One bdrm<sup>P</sup> refers to a one bedroom accommodation for aged or invalid pensioners.

### Condition of housing stock

Tenants maintenance surveys were carried out in the NT in April, May, June, July, August, and September 1993.

**Table 4.37:** Summary of maintenance survey results 1993

Aspect	Customer satisfaction with maintenance (%)
Maintenance person showed up on time	62
Showed ID and explained purpose of visit	76
Was courteous	98
Maintenance carried out satisfactorily	82
Cleaned up on completion of job	93
Left contact number	13

Source: Northern Territory Housing Commission.

Notes: Table represents six monthly surveys of tenant satisfaction with the Housing Commission's repair service. The surveys were conducted each month between April and September 1993, with an average sample size of 31.

Not all questions were asked in every survey.

## Northern Territory, additional performance information

### *Customer satisfaction*

Customer sensing surveys were conducted by region in the Northern Territory in 1993 between April and September. The results are listed in Table 4.38

**Table 4.38:** Customer satisfaction in Darwin, 1993 (per cent)

<i>Aspect</i>	<i>Customer satisfaction (%)</i>					
	<i>Darwin</i>	<i>Palme- rston</i>	<i>Alice Springs</i>	<i>Tennant Creek</i>	<i>Katherine</i>	<i>All Centres</i>
Satisfied accommodation standard	88	81	85	94	79	84
Received tenants newsletter	67	60	34	65	36	55
Rated service as excellent	25	23	9	12	19	20
Knew of maintenance and self help schemes	62	72	58	77	29	63
Satisfied with maintenance standard	66	55	63	77	61	62
Had maintenance issues outstanding	55	47	54	47	49	61
Knew of the home loans scheme	81	26	74	65	79	73
Had other issues	5	26	9	24	14	16

Source: Northern Territory Housing Commission.

Note: 218 clients interviewed.

## Australian Capital Territory – jurisdiction's own comments

### Outlook

“ The ACT is completing a re-structuring exercise which will separate the tenancy and property management functions and also clearly identify the costs associated with the non-commercial aspects of providing housing assistance to clients and housing and policy support to government. This, together with the uniform financial reporting exercise by the States and Territories, will enable better comparisons and bench marking of operational efficiencies and program effectiveness.

The re-structuring exercise has also established a pilot project to test new approaches to client services in a commercial environment, implement a financial management plan and new accounting system, develop an asset management model and maintenance planning processes and examine housing assistance policies. A stock audit is also underway to determine the extent of maintenance backlog and housing condition. Completion of these exercises is expected over 1995–96 and 1996–97 and will enable improvements in operations, client services and effective use of resources.

The ACT has developed a needs analysis model to be used from 1996–97 which will assist it to better target housing services and assistance to those households in greatest housing stress.

### Performance

- The ACT does not believe that the rental arrears figures have been calculated in a uniform manner across jurisdictions. However, the ACT has initiated a number of reform measures to address debt.
  - Public housing stock in the ACT is a high proportion of total residential housing at around 12 per cent. Notwithstanding this level, the demand for public housing and the proportion of households experiencing affordability difficulties remains similar to other States.
  - The relative higher cost of home purchase and rental in the ACT and the absence of any low cost housing does make access to affordable housing more difficult for ACT households. This situation reflects the historical development of the ACT.
  - Like other States, the ACT meets the income support costs of public tenant rent rebates. This cost is over 50 per cent of market rents and represents a major cost to the public housing program and reduces the reliance of households on the Commonwealth's private rent assistance. With better targeting of public housing to low income households, this cost is increasing and is placing pressure on methods for improving cash income and the capacity to maintain housing stock.
- ”

## Australian Capital Territory, 1992–93 to 1994–95, descriptors

**Table 4.39: Descriptors**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Total number of households assisted in public rental housing.			13,580	13,662	13,717
Total number of public rental households — metro			13,580	13,662	13,717
Total number of public rental households — non-metro <sup>1</sup>	1		na	na	na
Total number of dwellings occupied as at June 30			12,030	11,921	12,088
Total number of dwellings vacant as at June 30			327	319	403
Total number of vacant public rental housing dwellings — tenantable	2		na	na	167
Total number of vacant public rental housing dwellings — untenable	2		na	na	236
Total market value of stock		\$m	1,103	1,490	1,483
Total market value of rent		\$m	87	93	93
Total rent actually collected		\$m	42	45	46
Total expenditure — recurrent and capital		\$m	106	92	106

Notes: 1 Non-metro is not applicable in the ACT. All dwellings are classified as metro.

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

## Australian Capital Territory, 1991 and 1992–93 to 1994–95, effectiveness

**Table 4.40: Effectiveness**

<i>Indicator</i>	<i>Notes</i>	<i>Units</i>				<i>1991</i>
Proportion of public rental households in need at 25% affordability benchmark	1	%				76
Proportion of public rental households in need at 30% affordability benchmark	1	%				67
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom		%				6.0
Percentage of households living in under-utilised dwellings — two or more additional bedrooms		%				10.8
<i>Indicator</i>	<i>Notes</i>	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	
Affordability of households spending:		%	100	13	13	
less than 20%;		%	100	87	87	
less than 25%;		%	100	100	100	
less than or equal to 30%; and		%	0	0	0	
more than 30% of their assessable income on rent		%	0	0	0	
Number of households waiting:	2	%	na	na	9.70	
less than 6 months;		%	na	na	32.42	
less than 1 year;	2	%	na	na	59.27	
less than 2 years;	2	%	na	na	87.15	
less than 3 years;	2	%	na	na	98.77	
less than or equal to 4 years; and	2	%	na	na	1.23	
more than 4 years as a proportion of the total number of households waiting as at June 30		%	na	na	1.23	

Notes: 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.

2 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).

## Australian Capital Territory, 1992–93 to 1994–95, unit cost and productivity

**Table 4.41:** Unit cost and productivity

<i>Indicator</i>		<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>
Rate of return on equity	1	ratio	np	np	0.03
Rate of return on assets plus interest	1	ratio	np	np	0.02
Administration cost per dwelling.		\$	990	1,146	998
Maintenance and depreciation cost per dwelling		\$	2,416	2,542	3,266
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed		%	12.96	12.02	6.89
Rent in arrears:		%	na	na	16.1
more than 4 weeks		%	na	na	8.9
more than 8 weeks		%	na	na	5.8
more than 12 weeks		%	na	na	2.65
Turnaround rent foregone	2	%	na	2.07	2.65
Community Service Obligations		ratio	0.51	0.52	0.52

Notes: 1 Figures are aggregated assuming:

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

2 No historical data for market rent lost through vacancies.

## Australian Capital Territory, additional performance information

### *Condition of housing stock*

ACT Housing has not undertaken formal property inspections in the past to determine the quality of stock nor the extent of repairs and maintenance needed. However, earlier planned maintenance cycles did occur but did not necessarily result in individual stock reports.

The practice in allocating new tenancies involved a major inspection and repair work on properties before tenants occupied properties. This ensured that outstanding work was undertaken. However, this process did not occur for existing tenancies.

Property reports were recently introduced for new tenancy allocations and have been based on private sector practices. This includes the level of condition but there are no formal computing records aggregating this data.

ACT Housing is now undertaking a process of assessing property condition and has conducted a ‘drive-by’ of all properties to make an initial assessment of all

## Australian Capital Territory, additional performance information

stock. The initial results suggest that only a very small number require urgent and more detailed inspection, and approximately 630 (properties (5 per cent) will require non-urgent maintenance). The next phase of work in the inspection is to conduct of a full property census (November 1995).

### *Customer satisfaction*

ACT Housing undertook tenant surveys in 1991 and 1992. However, a full analysis was only done in the 1991 survey.

All public housing tenants were invited to participate in the surveys. The response rate was low (13 per cent). Notwithstanding the efforts of tenants and the analysis work, there were some concerns within ACT Housing about the quality of the results.

However, there were some results which provided assistance to ACT Housing and informed the 1994 Review of the ACT Housing Trust.

**Table 4.42:** Key results of 1991 Tenant Survey (per cent)

<i>Aspect</i>	<i>Satisfied (%)</i>	<i>Unsatisfied(%)</i>	<i>Nil response (%)</i>
<i>Satisfaction with dwellings</i>			
Condition of dwellings	80	15	5
Size of dwellings	73	18	9
Design of dwellings	69	19	12
Location of dwellings	90	4	6
Security of dwellings	59	32	9
<i>Satisfaction with maintenance and repair services</i>			
Time to complete work	63	15	22
Quality of workmanship	58	15	27

Source: ACT Housing

In general 52 per cent of respondents were satisfied with the services provided by ACT Housing and approximately 20 per cent expressed dissatisfaction with services (access to staff and delays in service being the main reasons for dissatisfaction).

Of the respondents 57 per cent indicated a willingness to purchase their own home. The majority of those who indicated that they wished to purchase their own home nominated the deposit gap and repayments as their major barriers.

### **Australian Capital Territory, additional performance information**

In addition, as part of the process for implementing the 1994 Housing Review, ACT Housing undertook client focus group sessions to obtain client feedback on service levels.

This involved small discussion groups ( up to 20 people) with various clients – public tenants, wait list applicants, mortgagors and recipients of other services. A further session was held with service providers who use, or have linkages with, ACT Housing. This feedback mechanism is the most recent exercise.

The results of these were included in a publicly released document. These include:

- many participants commented that client services had improved significantly;
- elderly tenants were more satisfied with maintenance services than other groups;
- in general, the quality of workmanship and response time for maintenance were rated satisfactorily by participants; and
- greater satisfaction was expressed by older tenants than younger tenants (that is single parents and youth) in terms of adequacy of accommodation.

ACT Housing has also conducted Home Purchase Information Nights for intending home buyers. This service is targeted at general community and facilitates a process for people to obtain information on housing market matters. Surveys have been conducted on these nights and the results suggest:

- a general high level of satisfaction with the events; and
- a high difficulty among attendees to save deposits for home purchase and difficulties in affording home loan repayments.

## 4.7 Definitions and explanatory notes

### Definition of descriptors

<i>Indicator</i>	<i>Explanation/definition</i>
Total number of households assisted in public rental housing.	The total number of households assisted throughout the year for the financial year 94–95 is equal to the total number of households assisted as at June 30 1994 plus all new households assisted during 1994–95 until June 30 1995.
Total number of public rental households — metro	Definition as above but disaggregated for metro households. Where metro is defined to be those public rental households in the jurisdiction's capital city only.
Total number of public rental households — non-metro	Definition as above but disaggregated for non-metro households. Where metro is defined to be those public rental households <u>not</u> in the jurisdiction's capital city only.
Total number of public rental housing vacant dwellings — tenable	As at June 30. Where tenable is defined as vacant properties where maintenance has been completed.
Total number of public rental housing vacant dwellings — untenable	As at June 30. Where an untenable property is defined as a vacant property where maintenance has been deferred. Properties that are untenable include the following categories: awaiting demolition; buy in property; demolished; disabled modification; emergency housing; estate improvement; external management; fire damage; property for sale; insurance evaluation; no suitable applicant; property not complete; no demand; redevelopment; renovating; reversion; sold; undecided future; and vandalised.
Total number of dwellings occupied as at June 30	Where an occupied dwelling is defined as having tenants.
Total number of dwellings vacant as at June 30	Where an vacant dwelling is defined as not having tenants.
Total market value of stock	Assets should be valued using the deprival value approach as a framework. This means, in broad terms, that where a current market value can be established for dwellings then this should be used. Where there is no market (for example remote areas) the current cost of reproduction should be used.
Total market value of rent	Where current market values of rent are used.
Total rent actually collected	Rent actually collected as at June 30 for the financial year.
Total expenditure — recurrent and capital	Jurisdictions should work with definitions already used within their jurisdictions and footnote these.

## Definition of effectiveness indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Proportion of public rental households in need at 25% and 30% affordability benchmarks	<p>The purpose of this indicator is to measure of those provided with assistance what proportion are members of the target population. As calculated by the number of target population households provided with public rental housing for the year divided by the number of households provided with public rental housing for the year times 100.</p> <p>Those households who would have to spend more than a certain proportion of their income to pay the median private rental cost for the appropriate sized accommodation in their location.</p> <p>The needs measurement method currently utilises a 30 per cent affordability benchmark in its measure of housing need. However, most State housing authorities use an income eligibility criterion between 20 and 25 per cent of income. It was therefore agreed that households in public housing that are in need should be measured against the benchmarks of 25 and 30 per cent.</p>
Percentage of households living in overcrowded dwellings — requiring one or more additional bedroom	<p>The purpose of this indicator is to determine the number of households in public rental dwellings living in overcrowded conditions; that is where there are one or more bedrooms fewer than the number of bedrooms required by a household under the Canadian Occupancy Standard.</p> <p>Figures show percentage of private dwellings (households in usual residence) estimated by the Australian Institute of Health and Welfare (AIHW) to be overcrowded. For method of estimation see Foard et al (1994) <i>Public Housing in Australia</i>, AIHW.</p> <p>Database used in this analysis was the ABS 1991 Census of Population and Housing final unit record file.</p>
Percentage of households living in under-utilised dwellings — two or more additional bedrooms	<p>The purpose of this indicator is to determine the number of public rental households living in under-utilised dwellings; that is where there are two or more bedrooms in excess of the number of bedrooms required by a household as determined using the Canadian Occupancy standard.</p> <p>Figures show percentage of private dwellings (households in usual residence) estimated by the AIHW to be under-utilised. For method of estimation see Foard et al (1994) <i>Public Housing in Australia</i>, AIHW.</p> <p>Database used in this analysis was the ABS 1991 Census of Population and Housing final unit record file.</p>
Affordability at 20% — the proportion of the total number of households in public rental housing spending less than 20% of their assessable income on rent.	<p>The purpose of this indicator is to assess the affordability of public rental housing. The indicator is calculated by dividing the number of households spending less than 20 per cent of their assessable income on rent by the total number of households in public rental housing as at June 30.</p>

<i>Indicator</i>	<i>Explanation/definition</i>
Affordability at 25% — the proportion of the total number of households in public rental housing spending less than 25% of their assessable income on rent.	The purpose of this indicator is to assess the affordability of public rental housing. The indicator is calculated by dividing the number of households spending less than 25 per cent of their assessable income on rent by the total number of households in public rental housing as at June 30.
Affordability at 30% — the proportion of the total number of households in public rental housing spending less than or equal to 30% of their assessable income on rent.	The purpose of this indicator is to assess the affordability of public rental housing. The indicator is calculated by dividing the number of households spending less than or equal to 30 per cent of their assessable income on rent by the total number of households in public rental housing as at June 30.
Affordability at over 30% — the proportion of the total number of households in public rental housing spending more than 30% of their assessable income on rent.	The purpose of this indicator is to assess the affordability of public rental housing. The indicator is calculated by dividing the number of households spending more than 30 per cent of their assessable income on rent by the total number of households in public rental housing as at June 30.
Number of households waiting less than 6 months as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting less than 6 months. This is calculated by the number of households waiting less than 6 months divided by the total number of households on the waiting list as at June 30 times 100.
Number of households waiting less than 1 year as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting less than 1 year. This is calculated by the number of households waiting less than 1 year divided by the total number of households on the waiting list as at June 30 times 100.
Number of households waiting less than 2 years as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting less than 2 years. This is calculated by the number of households waiting less than 2 years divided by the total number of households on the waiting list as at June 30 times 100.
Number of households waiting less than 3 years as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting less than 3 years. This is calculated by the number of households waiting less than 3 years divided by the total number of households on the waiting list as at June 30 times 100.

<i>Indicator</i>	<i>Explanation/definition</i>
Number of households waiting less than or equal to 4 years as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting less than or equal to 4 years. This is calculated by the number of households waiting less than or equal to 4 years divided by the total number of households on the waiting list as at June 30 times 100.
Number of households waiting more than 4 years as a proportion of the total number of households waiting as at June 30.	The purpose of this indicator is to determine if the time spent waiting to be housed matches target priorities. This indicator measures the percentage of households waiting more than 4 years. This is calculated by the number of households waiting more than 4 years divided by the total number of households on the waiting list as at June 30 times 100.

### Definitions of unit cost and productivity indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Rate of return on equity — the proportion of the difference between revenue and expenses of average total equity.	The purpose of this indicator is to reflect the impact of financing decisions, interest costs and gearing ratios. It is calculated by dividing the market value of rent subtract administration costs by average total equity.
Rate of return on assets plus interest — the proportion of the difference between revenue and expenses including interest of total average assets.	The purpose of this indicator is to remove the impact of financing and enable assessment of final performance arising from other aspects of management in isolation from the management financing decisions. This is calculated by the market value of rent subtract administration costs and interest divided by average total assets.
Administrative efficiency — administration cost per dwelling.	The purpose of this indicator is to determine the administrative efficiency of public rental housing. This is calculated by total administrative costs divided by the total number of public rental housing dwellings.
Operational efficiency — operational cost per dwelling (maintenance and depreciation).	The purpose of this indicator is to determine the operational efficiency of public rental housing. This is calculated by total operational costs (administration and depreciation) divided by the total number of public rental housing dwellings.
Rental arrears — ex-tenant and tenant debt as a proportion of rent owed.	The purpose of this indicator is to determine the level of rental arrears. Calculated by dividing ex-tenant and tenant debt as at June 30 for the financial year by the rent raised (owed) as at June 30 for the financial year times 100.
Rent in arrears: more than 4 weeks	The percentage of tenants in arrears more than four weeks.
more than 8 weeks	The percentage of tenants in arrears more than 8 weeks
more than 12 weeks	The percentage of tenants in arrears more than 12 weeks.

<i>Indicator</i>	<i>Explanation/definition</i>
Turnaround — rent lost through vacant properties as a proportion of rent owed.	The purpose of this indicator is to determine the rent lost through vacancy of both tenatable and untenatable properties. This is calculated through dividing the market rent lost due to vacancy of tenatable and untenatable properties by the market rent receivable for the financial year as at June 30 time 100.
Community Service Obligations — the difference between market rent and rent collected as a proportion of market rent.	The purpose of this indicator is to determine the subsidy directly targeted to public rental housing tenants. This is calculated by taking the proportion of the difference between market rent receivable and rent actually collected for the financial year as at June 30, of market rent receivable as at June 30 for the financial year times 100.

## 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.
average total assets	This is 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	This is equal to the difference between average total assets and average total liabilities.
average total liabilities	This is calculated as above but for liabilities rather than assets.
Canadian Occupancy Standard	For description of the standard used to determine overcrowding/under-utilisation see for further discussion on measuring household bedroom requirements, Foard et al (1994) <i>Public Housing in Australia</i> , AIHW.
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.

<i>Variable</i>	<i>Definition</i>
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.
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) <i>Public Housing in Australia</i> , 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) <i>Public Housing in Australia</i> , Australian Institute of Health and Welfare

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