



Coast2Bay Housing Group

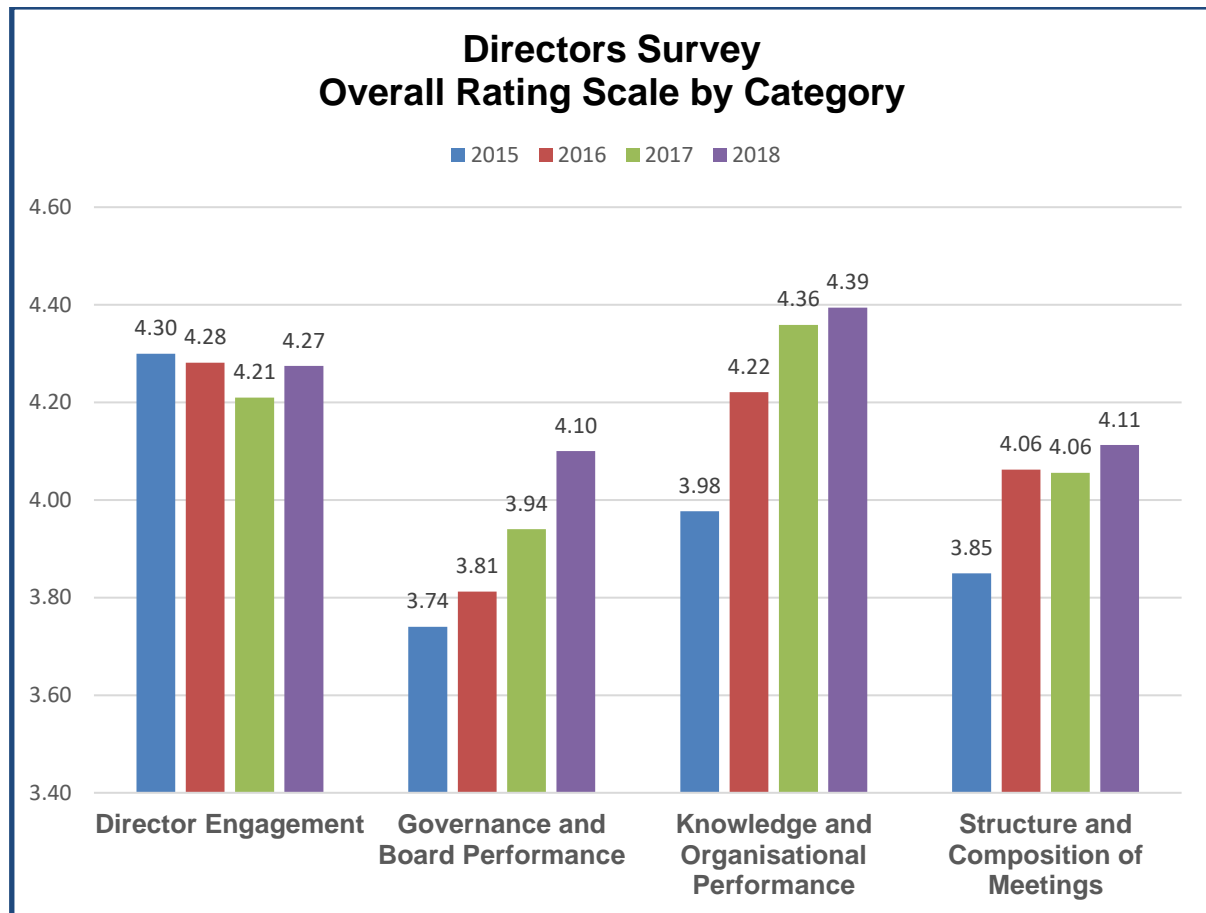
Technical Bulletin Financial Year 2018-2019

Contents

| | |
|---|-----------|
| Board Performance – Governance | 3 |
| Tenant Demographics and Needs | 4 |
| Tenancies during financial years – trends by Local Government Area | 5 |
| Tenant Exit Pathways | 6 |
| Evictions – Community Housing Only | 7 |
| Tenant Survey – Community Housing Only | 8 |
| Overall Tenant Satisfaction and Trends Community Housing Only | 9 |
| Satisfaction with Maintenance and Repairs and Expenditures Community Housing Only | 10 |
| Satisfaction with Property Condition – Community Housing Only | 11 |
| Respectful of Culture and Background | 12 |
| National Rental Affordability Scheme – Managing Agent Survey Affordable Housing Only | 13 |
| Staff Opinion Survey – December 2018 | 16 |

Board Performance – Governance

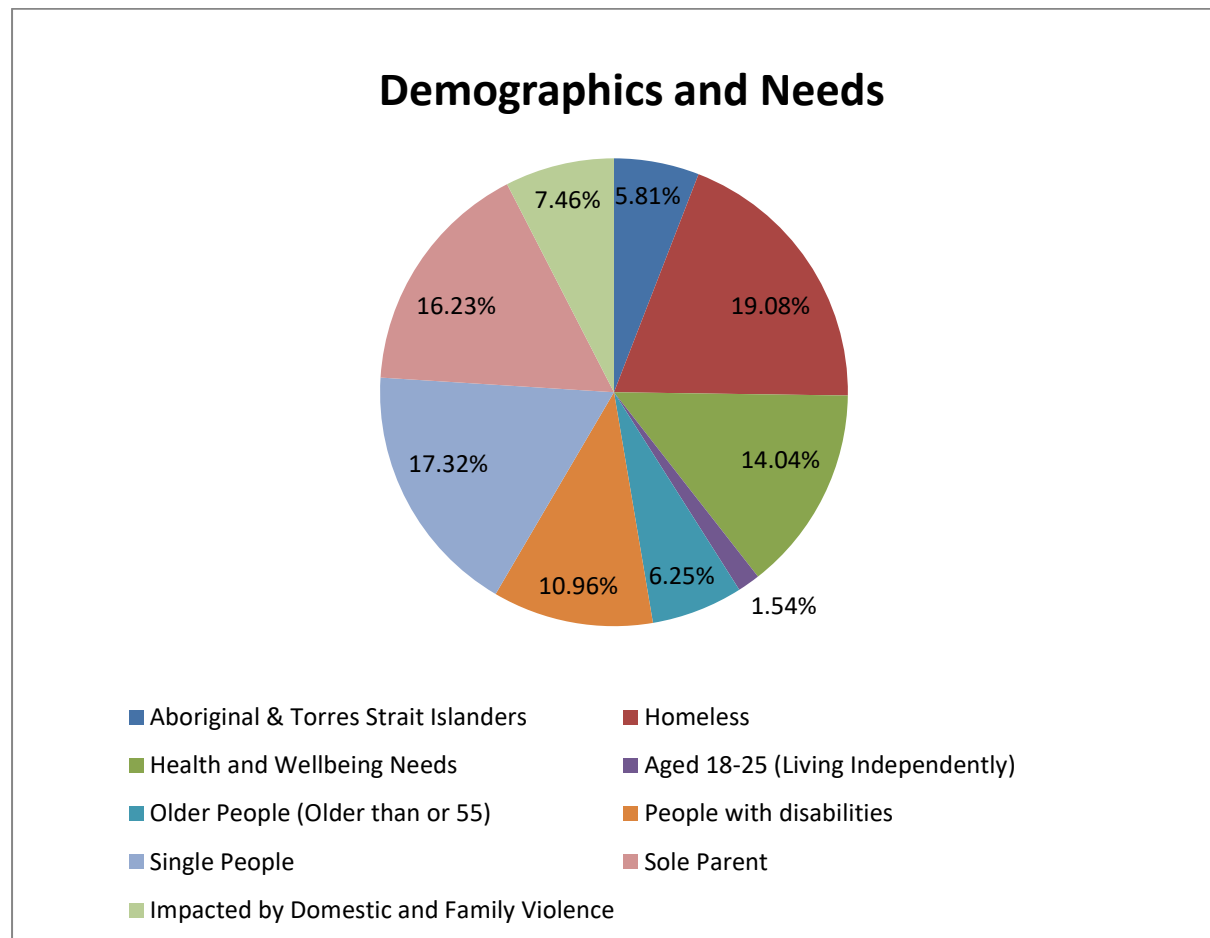
Coast2Bay Housing Group conducts a survey of its Board Directors every year asking opinions on key metrics that indicate the health of the organisation's Governance arrangements. Where it can the Directors measure the findings against benchmark data.



The average ratings shown above indicate the overall score for each of the key metrics on a scale from 0 – 5. An average score above 3.0 shows an overall positive rating, an average score above 3.5 shows a very positive rating and above 4.0 an exceptionally strong rating. The Board uses the detailed findings from the survey to plan for continuous improvements in its Governance and strategic planning roles for the organisation.

Tenant Demographics and Needs

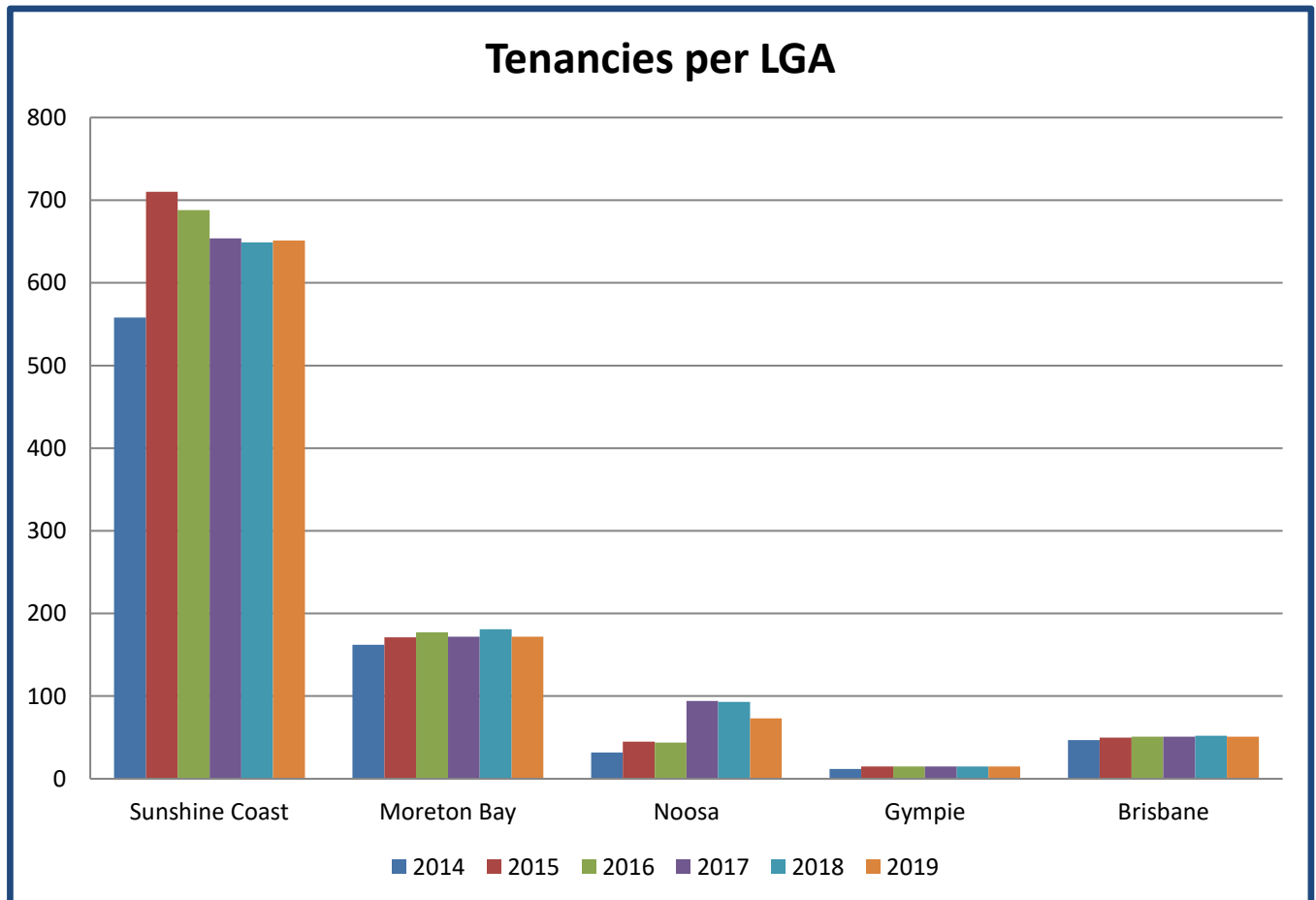
Coast2Bay Housing Group assists a wide range of individuals and families with specific demographic needs. We meet these needs by providing access to secure and appropriate housing. Many of our tenants have multiple and complex needs and can be included in many of the following demographic groups at the same time. When analysed discretely, the highest proportion of our tenants are single people, people exiting homelessness, sole parents, those living with a disability and people with a mental health illness.



Please note tenants can be recorded in more than one category.

Tenancies during financial years – trends by Local Government Area

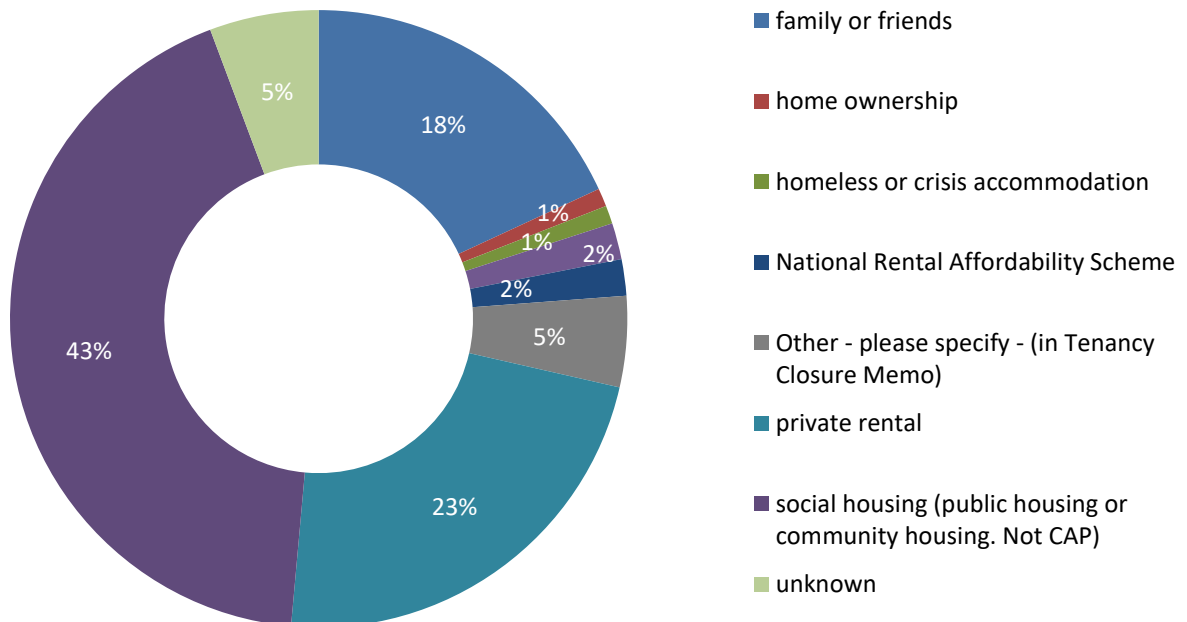
The following graphs represent tenancy changes across local government areas in our region. The highest proportion of our housing stock is located on the Sunshine Coast.



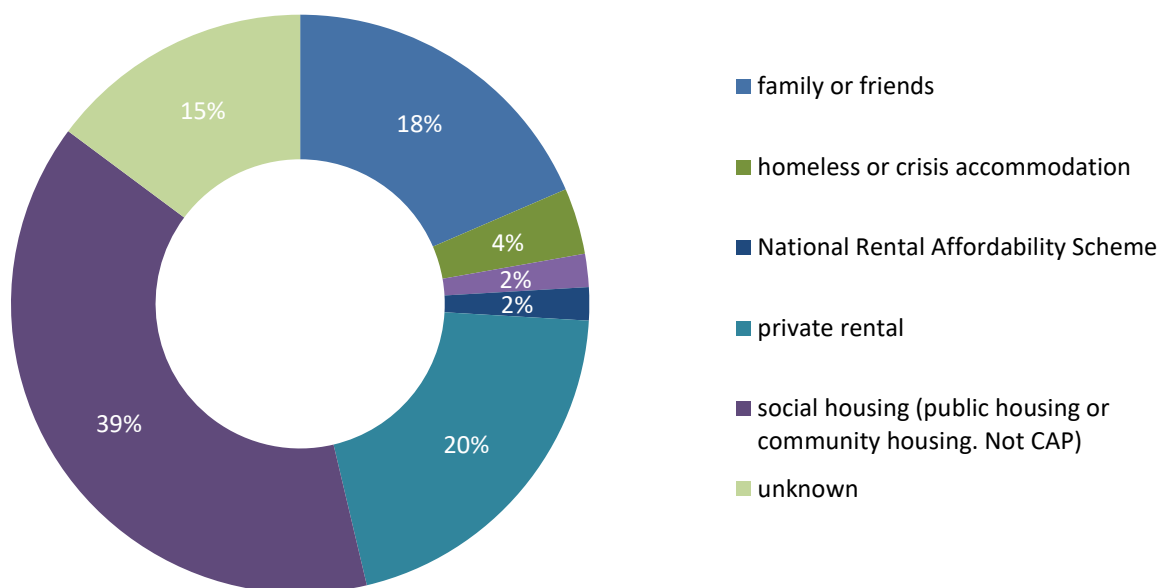
Tenant Exit Pathways

Tenants may exit a Coast2Bay Housing Group property for a number of reasons. Exiting to social housing or private rental are the most common pathways for our tenants.

Tenant exit pathways - Sunshine Coast

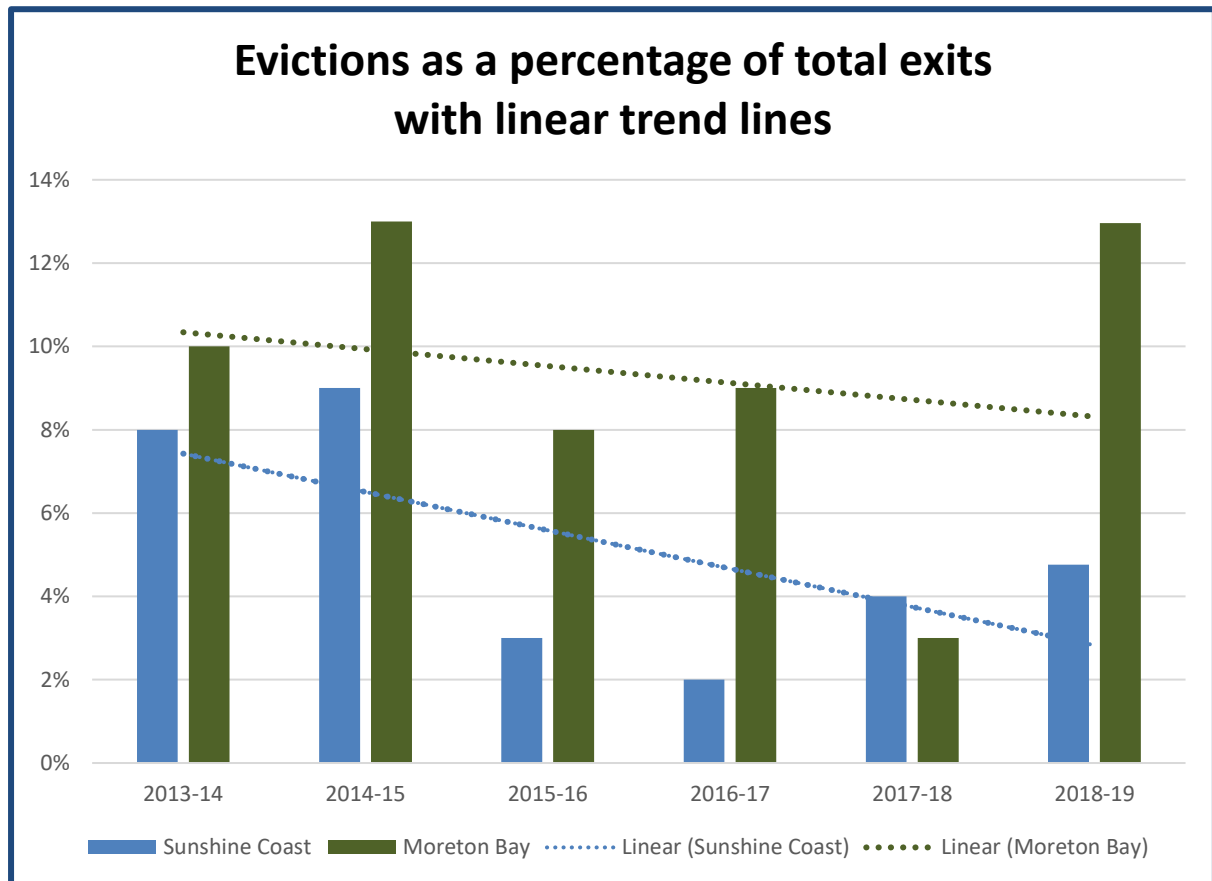


Tenant exit pathways - Moreton Bay



Evictions – Community Housing Only

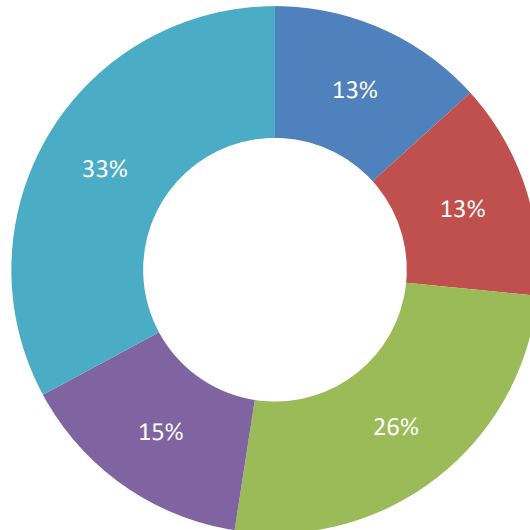
Coast2Bay Housing Group aims to minimise evictions, preferring to exit tenants to secure long-term housing. Our community engagement program, responsive and intensive tenancy management services have assisted in minimising evictions over the last year and overall trends are on a downward trajectory.



Tenant Survey – Community Housing Only

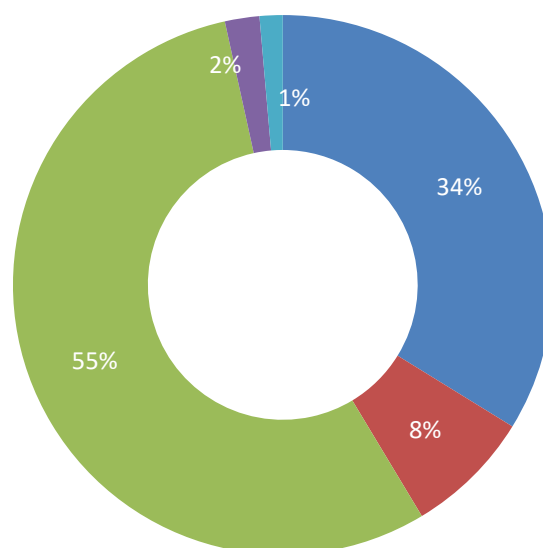
Each year Coast2Bay Housing Group conducts a survey of its community housing tenants. 145 tenants responded to this survey. Details of their tenancy are as follows: -

How long have you been a tenant at Coast2Bay Housing Group?



■ < 6 months ■ < 1 year ■ between 1 - 3 years ■ between 3 - 5 years ■ > 5 years

What kind of property do you live in?

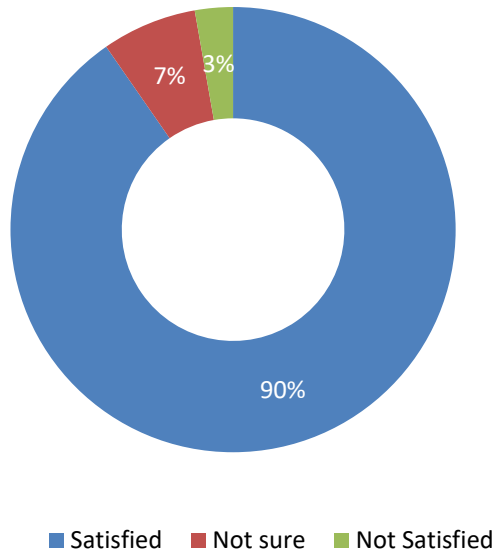


■ Detached House ■ Duplex ■ Unit ■ Boarding House ■ Community Managed Studio Unit

Overall Tenant Satisfaction and Trends Community Housing Only

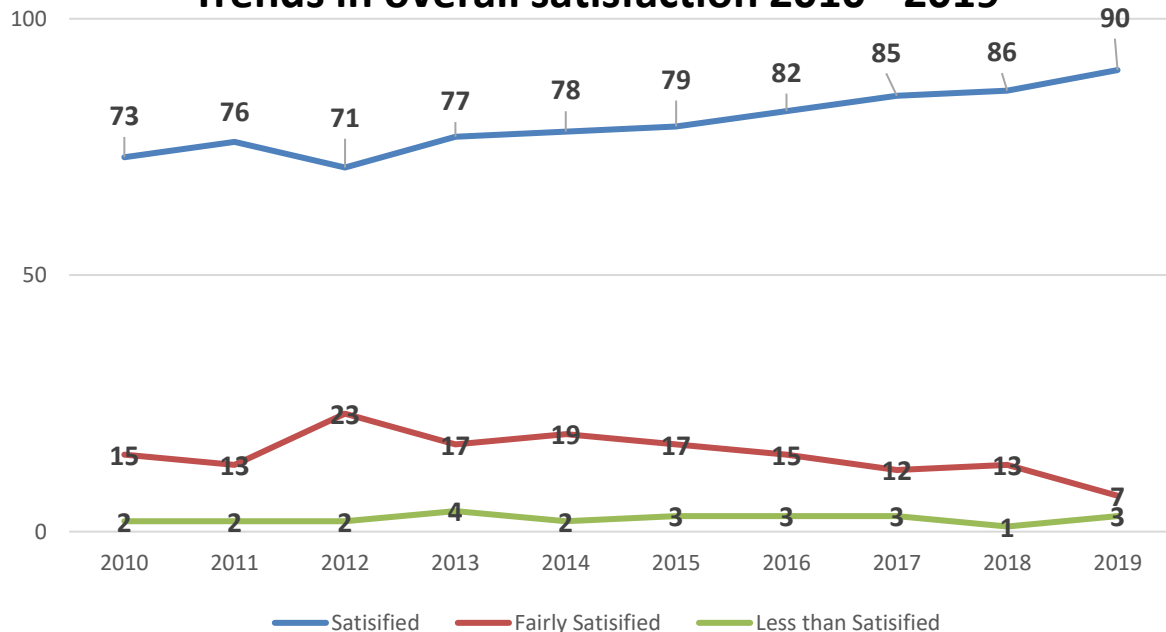
There is high level of overall satisfaction as a tenant of Coast2Bay Housing Group, with 90% of respondents indicating that they are satisfied and only 3% not satisfied.

Overall satisfaction of your experience as a tenant of Coast2Bay



Since 2010, the level of overall tenant satisfaction has risen significantly with only 73% reporting they were satisfied in 2010 compared to 90% in 2019.

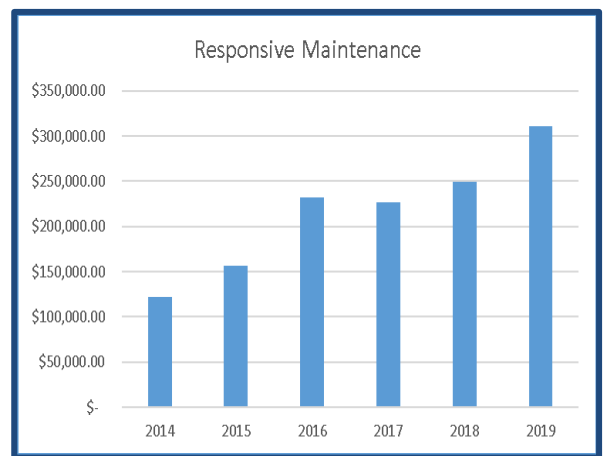
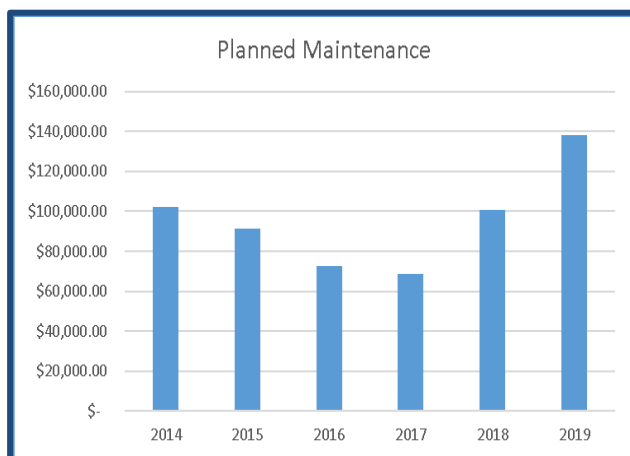
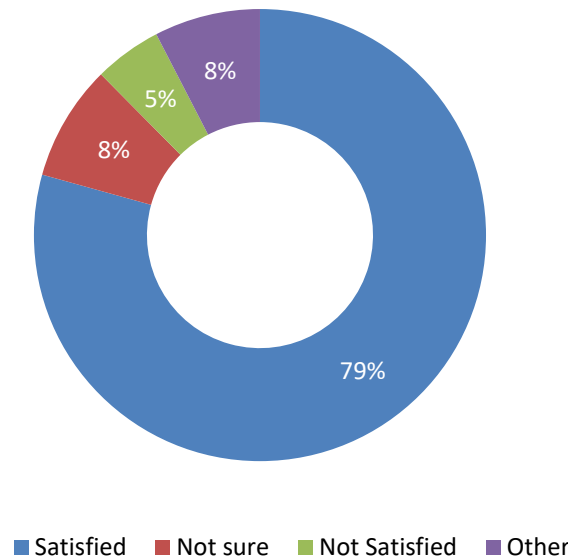
Trends in overall satisfaction 2010 - 2019



Satisfaction with Maintenance and Repairs and Expenditures Community Housing Only

More than three out of four respondents (79%) are satisfied with maintenance and repairs service. However, there are some (8%) respondents who reported being unsure and (5%) not satisfied. Other respondents gave specific comments to be addressed.

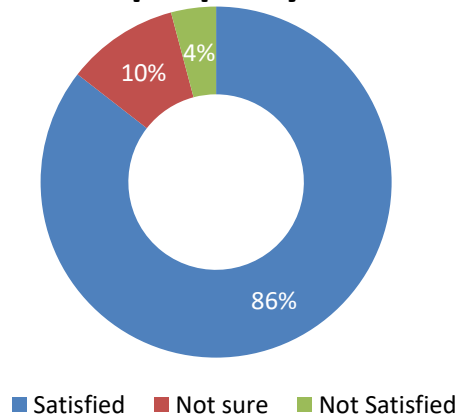
Are you satisfied with the overall quality of our maintenance/repairs service?



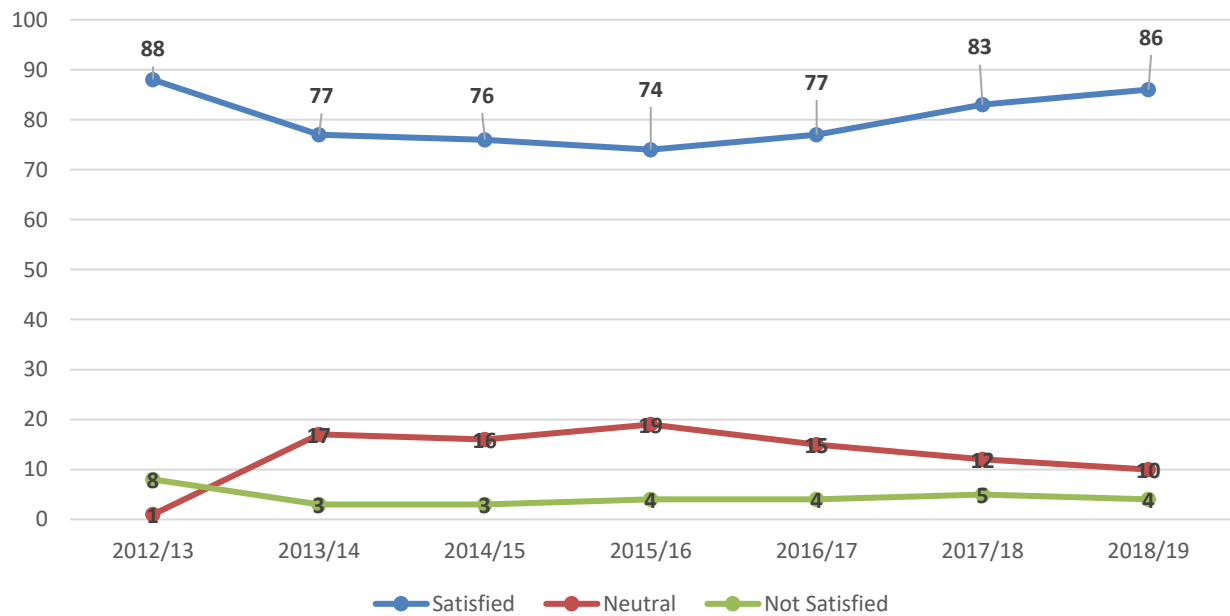
Satisfaction with Property Condition – Community Housing Only

The vast majority of respondents (86%) report being satisfied with the condition of their property an increase of the findings from 2013.

How satisfied are you with the condition of your property?



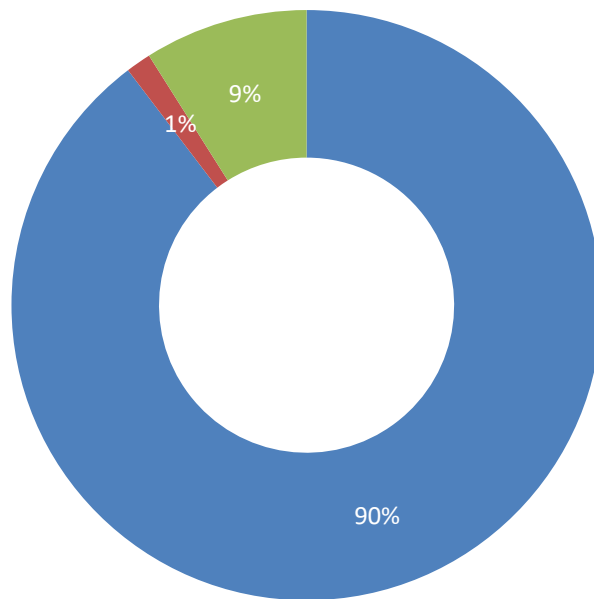
Satisfaction with property condition trends



Respectful of Culture and Background

A very high proportion of respondents (90%) report that Coast2Bay Housing Group is respectful of their culture and background, (9%) were unsure and (1%) stating that we were not.

Is the organisation respectful of your culture and background?

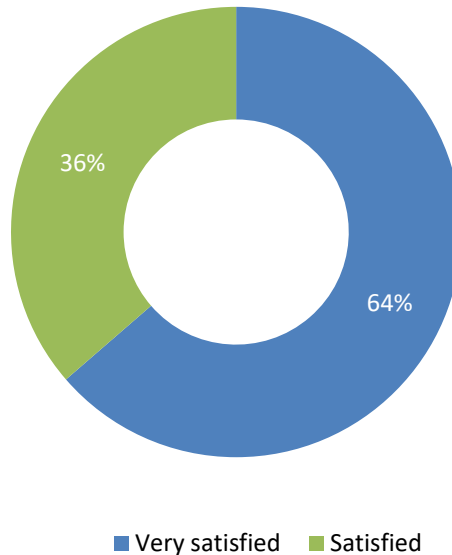


■ Yes ■ No ■ Unsure

National Rental Affordability Scheme – Managing Agent Survey – Affordable Housing Only

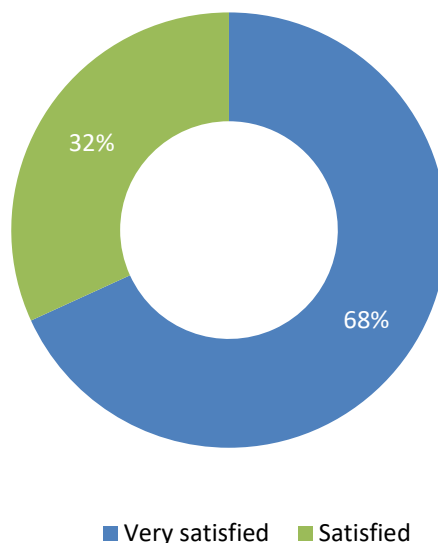
Coast2Bay Housing Group has maintained high levels of Investor satisfaction rates with over 100% stating they are either satisfied or very satisfied with our overall service.

Overall how satisfied are you with us as a managing agent?



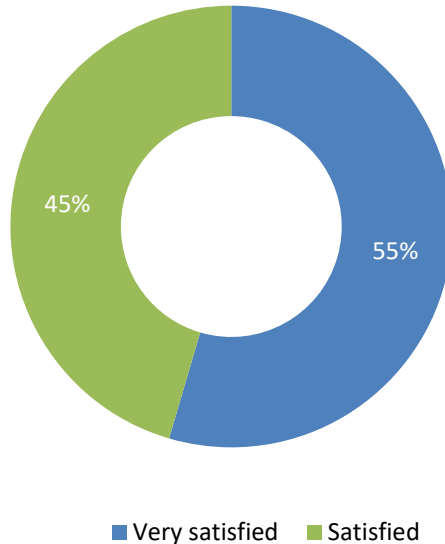
These high rates of satisfaction have also been seen in high levels of satisfaction with the task of finding a suitable tenant.

How satisfied are you with our role in finding a suitable tenant for your property?



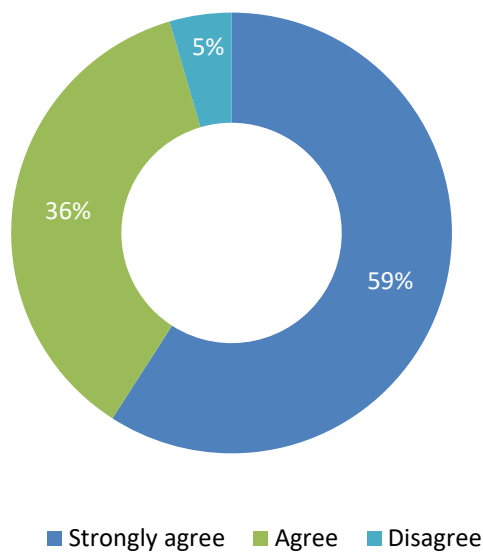
These high rates of satisfaction have also been seen in high levels of satisfaction with repairs and maintenance service.

How satisfied are you with the maintenance of your property?



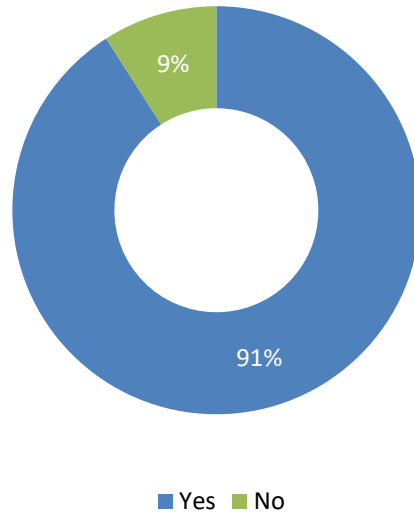
Overall rating of success shows that 95% of the NRAS investors agree or strongly agree the scheme has been a successful investment for them.

The NRAS scheme has been a successful investment for me?



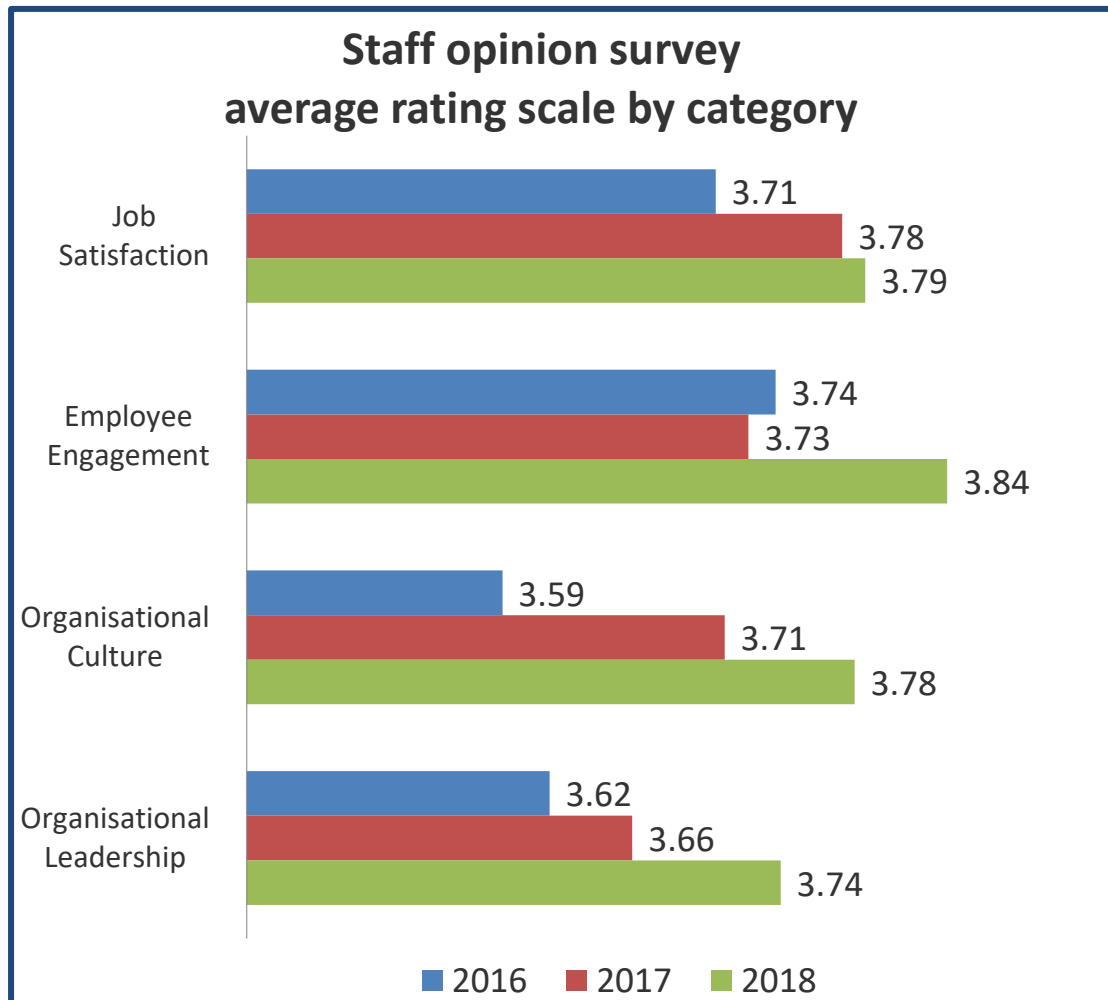
NRAS investors were asked to rate the value for money of our service. 91% stated that the service was value for money compared to 89% in the previous year. This reflects the decision to provide additional services to investors over this year at no additional charge to them.

Do you think our service is value for money?



Staff Opinion Survey – December 2018

We regularly survey our staff on key metrics related to satisfaction at work.



The average ratings shown above indicate the overall score for each of the key metrics on a scale from 0 – 5. An average score above 3.0 shows an overall positive rating, an average score above 3.5 shows a very positive rating.

For more information on the work and outcomes of Coast2Bay Housing Group

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