



Coast2Bay Housing Group

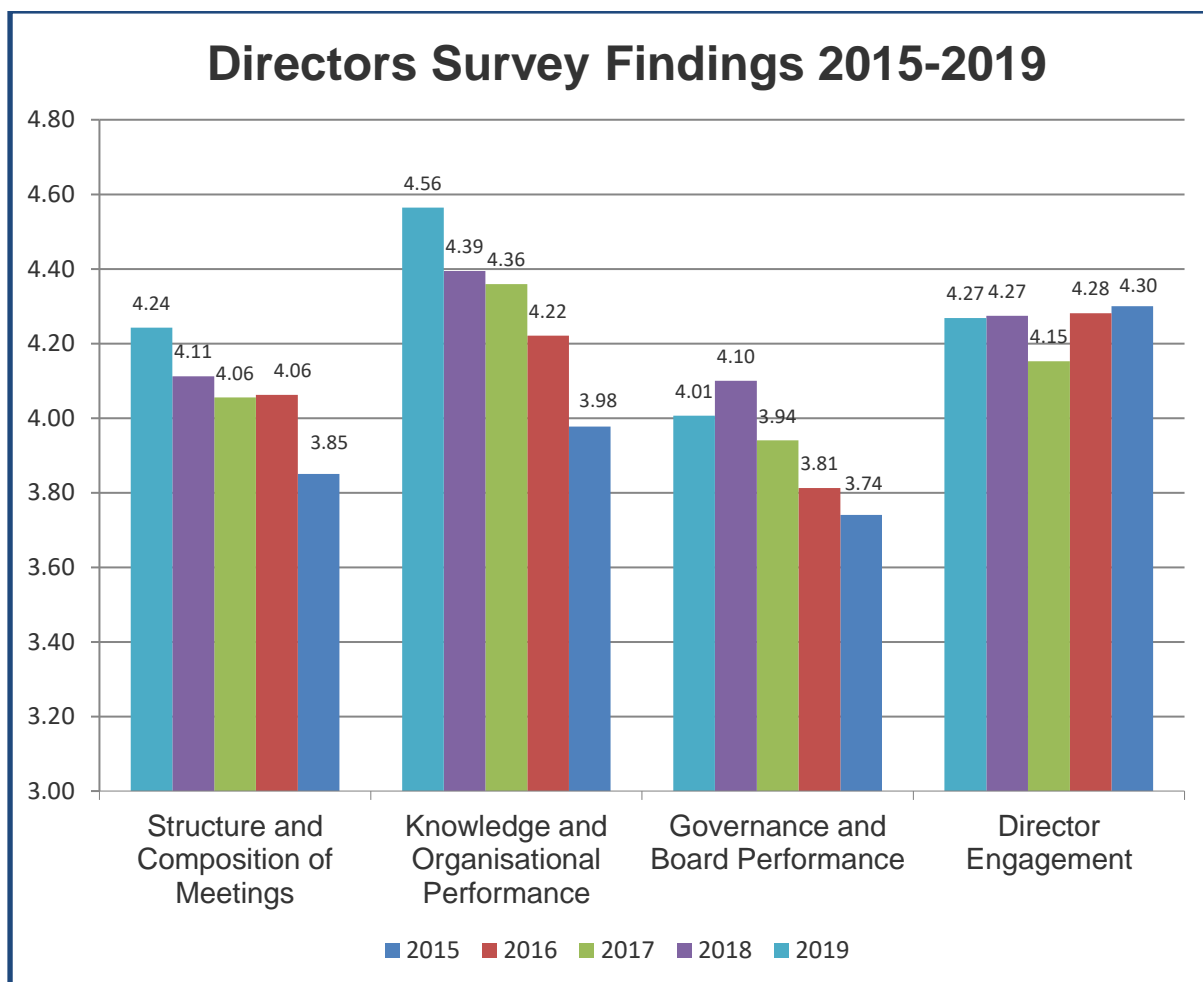
Technical Bulletin Financial Year 2019-2020

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Board Performance – Governance

Coast2Bay Housing Group undertakes 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 benchmarked data.

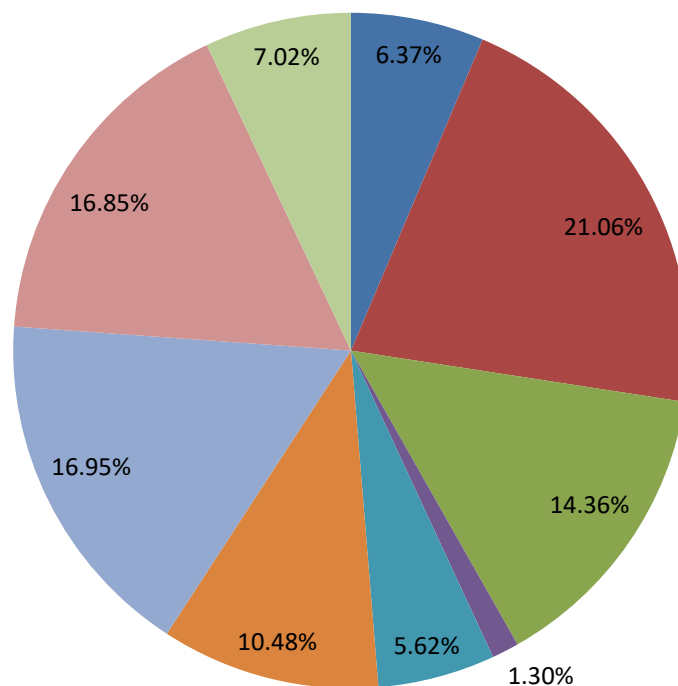


The average ratings shown above indicate the overall score for each of the key metrics on a scale from 0 – 5. An average score above 3.0 shows an overall positive rating, an average score above 3.5 shows a very positive rating and above 4.0 an exceptionally strong rating. The Board uses the detailed 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.

Demographics and Tenant Needs

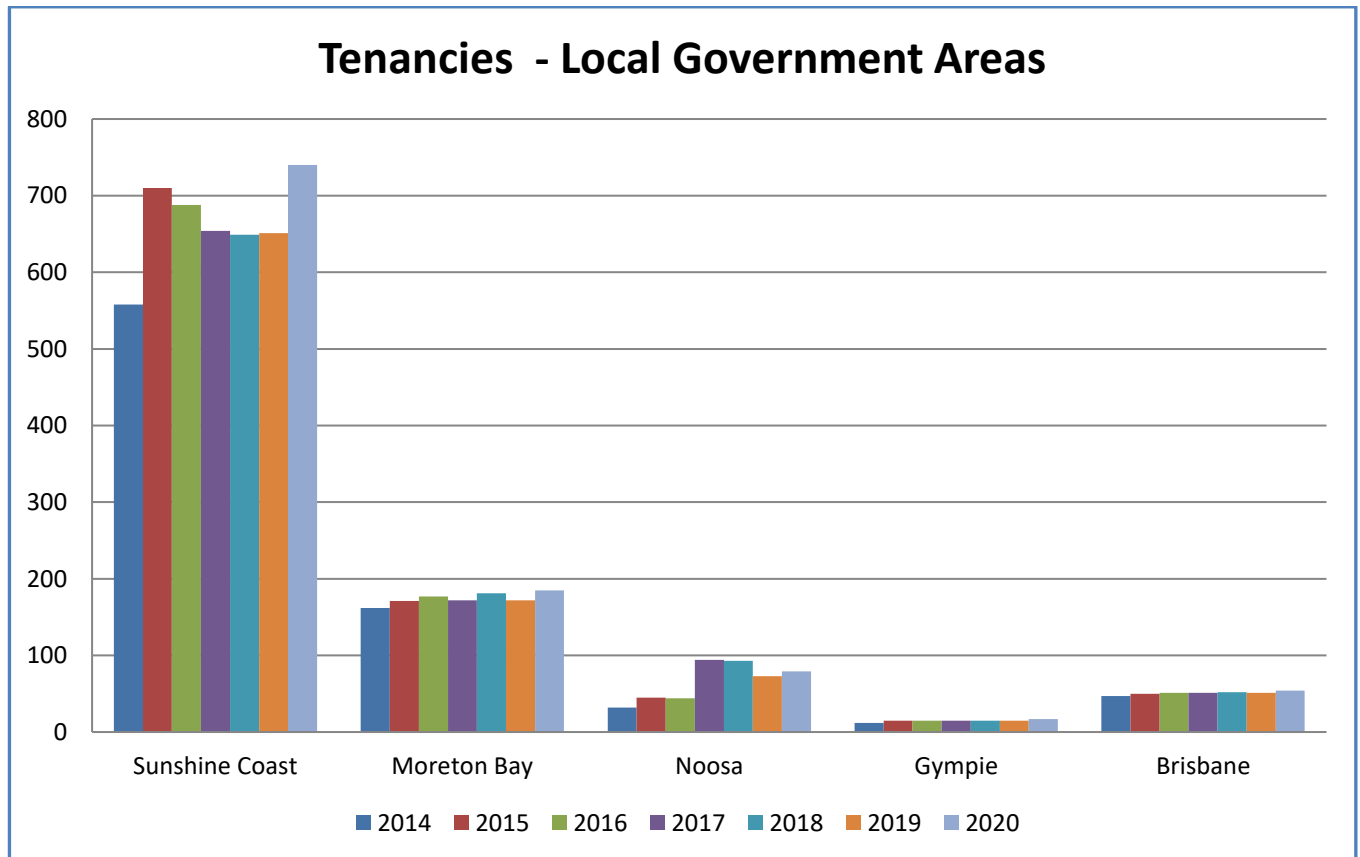


- Aboriginal & Torres Strait Islanders
- Homeless
- Complex Health Needs
- Aged 18-25 (Living Independently)
- Older People (Older than or 55)
- People living with disabilities
- Single People
- Sole Parent
- People Impacted by Domestic & Family Violence

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

Tenancies during financial years – trends by Local Government Area

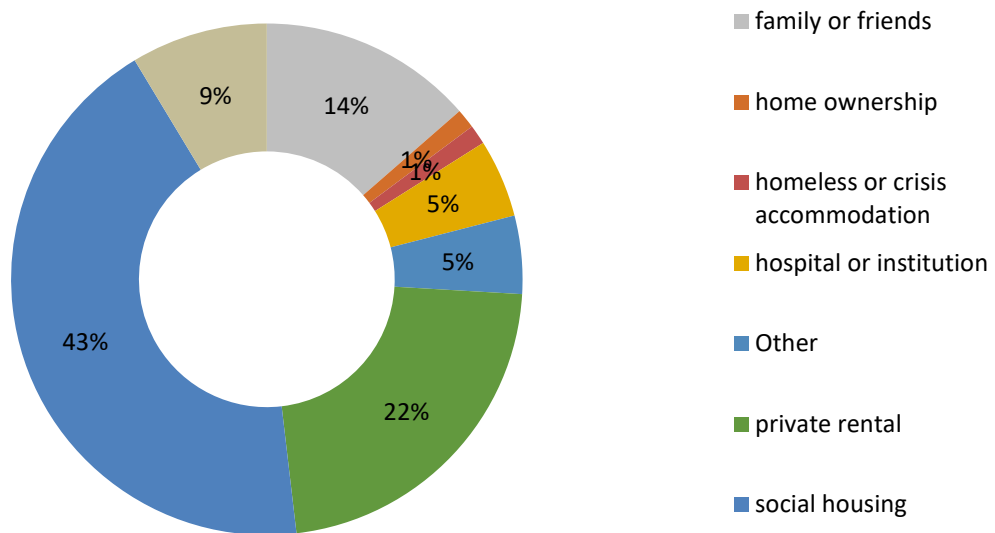
The following graphs represent tenancy changes across local government areas in our region. The highest proportion of our housing stock is located on the Sunshine Coast.



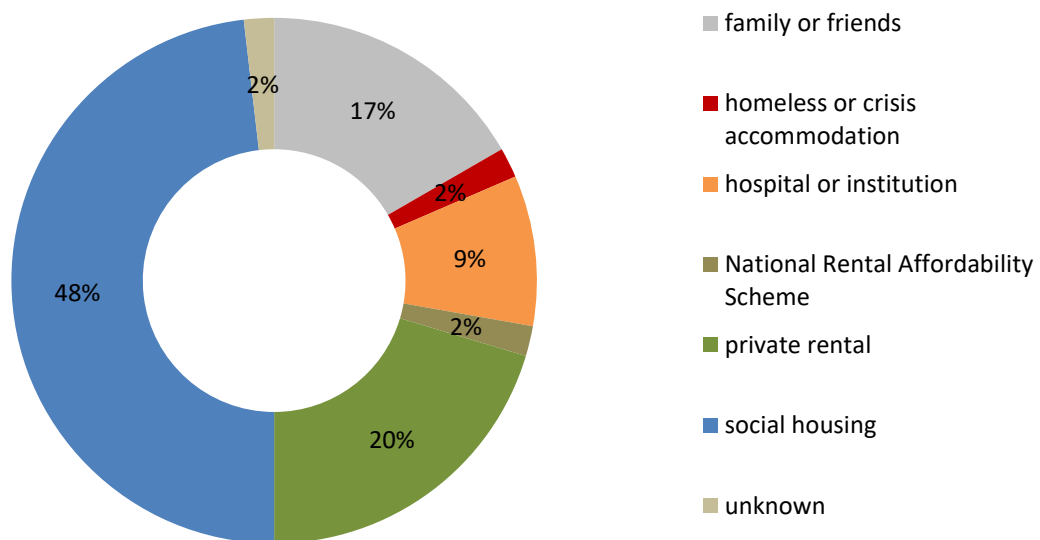
Tenant Exit Pathways

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

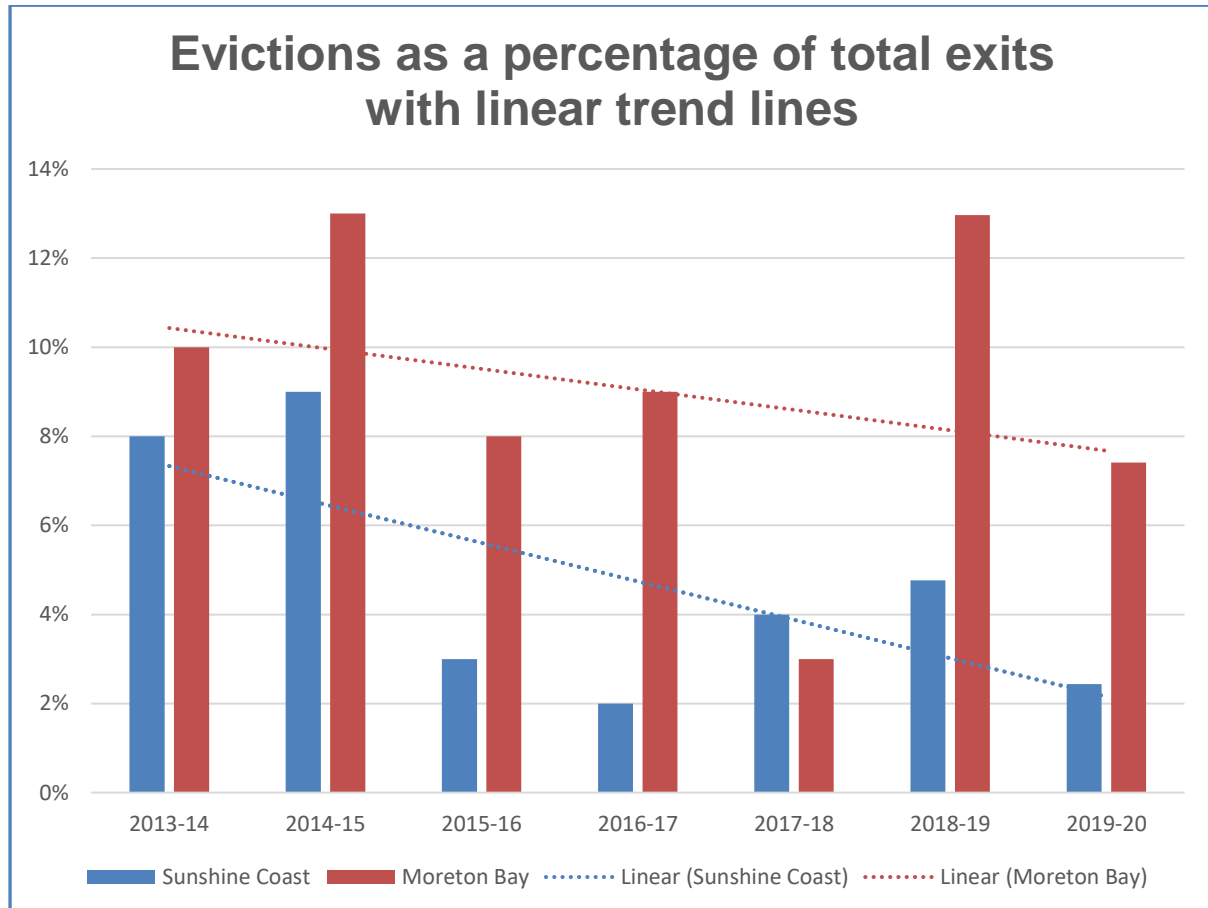


Tenant Exit Pathways - Moreton Bay



Evictions – Community Housing Only

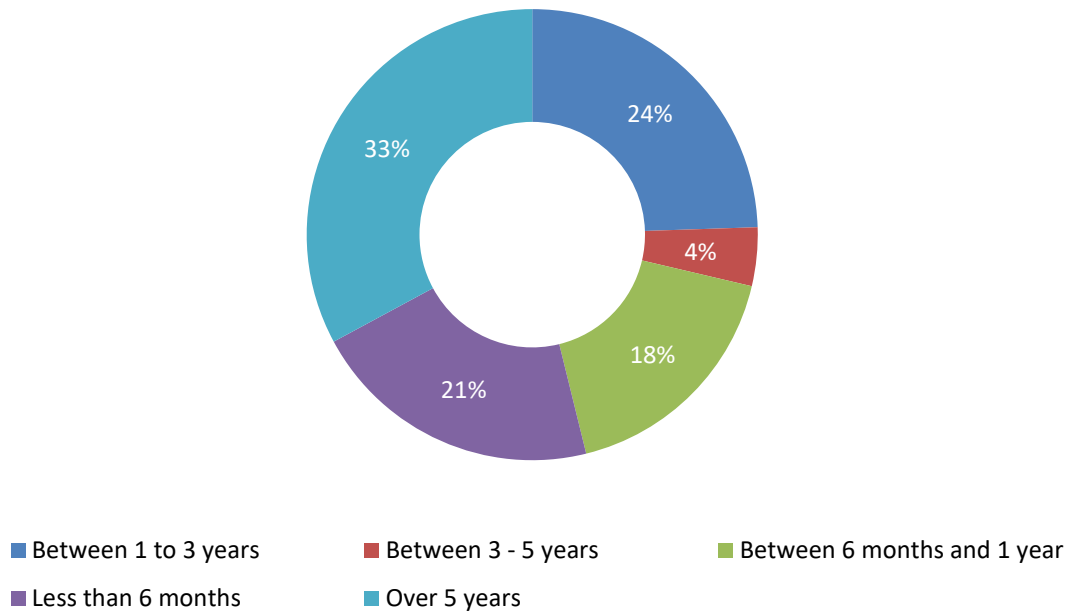
Coast2Bay Housing Group aims to minimise evictions, preferring to exit tenants to secure long-term housing. Our community engagement program, responsive and intensive tenancy management services have assisted in minimising evictions over the last year and overall trends are on a downward trajectory.



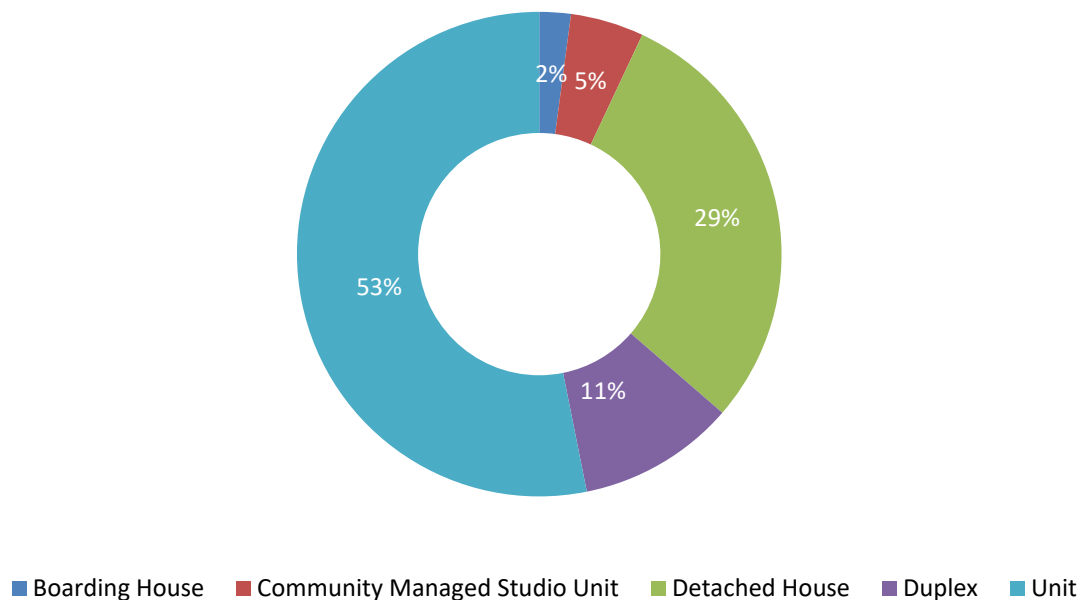
Tenant Survey – Community Housing Only

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



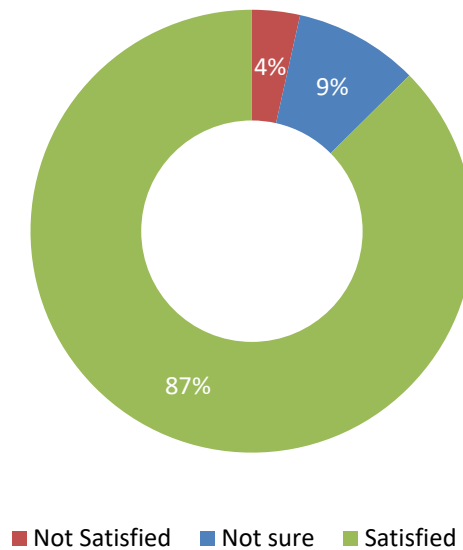
What kind of property do you live in?



Overall Tenant Satisfaction and Trends Community Housing Only

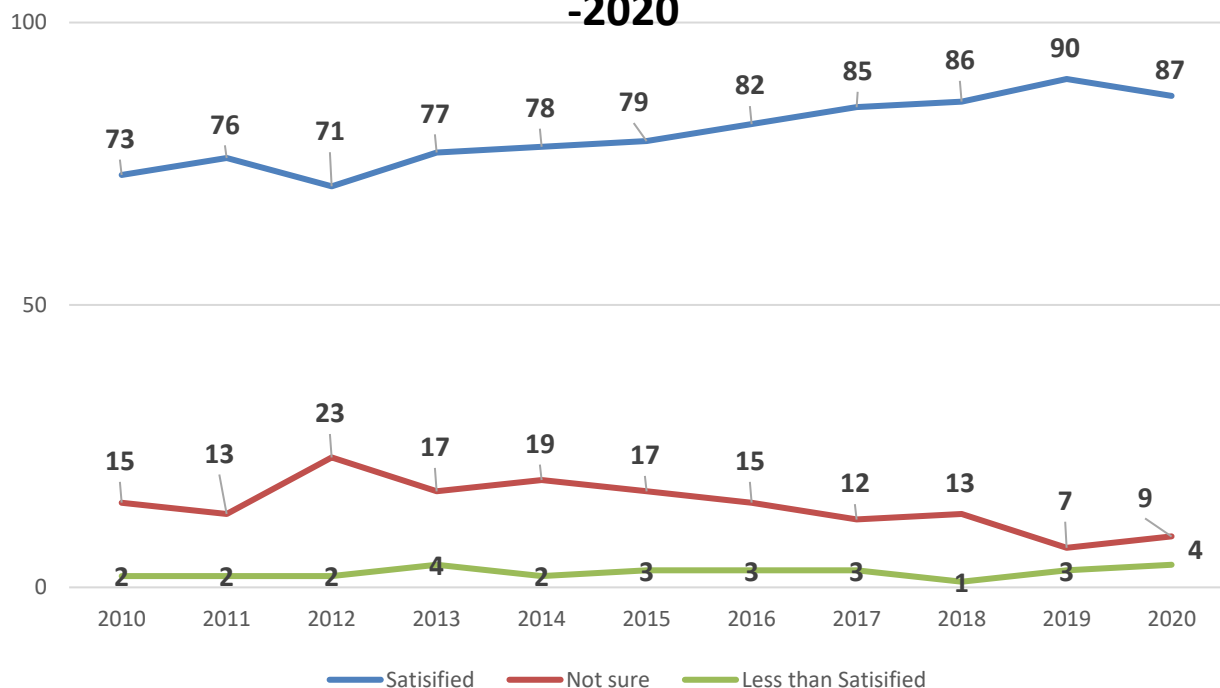
There is high level of overall satisfaction as a tenant of Coast2Bay Housing Group, with 87 % of respondents indicating that they are satisfied and only 4% not satisfied.

Overall satisfaction of as a tenant in 2020



Since 2010, the level of overall tenant satisfaction has risen significantly with only 73% reporting they were satisfied in 2010 compared to 87% in 2020.

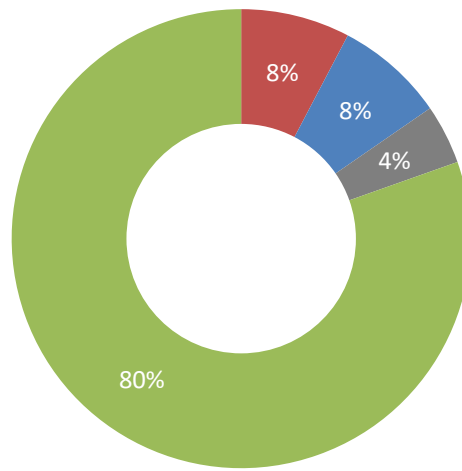
Trends in overall % of tenant satisfaction 2010 -2020



Satisfaction with Maintenance and Repairs and Expenditures Community Housing Only

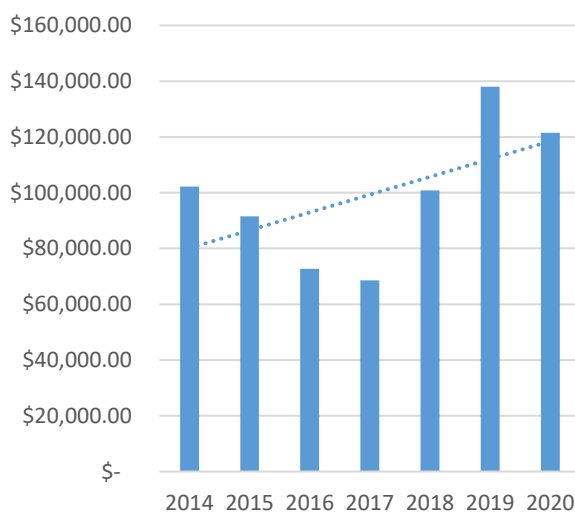
More than four out of five respondents (80%) are satisfied with maintenance and repairs service. However, there are some (8%) respondents who reported being unsure and (8%) not satisfied. Other respondents gave specific comments to be addressed.

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

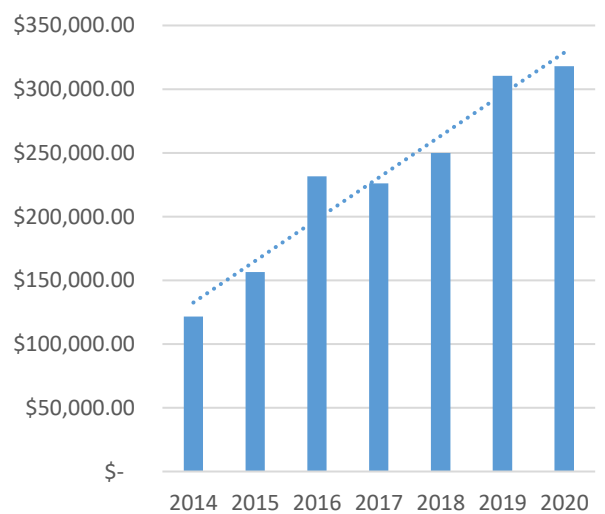


■ Not Satisfied ■ Not sure ■ Other (please specify) ■ Satisfied

Planned Maintenance



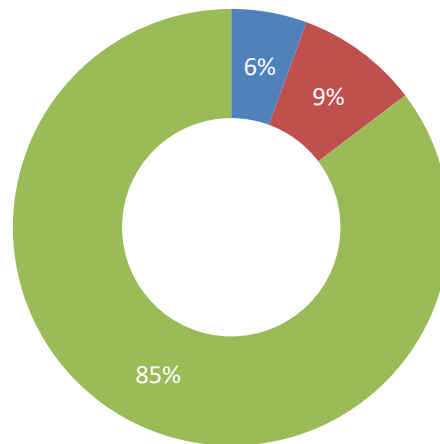
Responsive Maintenance



Satisfaction with Property Condition – Community Housing Only

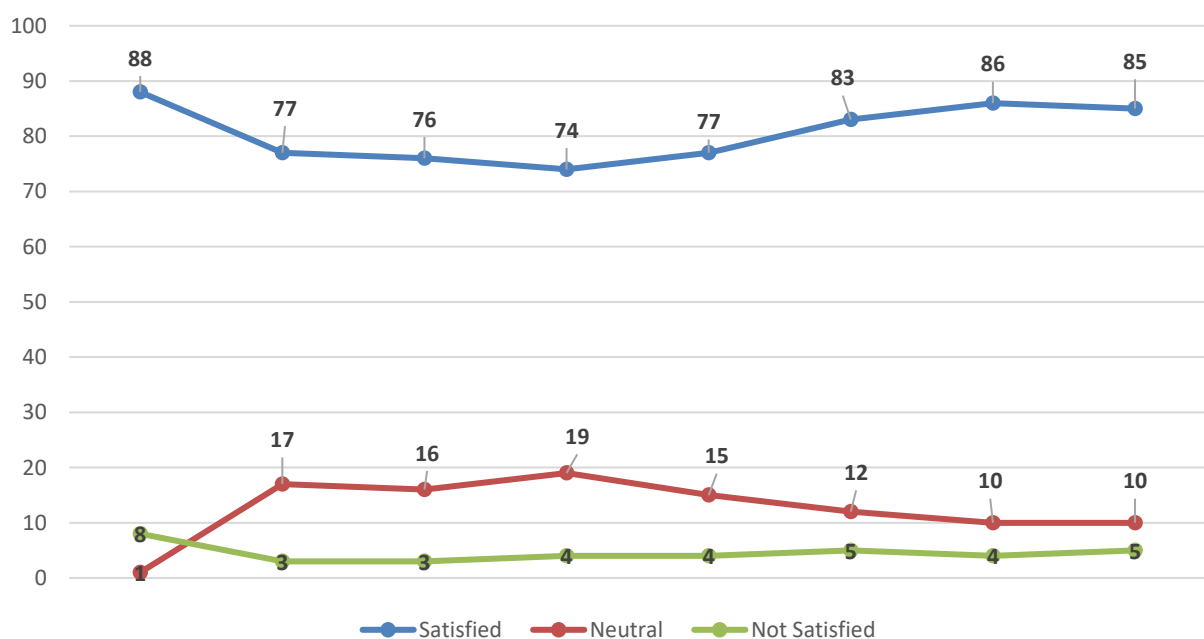
The vast majority of respondents (85%) report being satisfied with the condition of their property an increase of the findings from 2013 (77%)

How satisfied are you with the condition of your property?



■ Not Satisfied ■ Not sure ■ Satisfied

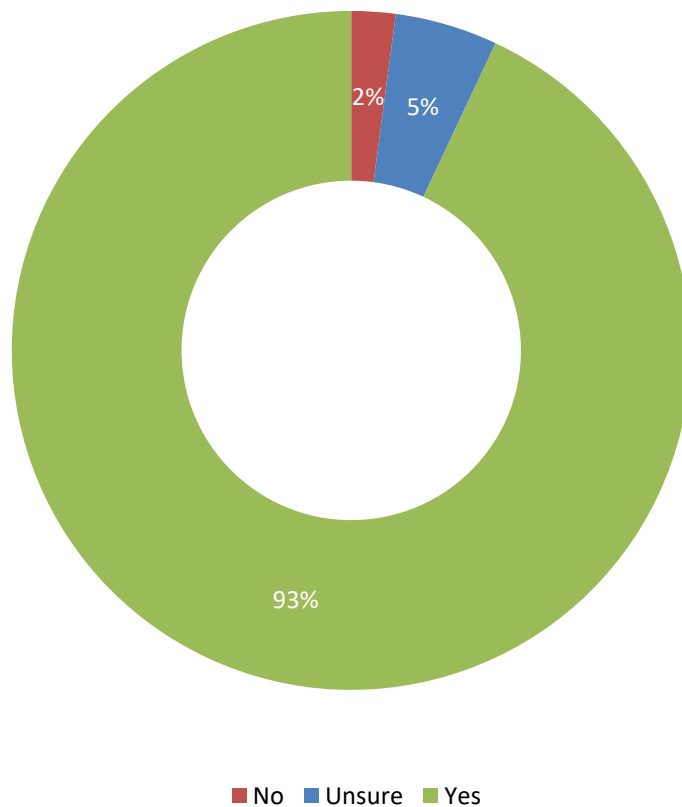
Satisfaction with Property Condition 2013 - 2020 as %



Respectful of Culture and Background

A very high proportion of respondents (93%) report that Coast2Bay Housing Group is respectful of their culture and background, (5%) were unsure and (2%) stating that we were not.

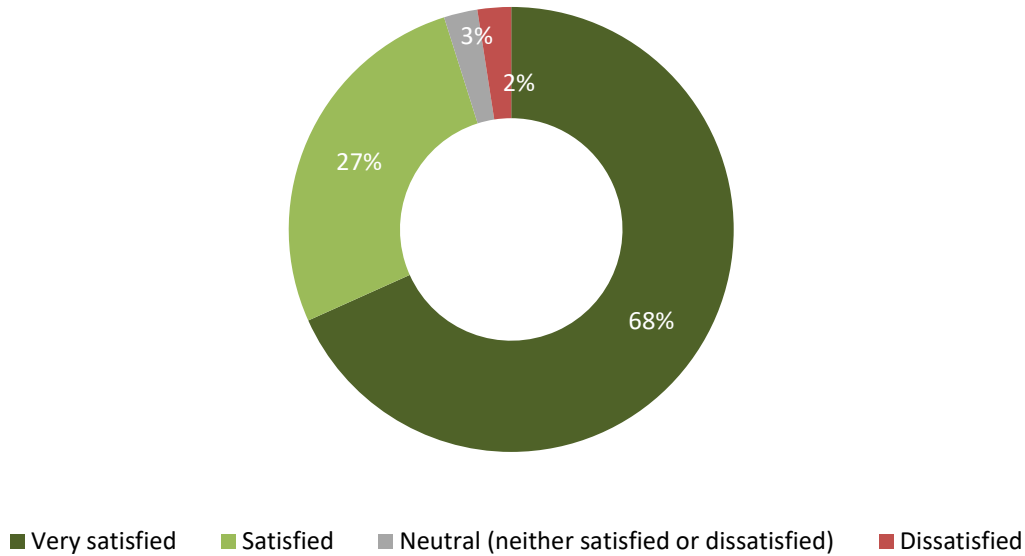
Is the organisation respectful of your culture and background?



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

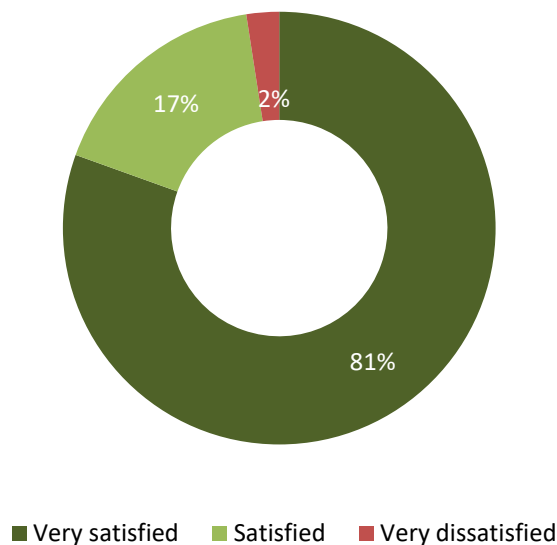
Coast2Bay Housing Group has maintained high levels of investor satisfaction rates with over 95 % stating they are either satisfied or very satisfied with our overall service as a property manager.

Overall how satisfied are you with us as a property manager ?



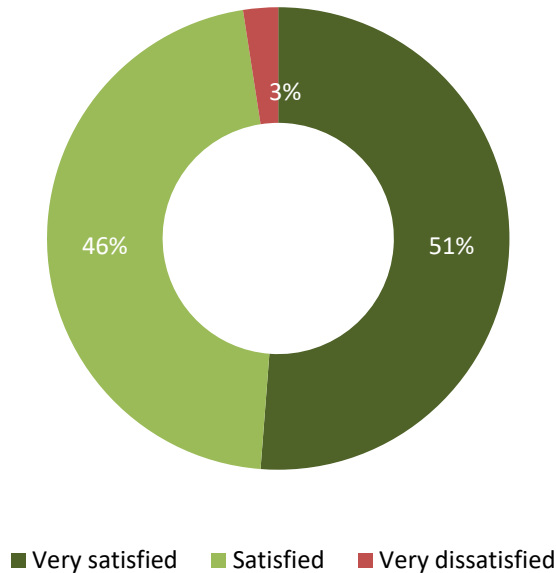
These high rates of satisfaction have also been seen in high levels of satisfaction 98% with the task of finding a suitable tenant.

How satisfied are you with us in finding a suitable tenant?



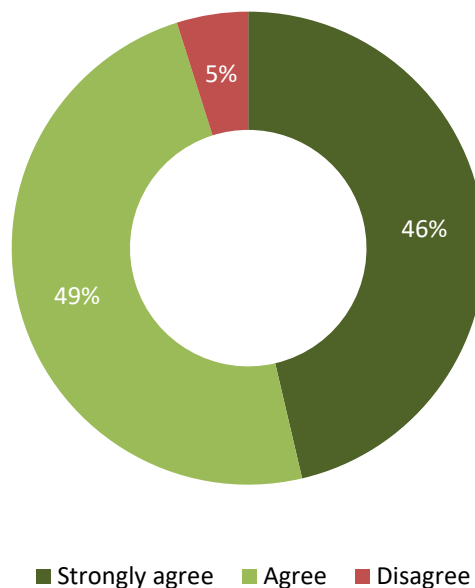
These high rates of satisfaction have also been seen in high levels of satisfaction with repairs and maintenance service.

How satisfied are you with the maintenance of your property?



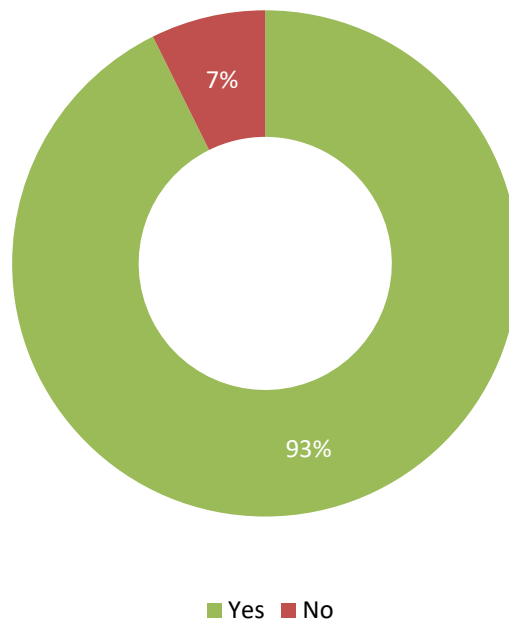
Overall rating of success shows that 95% of the NRAS investors agree or strongly agree the scheme has been a successful investment for them.

NRAS has been a successful investment for me?



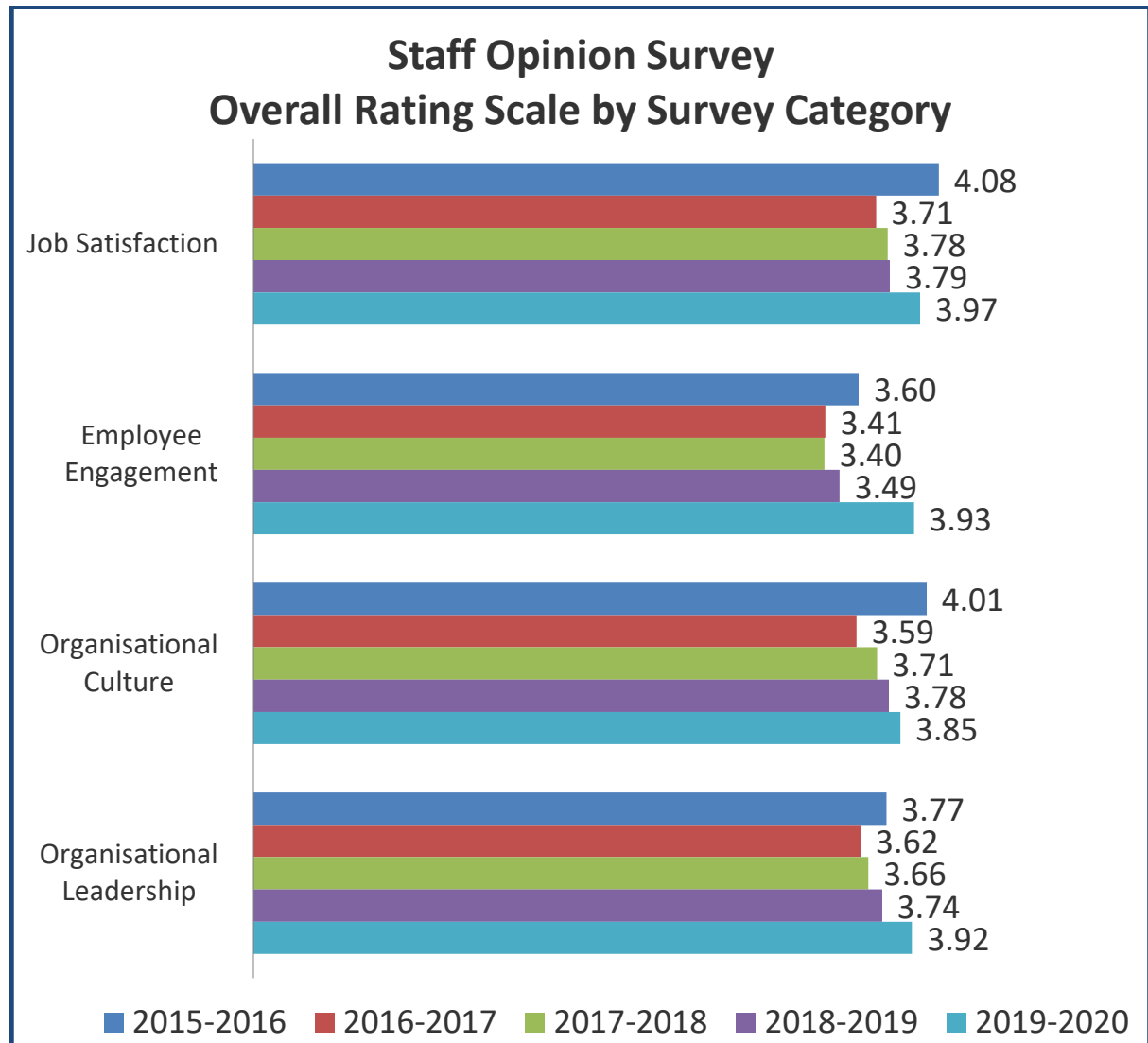
NRAS investors were asked to rate the value for money of our service. 93% stated that the service was value for money compared to 91% and 89% in the previous two years respectively. This reflects the decision to provide additional services to investors over this year at no additional charge to them.

Do you think our service is value for money?



Staff Opinion Survey – January 2020

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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