



Coast2Bay Housing Group

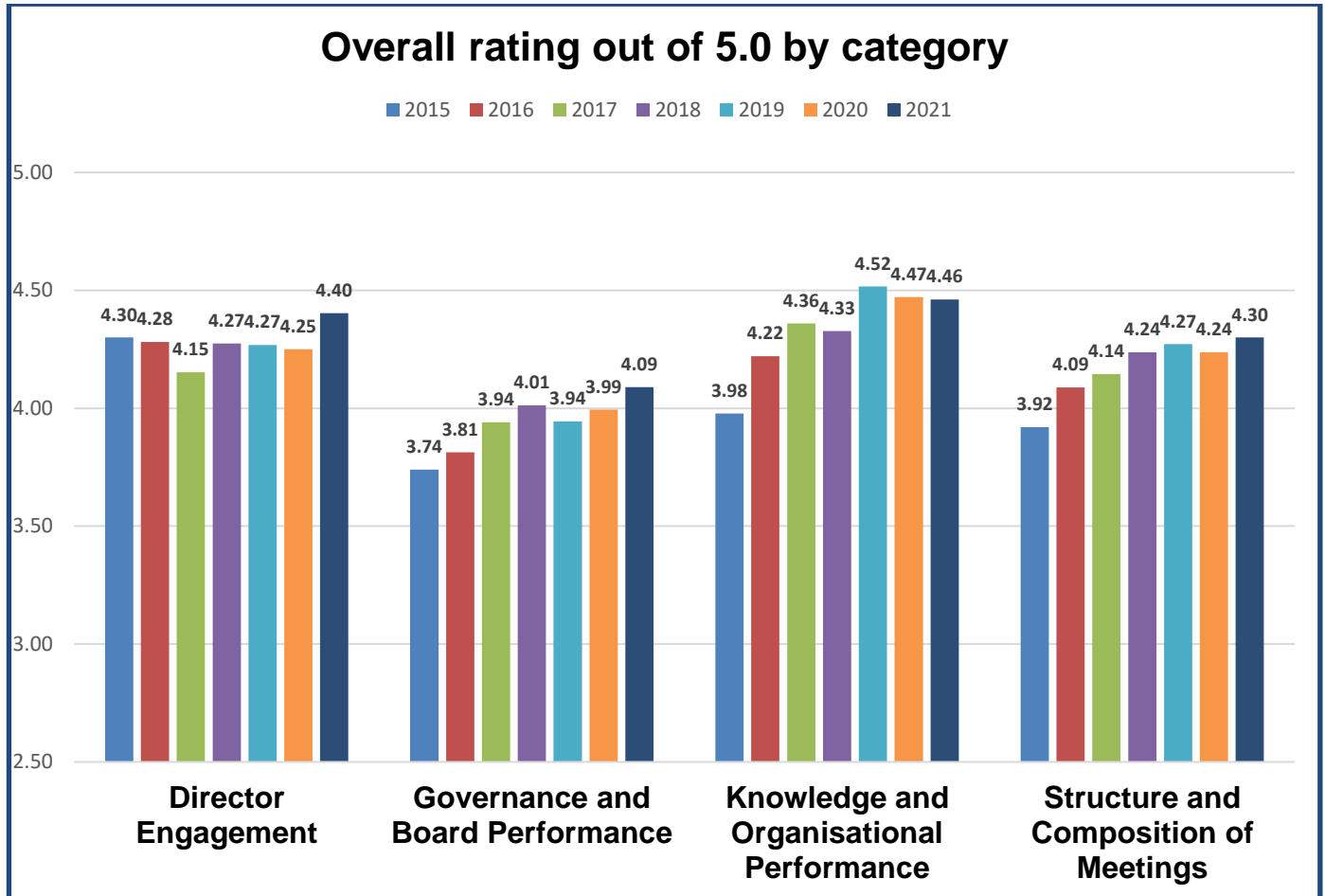
Technical Bulletin Financial Year 2021-2022

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Board Performance – Governance Survey December 2021

Directors undertake an annual evaluation process including a confidential survey asking opinions on key metrics that indicate the health of the organisation's Governance arrangements. Directors measure the findings against national benchmarked data.



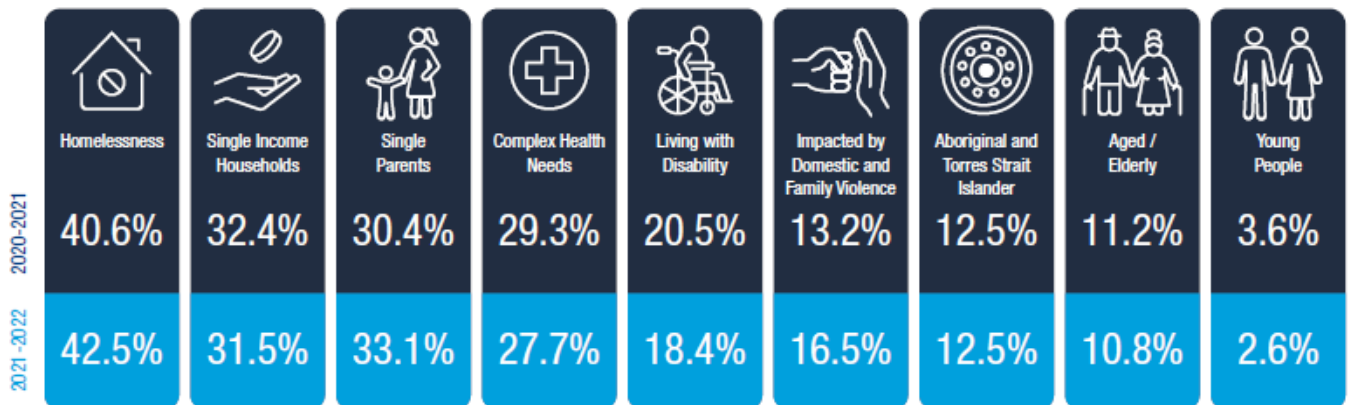
The average ratings shown above indicate the overall score for each of the key metrics on a scale from 0 to 5.0. An average score above 3.0 shows an overall positive rating, an average score above 3.5 shows a very positive rating and above 4.0 an exceptionally strong rating.

The Board uses the detailed findings from the survey to plan for continuous improvements in its Governance and strategic planning roles.

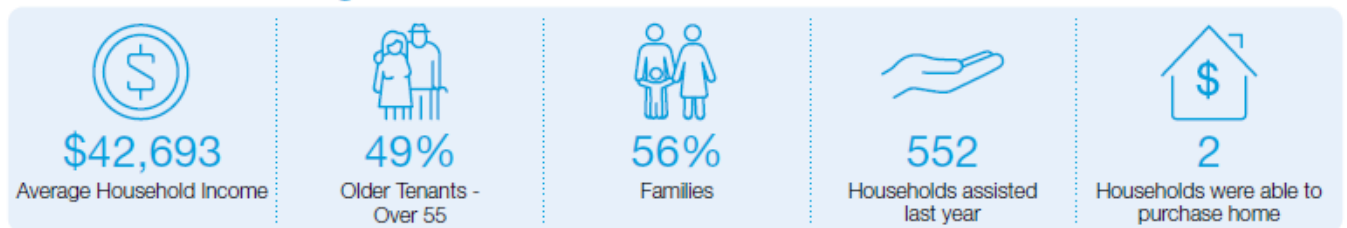
Tenant Demographics and Needs

The organisation assists a wide range of individuals and families with specific 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, single parents, those living with a disability and people with a complex health needs.

Community Housing Needs



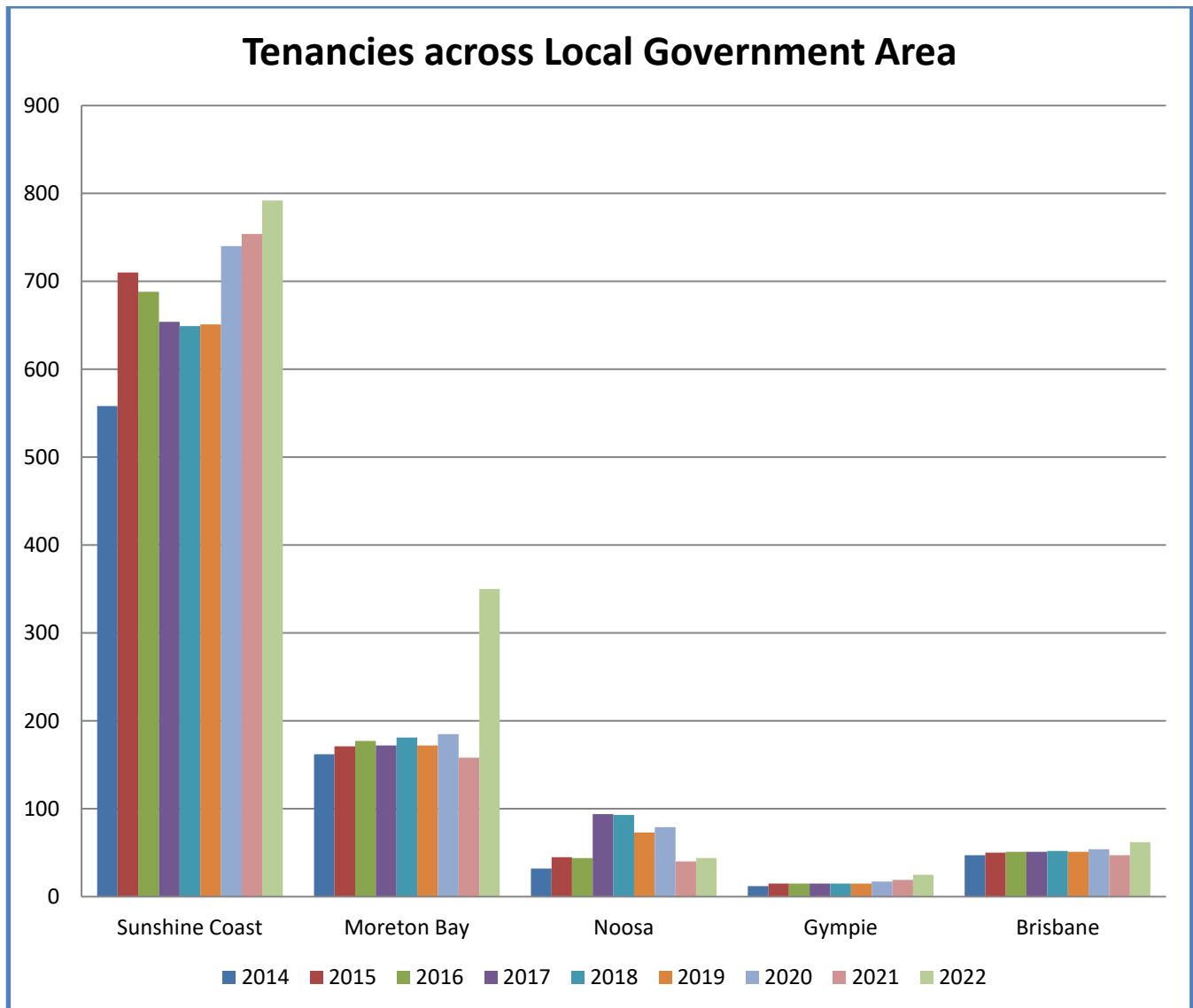
Affordable Housing Needs



Please note tenant needs can be recorded in more than one category.

Tenancies during financial year – trends by Local Government Area

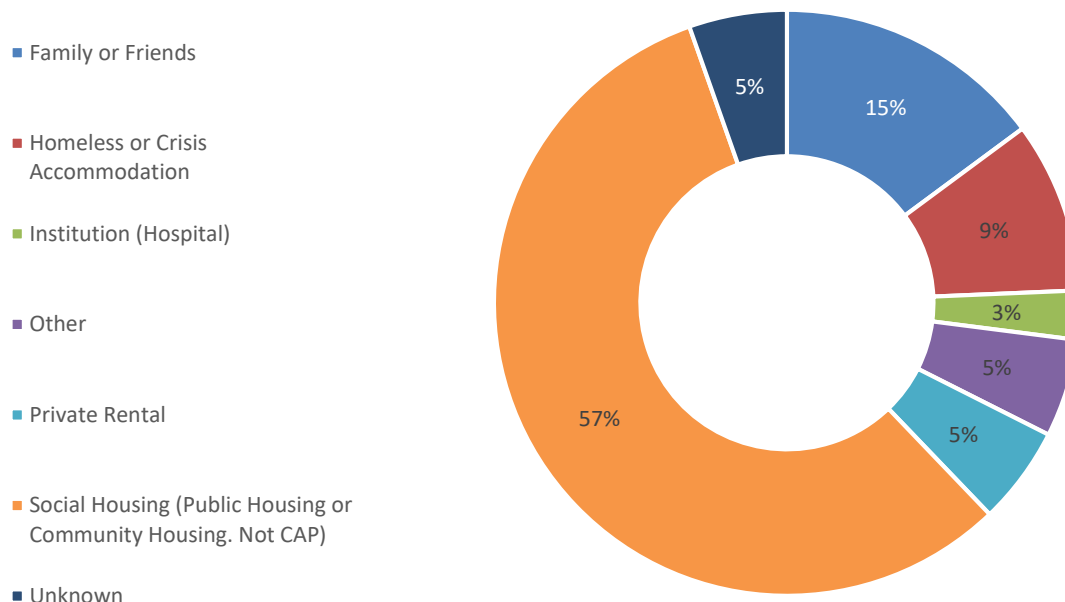
The following graphs represent tenancy changes across local government areas in our region. The highest proportion of our housing stock is located on the Sunshine Coast. Significant growth has occurred during the year in the Moreton Bay region.



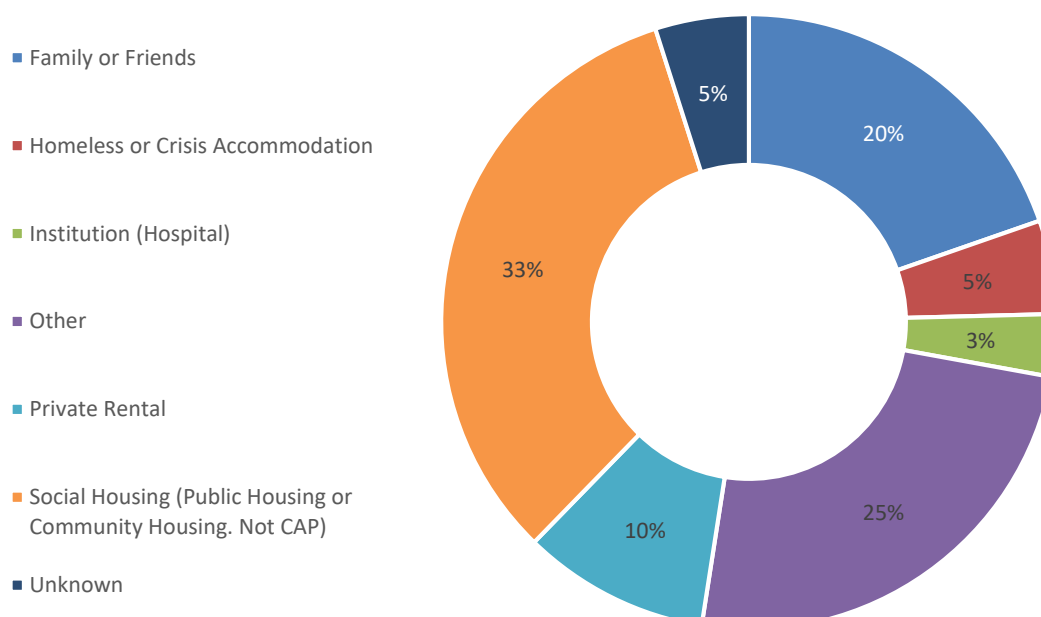
Tenant Exit Pathways

Tenants may exit a property for a number of reasons. Exiting to social housing, private rental, family or friends and other housing solution are the most common pathways for our tenants. The Covid 19 pandemic and market conditions have impacted the pattern of exits greatly.

Tenant exit pathways 2021-22 - Moreton Bay

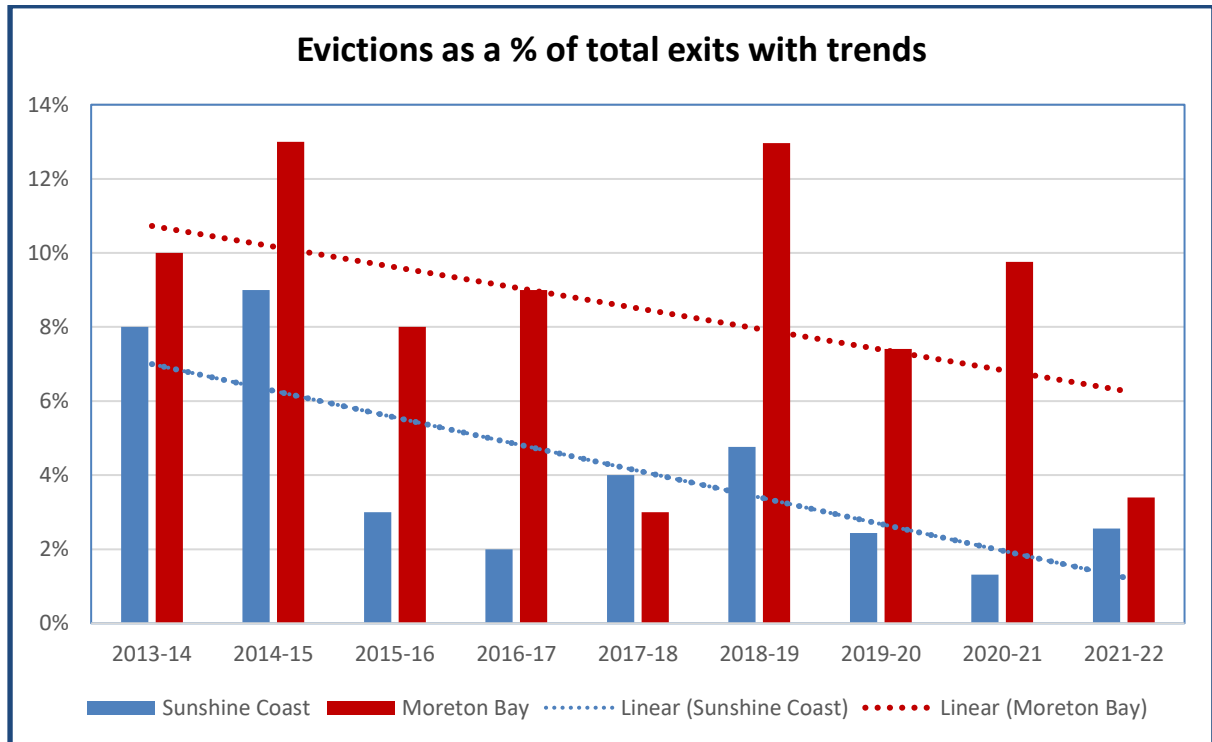


Tenant exit pathways 2021-22 - Sunshine Coast



Evictions – Community Housing Only

Coast2Bay Housing Group does everything possible 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 in both Moreton Bay and Sunshine Coast.

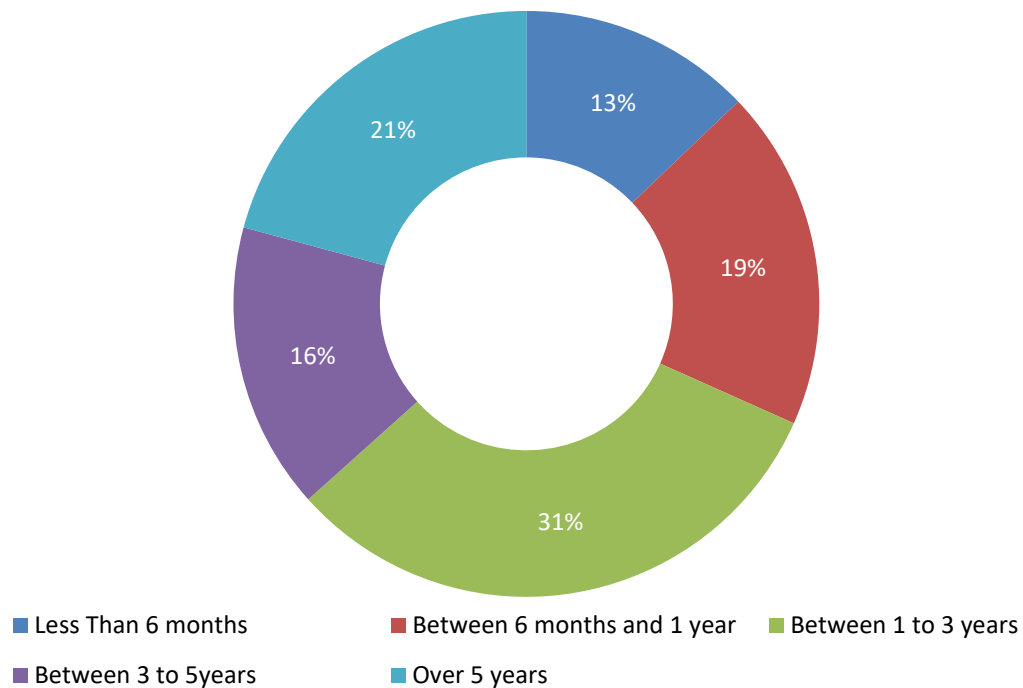


Tenant Survey – Community Housing Only

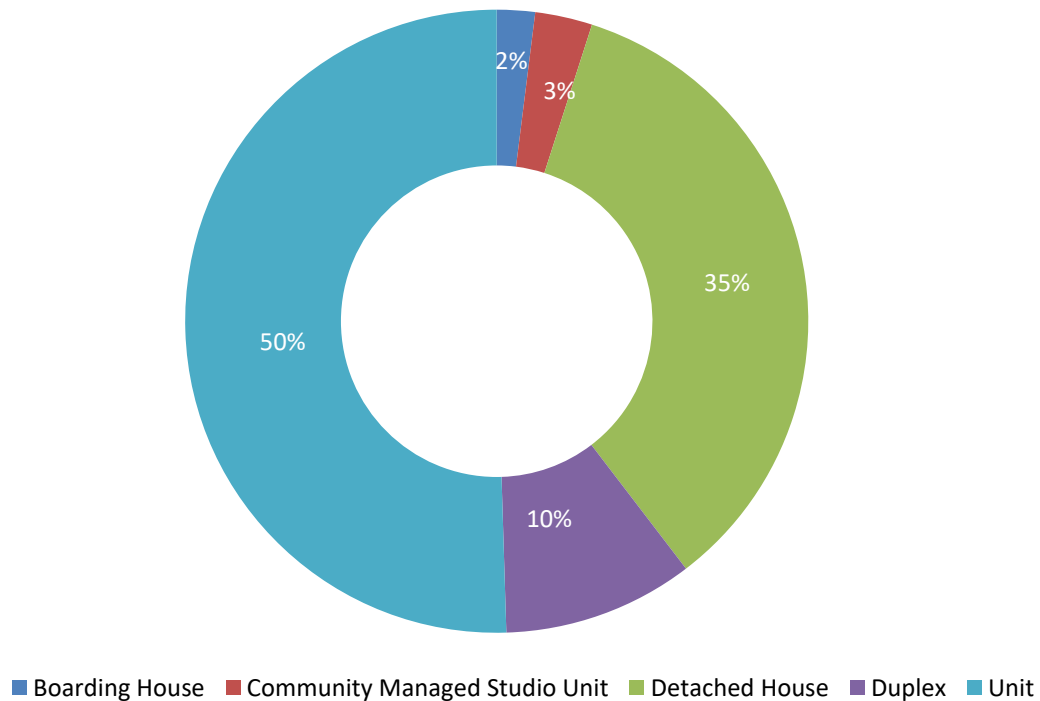
Each year Coast2Bay Housing Group conducts a survey of its community housing tenants.

101 tenants responded to this survey. Details of their tenancy are as follows: -

How long have you been a tenant ?



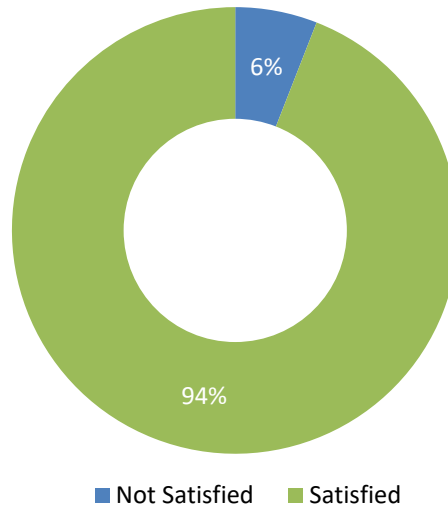
What kind of property do you live in?



Overall Tenant Satisfaction and Trends Community Housing Only

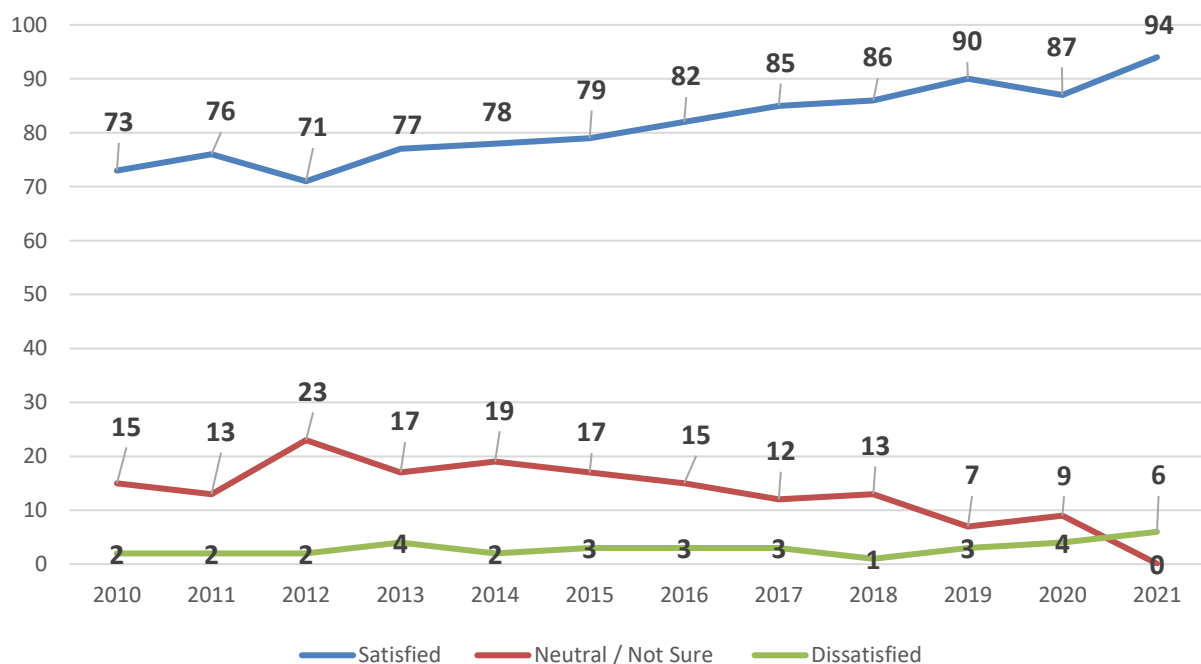
There is high level of overall satisfaction as a tenant of Coast2Bay Housing Group, with 94% of respondents indicating that they are satisfied and only 6% not satisfied.

Please rate your overall satisfaction as a tenant



Since 2010, the level of overall tenant satisfaction has risen significantly with only 73% reporting they were satisfied in 2010 compared to 94% in 2021-2022.

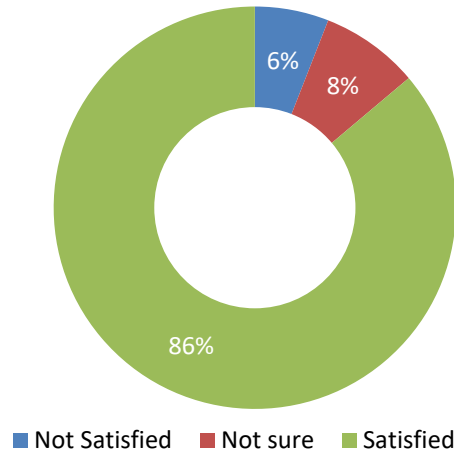
Trends in overall tenant satisfaction (%)



Satisfaction with Maintenance and Repairs Community Housing Only

Nearly four out of five respondents (86%) are satisfied with maintenance and repairs service. However, there are some (8%) respondents who reported being unsure and (6%) not satisfied. Other respondents gave specific comments to be addressed.

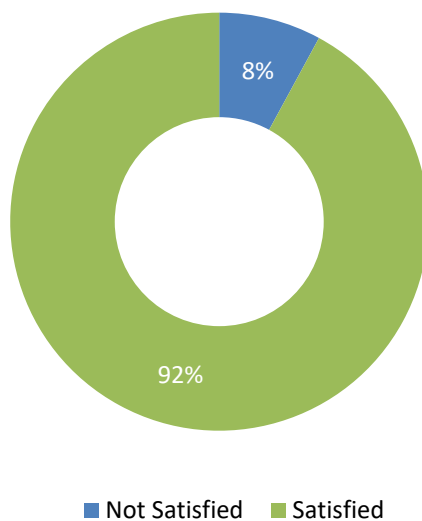
Are you satisfied with the quality of our maintenance and repairs service?

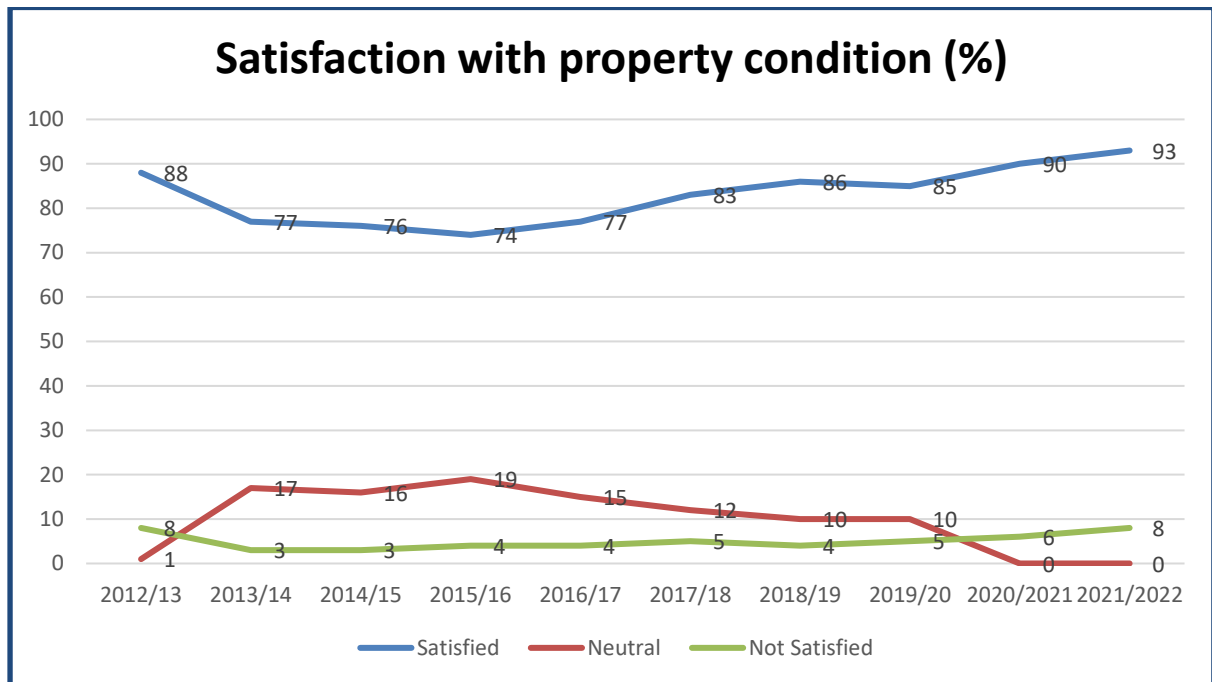


Satisfaction with Property Condition – Community Housing Only

The vast majority of respondents (92%) report being satisfied with the condition of their property an increase of the findings from 2013 (77%)

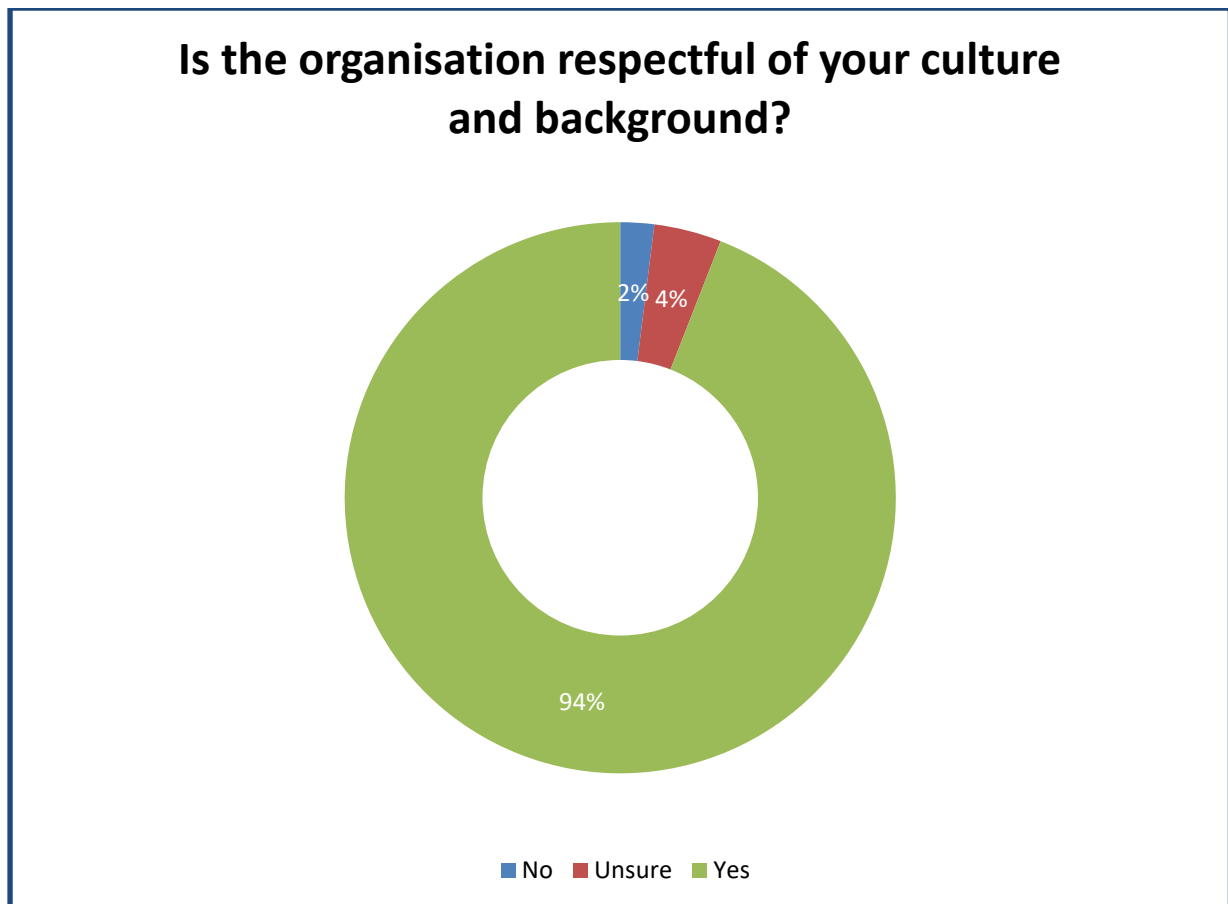
How satisfied are you with the condition of your property?



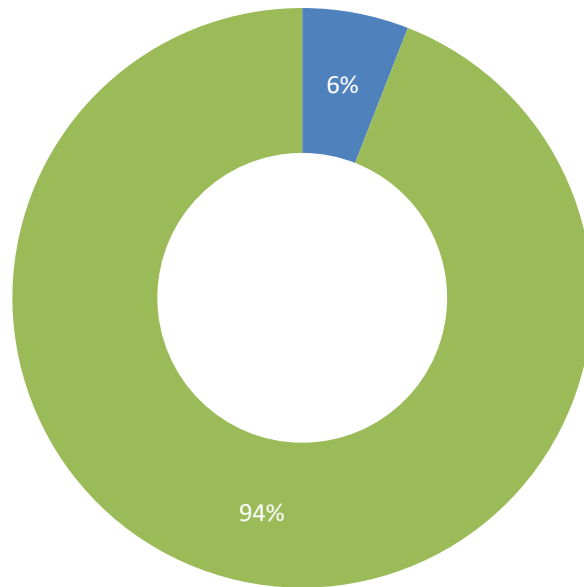


Respectful of Culture and Background Understanding of Rights

A very high proportion of respondents (94%) report that Coast2Bay Housing Group is respectful of their culture and background, (4%) were unsure and (2%) stating that we were not.



Do you understand your rights as a tenant?

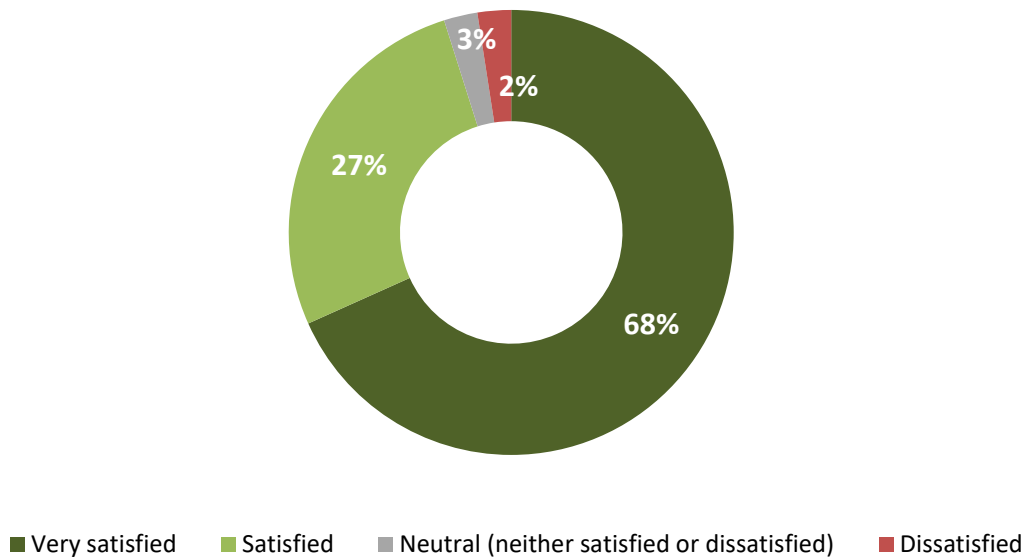


■ No ■ Yes

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

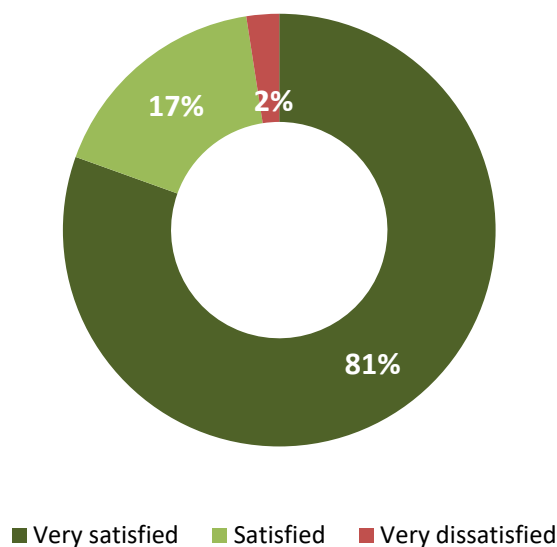
Coast2Bay Housing Group has maintained high levels of investor satisfaction rates with over 95 % stating they are either satisfied or very satisfied with our overall service as a property manager.

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



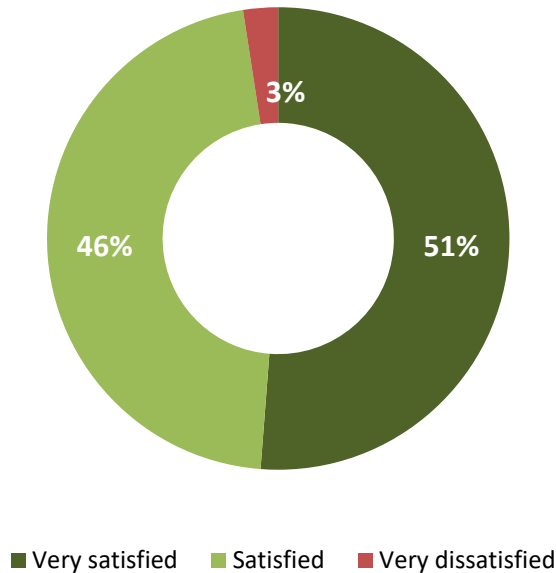
These high rates of satisfaction have also been seen in high levels of satisfaction 98% with the task of finding a suitable tenant.

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



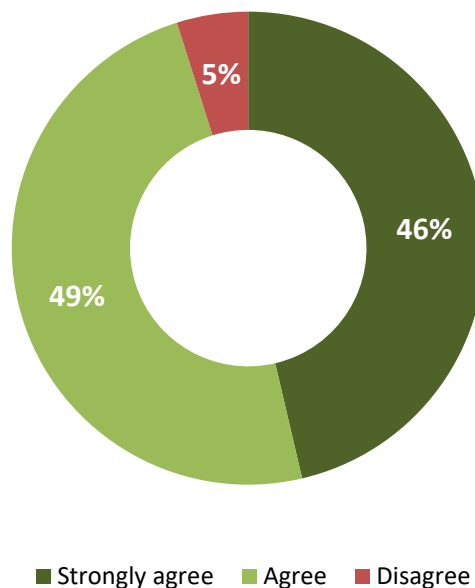
These high rates of satisfaction have also been seen in high levels of satisfaction with repairs and maintenance service.

How satisfied are you with the maintenance of your property?



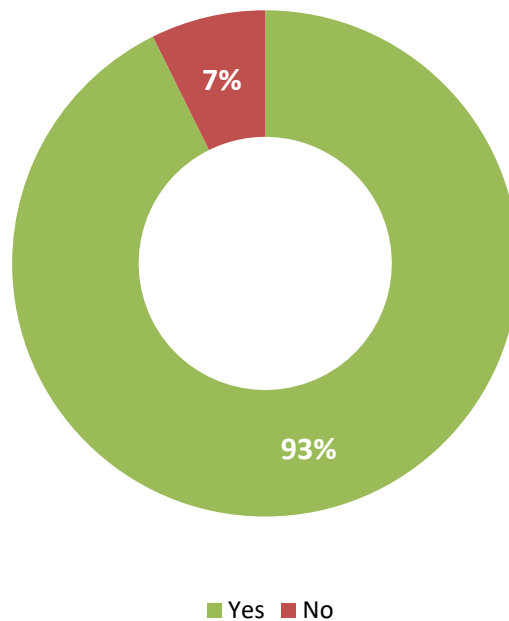
Overall rating of success shows that 95% of the NRAS investors agree or strongly agree the scheme has been a successful investment for them.

NRAS has been a successful investment for me?



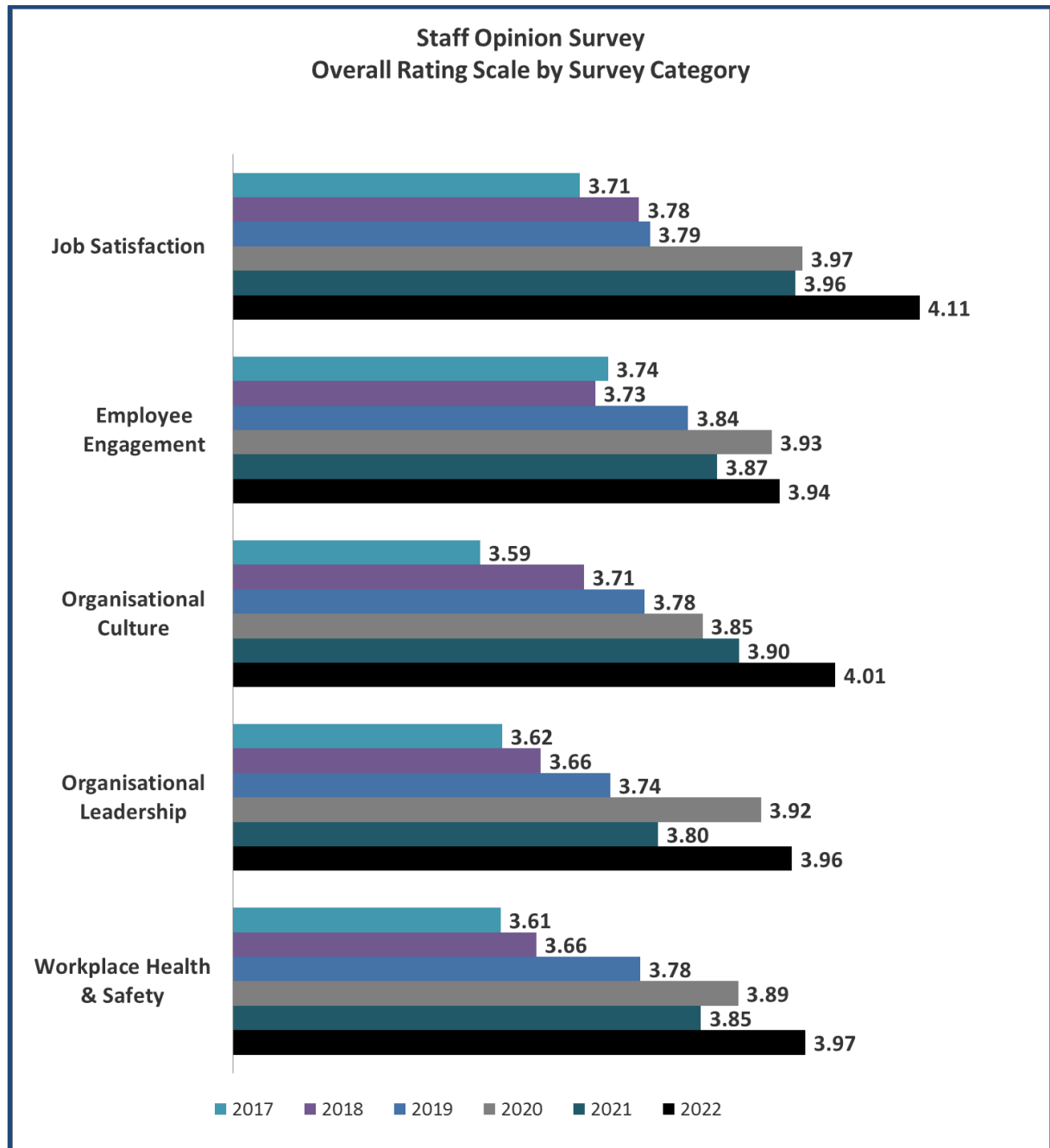
NRAS investors were asked to rate the value for money of our service. 93% stated that the service was value for money compared to 91% and 89% in the previous two years respectively. This reflects the decision to provide additional services to investors over this year at no additional charge to them.

Do you think our service is value for money?



Staff Opinion Survey – January 2022

We regularly survey our staff on key metrics related to their 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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