



Coast2Bay Housing Group

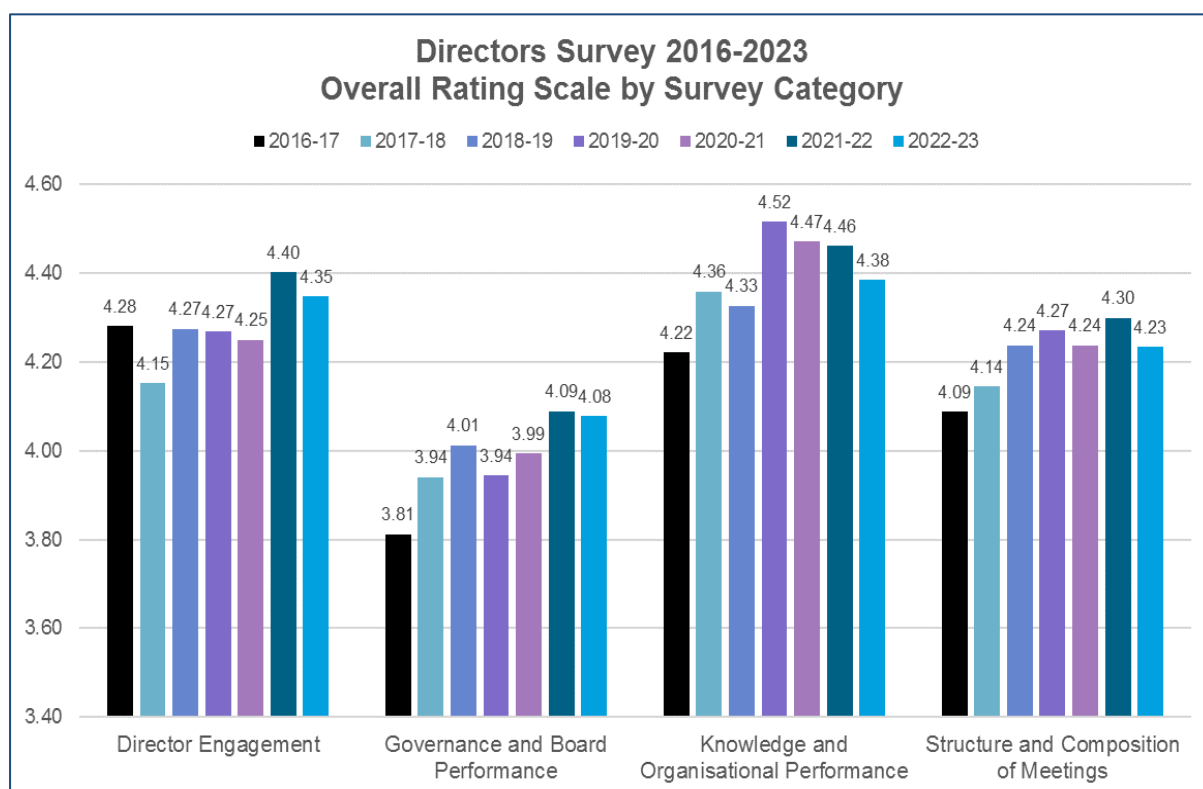
Technical Bulletin Financial Year 2022-2023

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Board Performance – Governance Survey January 2023

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 people exiting homelessness, single people, sole parents, and people with complex health needs.

Interestingly, the categories showing an increased need for community housing since last year are those impacted by domestic and family violence, the elderly and young people.

Community Housing Needs

	2020-2021	2021-2022	2022-2023
Homelessness	40.6%	42.5%	37%
Single people	32.4%	31.5%	25%
Sole parent	30.4%	33.1%	26%
Complex health needs	29.3%	27.7%	24%
Living with disability	20.5%	18.4%	16%
Impacted by domestic and family violence	13.2%	16.5%	17%
Aboriginal and Torres Strait Islander	12.5%	12.5%	10%
Aged / elderly	11.2%	10.8%	11%
Young people	3.6%	2.6%	5%

Affordable Housing Needs

\$42,000

Average household income

2

Households were able to purchase homes

51%

Older tenants
55 and over



49%

Families

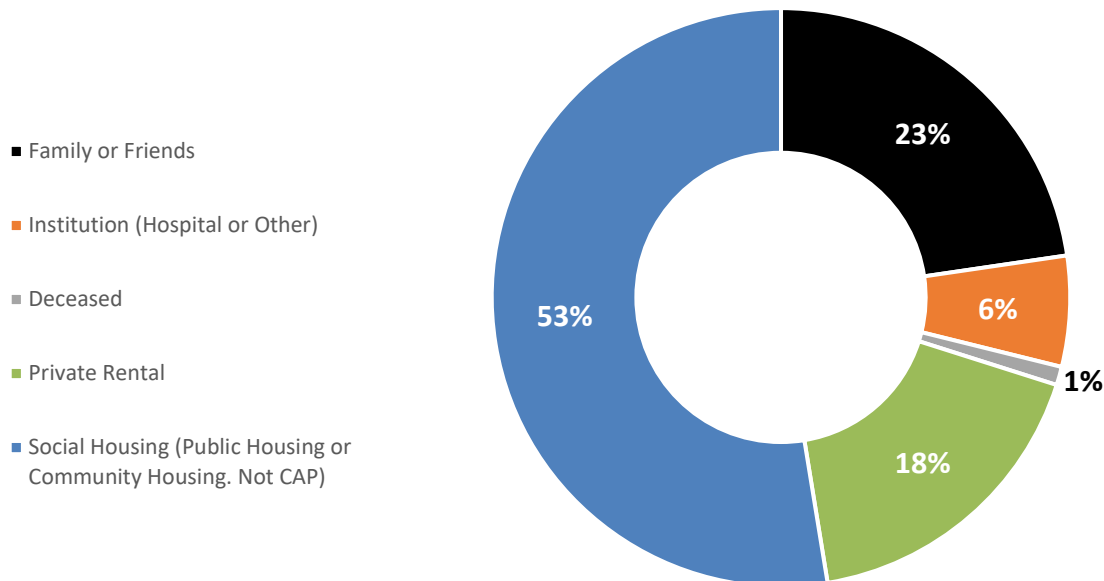


Please note tenant needs can be recorded in more than one category.

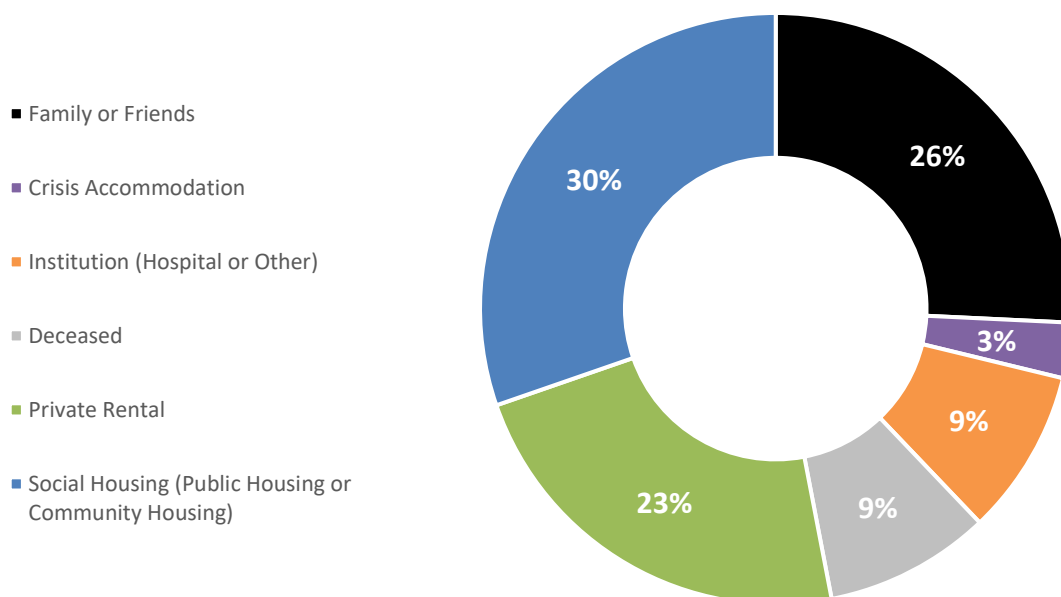
Tenant Exit Pathways Community Housing Only

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 2022-2023 Moreton Bay

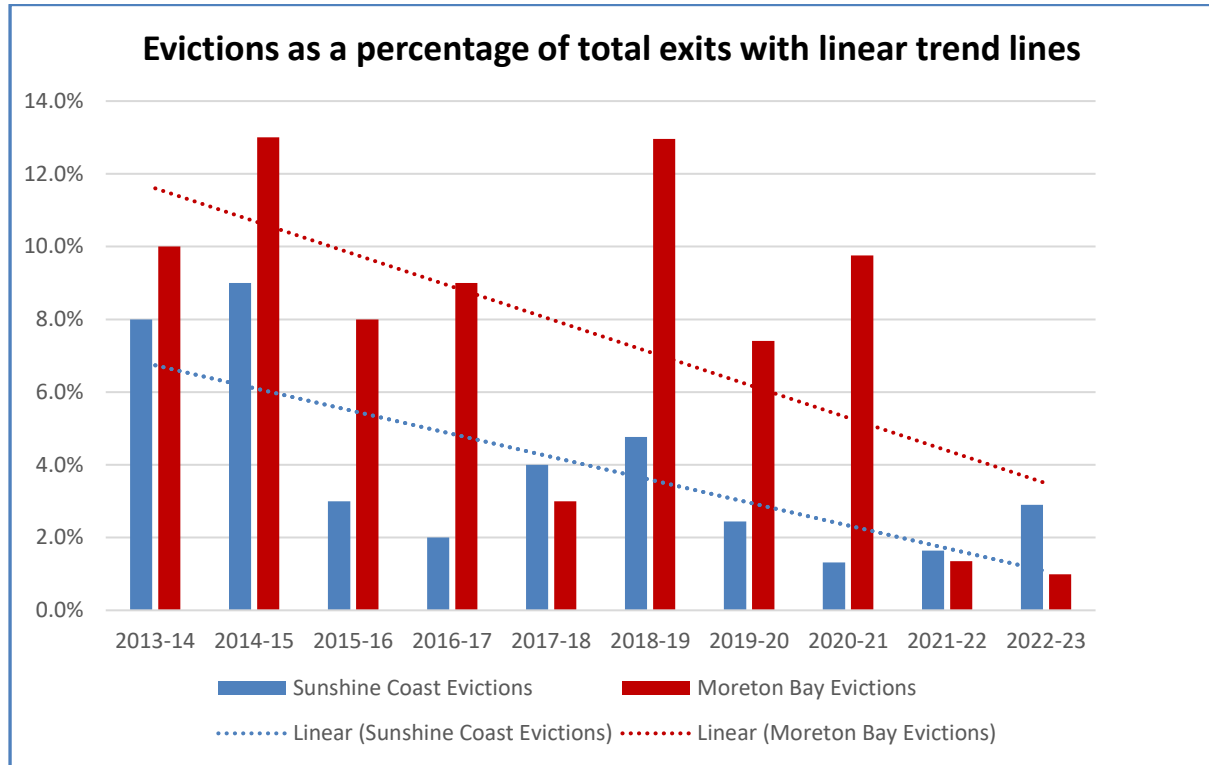


Tenant Exit Pathways 2022-23 - Sunshine Coast



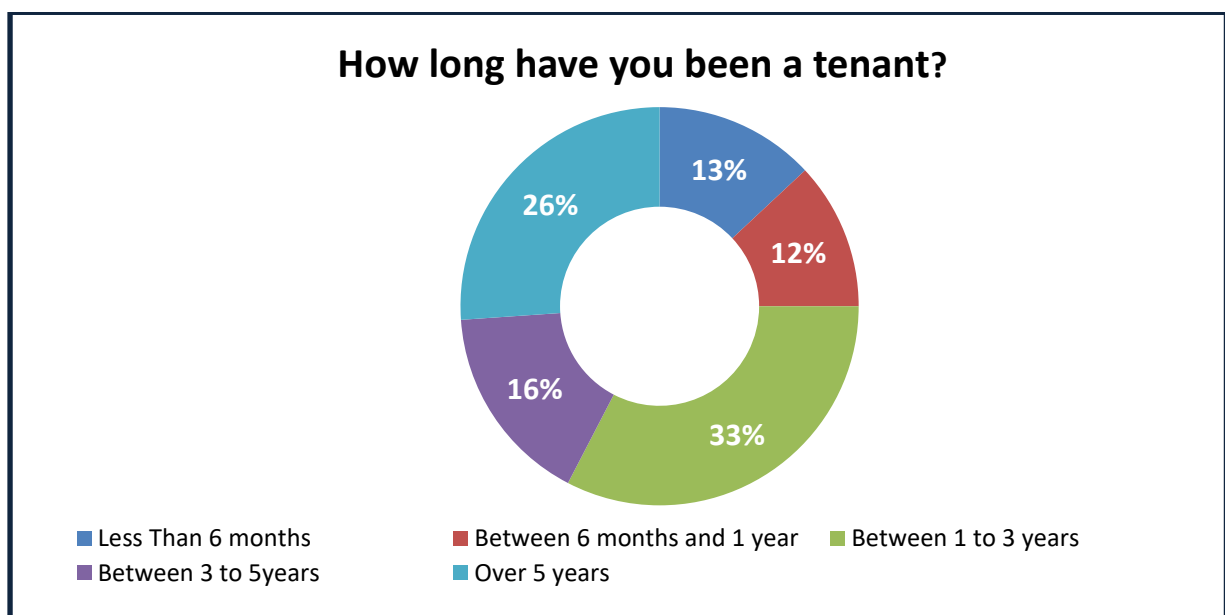
Evictions – Community Housing Only

We do 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.

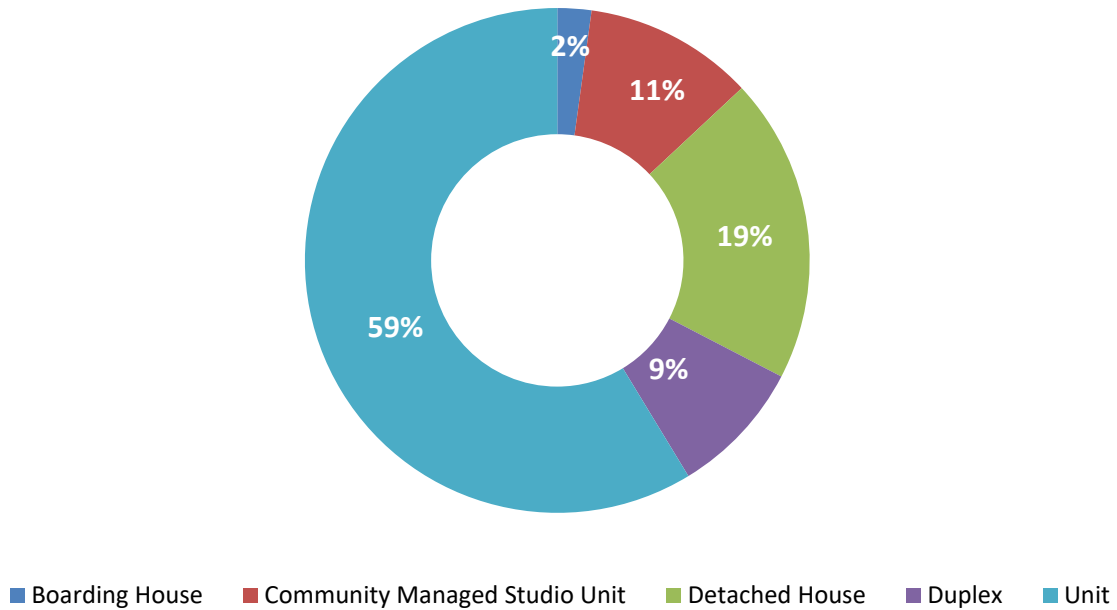


Tenant Survey – Community Housing Only

Each year we conduct a survey of our community housing tenants and 92 tenants responded to this survey in 2023.



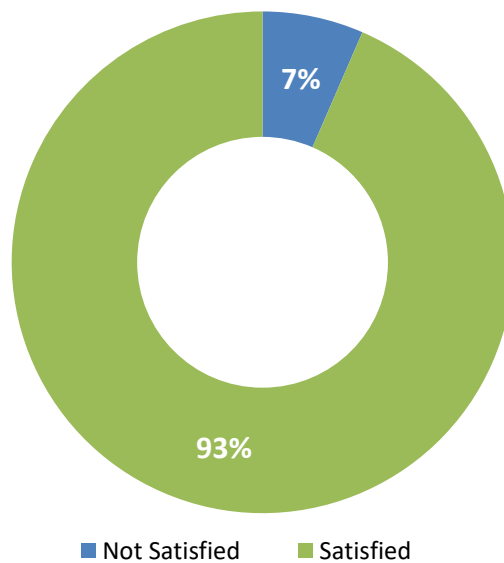
What kind of property do you live in?



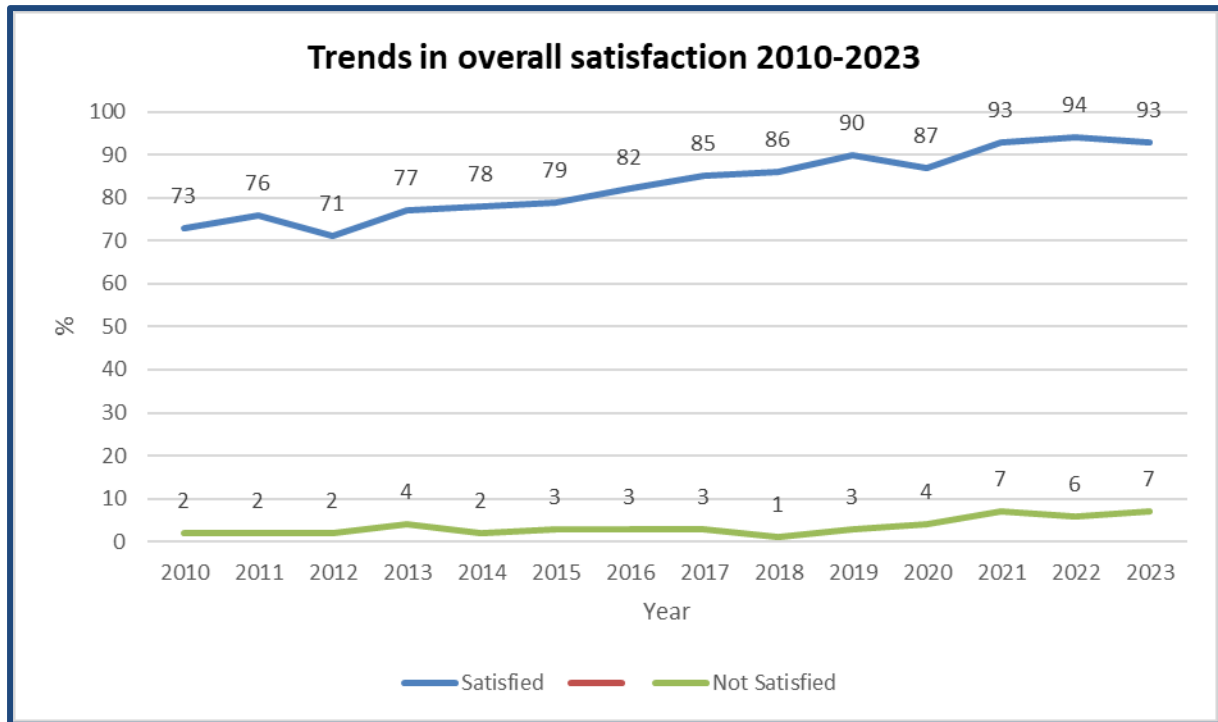
Overall, Tenant Satisfaction and Trends Community Housing Only

There is high level of overall satisfaction as a tenant of Coast2Bay Housing Group, with 93% of respondents indicating that they are satisfied and only 7% not satisfied.

Overall satisfaction of your experience as a tenant

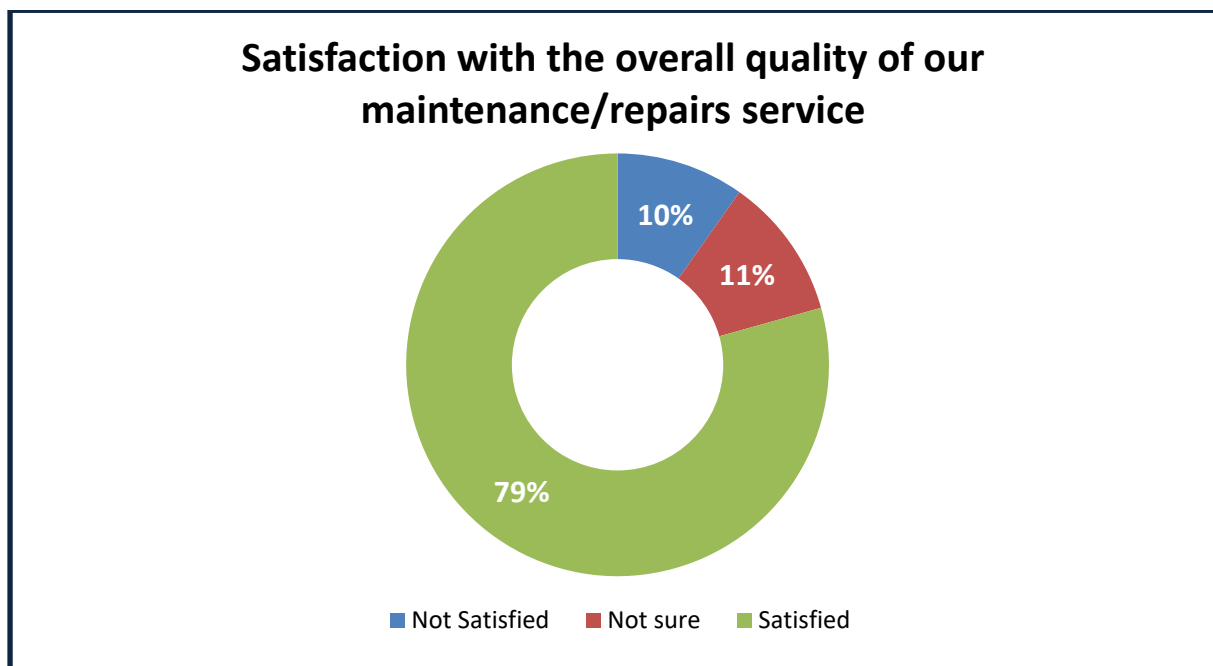


Since 2010, the level of overall tenant satisfaction has risen significantly with only 73% reporting they were satisfied in 2010 compared to 93% in 2023.



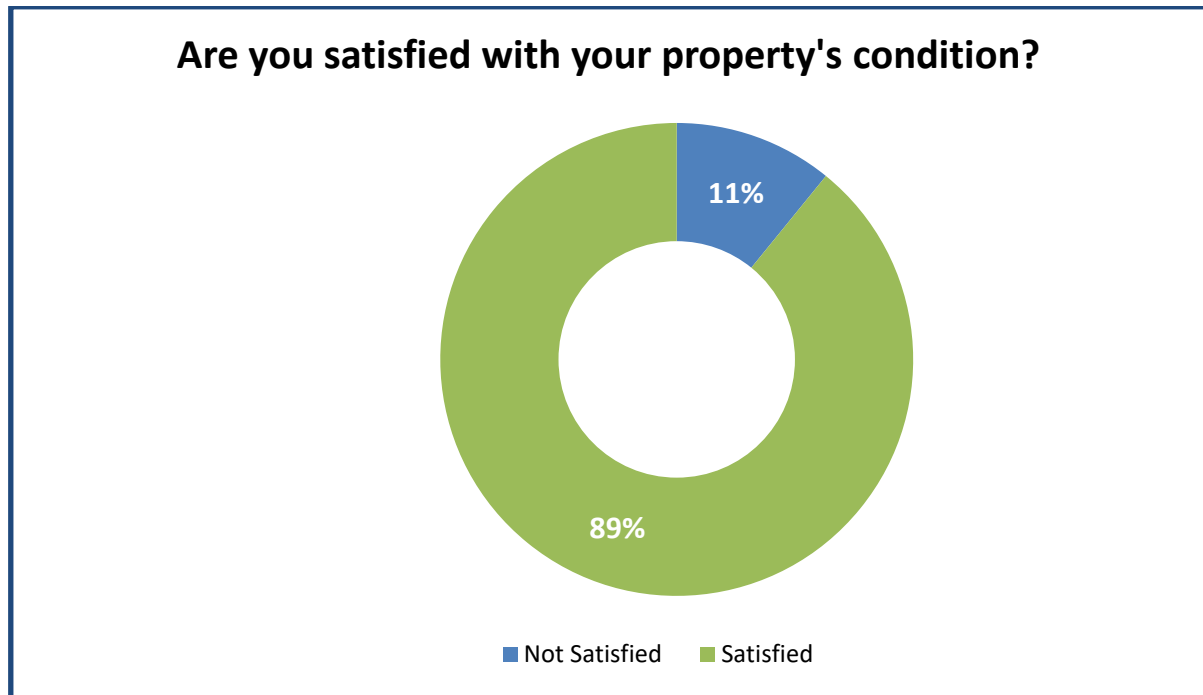
Satisfaction with Maintenance and Repairs

Nearly four out of five respondents (79%) are satisfied with maintenance and repairs service. However, there are some (11%) respondents who reported being unsure and (10%) not satisfied. Respondents not satisfied gave specific comments that have been addressed.

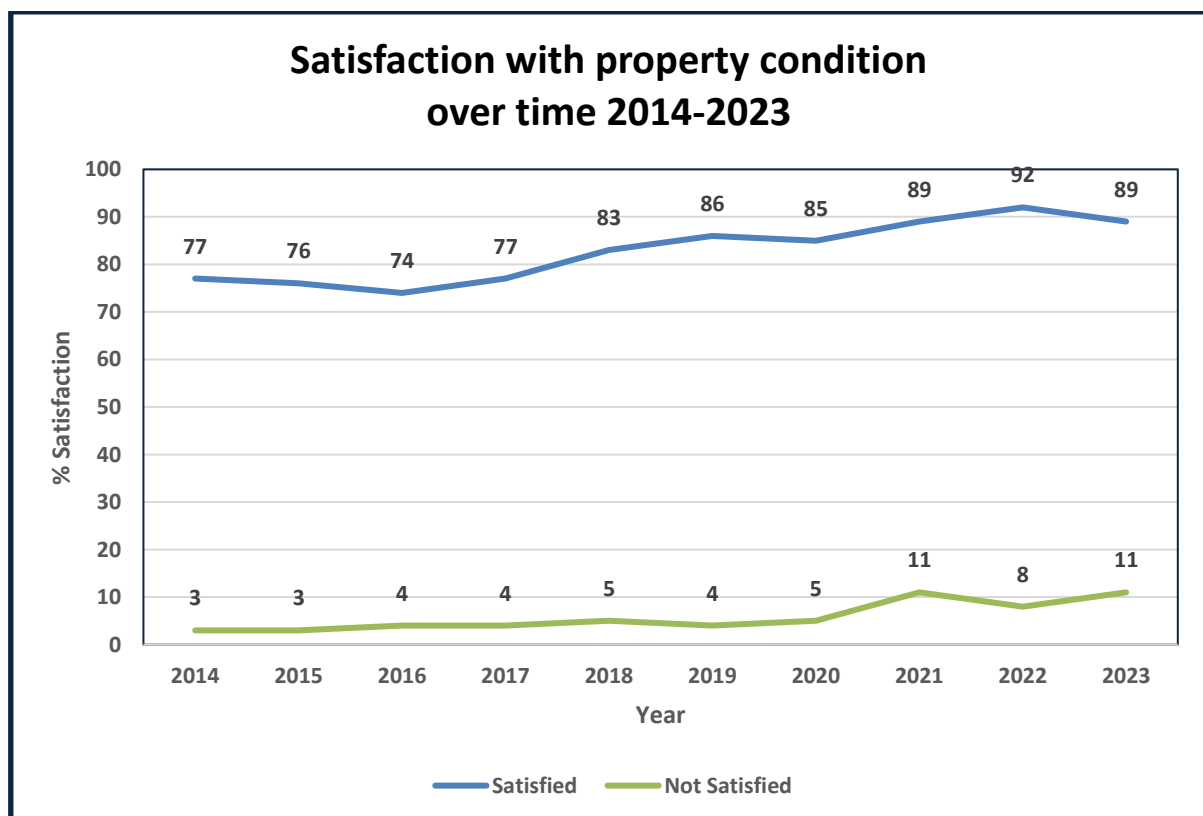


Satisfaction with Property Condition

Most respondents (89%) report being satisfied with the condition of their property.



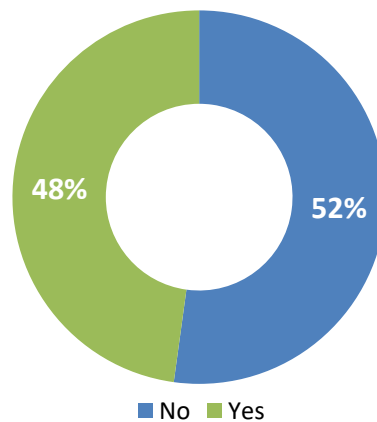
This represents an increase in satisfaction rates from 2014 which stood at 77%.



Tenant Participation

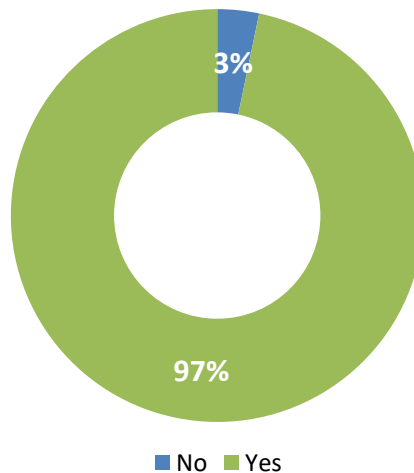
Separate to the efforts our housing and tenant engagement teams make to regularly check-in on tenants, we also hold regular activities to engage with them. Events include our annual tenant Christmas Party on the Sunshine Coast and at Caboolture as well as communal garden working bees, cooking classes and Moreton Bay mobile library visits. Participation rates are currently good (48%) with new initiatives and assistance from our new marketing team underway to aim for greater uptake in 2024.

Have you attended a tenant participation event with Coast2Bay Housing Group?



Tenants in almost all instances (97%) agree that we keep them informed about any changes that affect them which highlights our communication practices and the skill within our team.

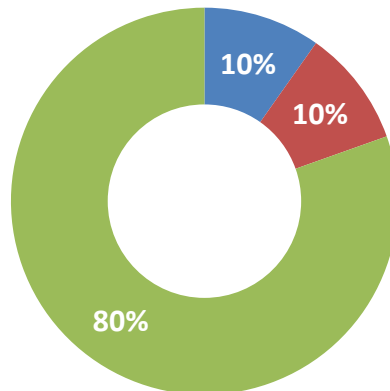
Do we provide information before making changes that affect you?



Resolving Tenant Concerns and Improving Tenant Contact

A service standard adopted by the organisation is to be helpful and efficient in resolving any tenancy or property issue. The vast majority (80%) of tenants have found us helpful in a resolution process.

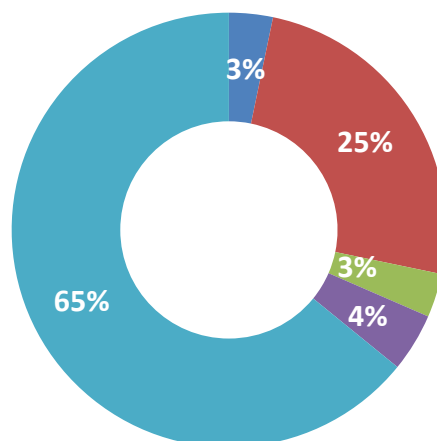
If you have approached us about a problem/issue, were we helpful?



■ Haven't needed to raise any issues ■ No ■ Yes

In terms of ease in contacting us when needed, most tenants (90%) found contacting us very easy or easy.

How easy is it to contact us when a problem with your tenancy arises?

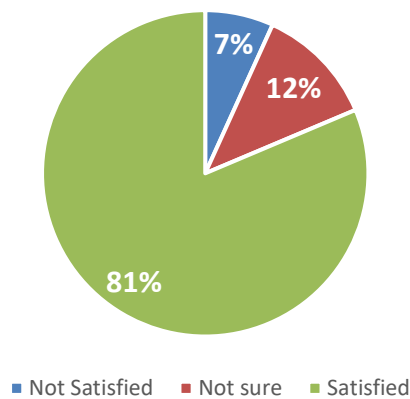


■ Difficult ■ Easy ■ Other, please provide comment: ■ Very Difficult ■ Very easy

Tenant Pathways and Eligibility Processes

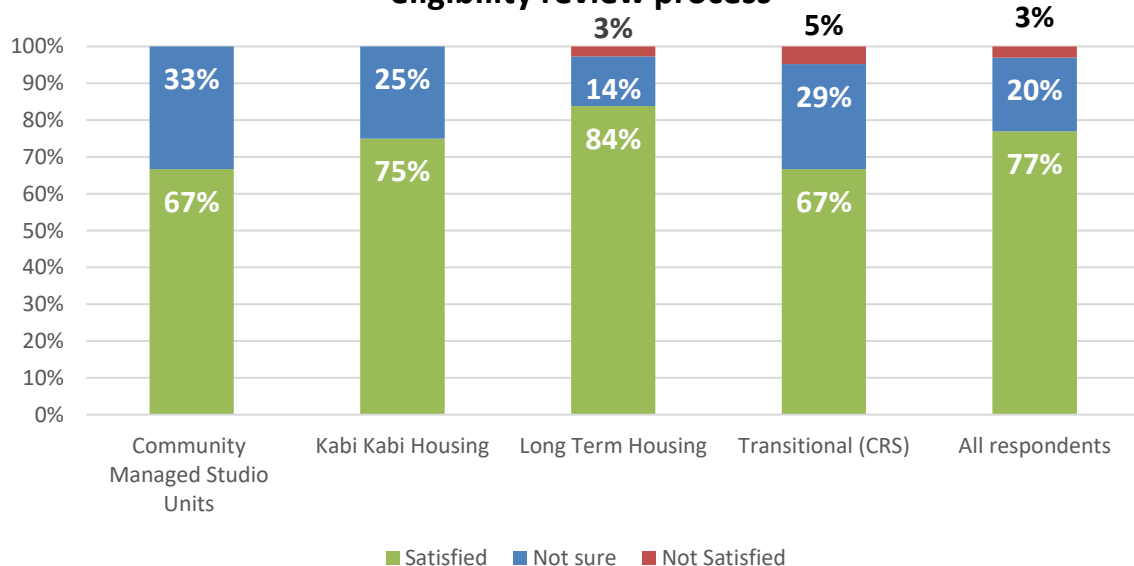
When it comes to transitional housing our Community Rent Scheme (CRS) continues to be challenged by the widespread shortage of properties available to rent. Despite this, we assisted 207 households across the Sunshine Coast and Moreton Bay with transitional housing this year and satisfaction levels with the pathway planning process stands at 81%.

Satisfaction of our Transitional Housing tenants with the tenancy pathway planning process



Our long term housing tenants were surveyed on their satisfaction of the eligibility review process. Across all respondents only 3% were dissatisfied with this process.

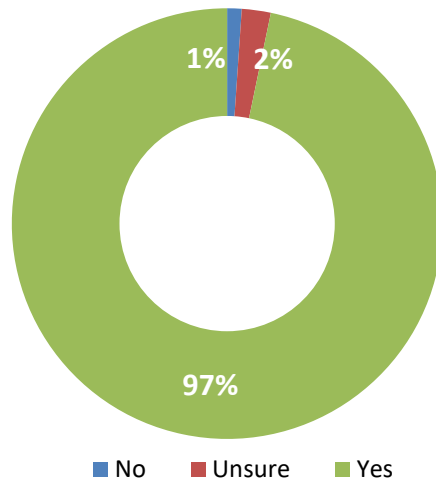
Percentage of long term housing tenants satisfied with eligibility review process



Respectful of Culture and Background Understanding of Rights

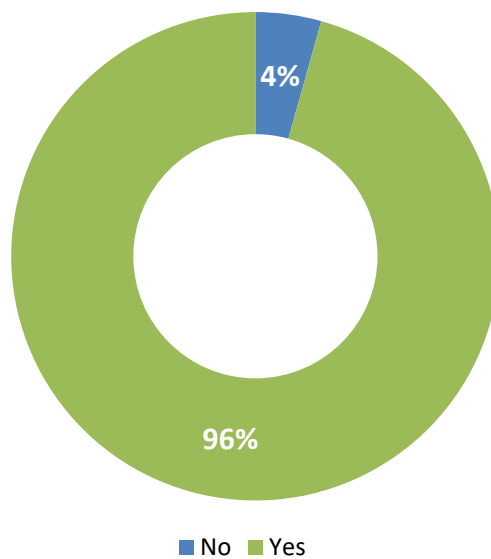
An extremely high proportion of respondents (97%) report that we are respectful of their culture and background. This highlights the quality of communication with First Nation communities and the investment in cultural awareness training.

Is the organisation respectful of your culture and background?



96% of tenants understand their rights reflecting our aim of establishing a rights based approach to our tenancy and property management roles.

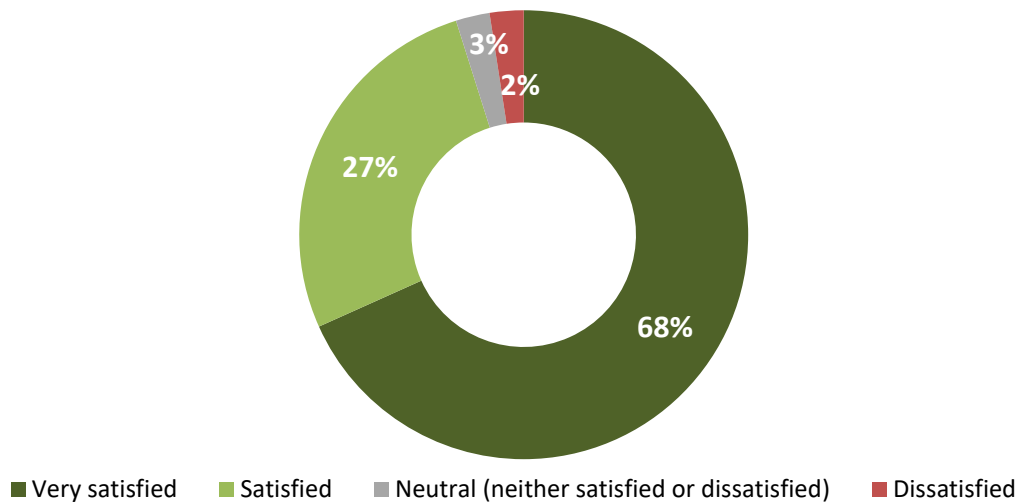
Do you understand your rights as a tenant?



National Rental Affordability Scheme (NRAS)– Managing Agent Survey – Affordable Housing Only

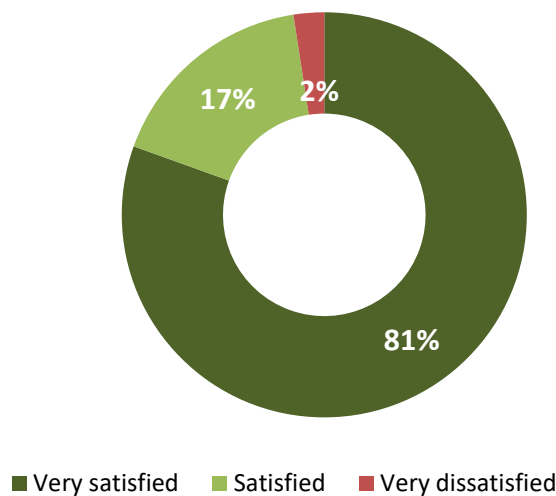
We have maintained high levels of investor satisfaction rates with over 95% stating they are either satisfied or very satisfied with our overall service as a property manager.

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



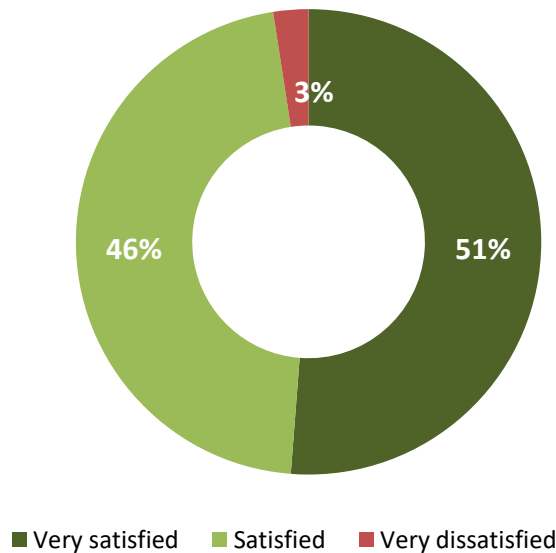
We are very pleased to see exceptional levels of client satisfaction (98%) with the task of finding a suitable tenant.

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



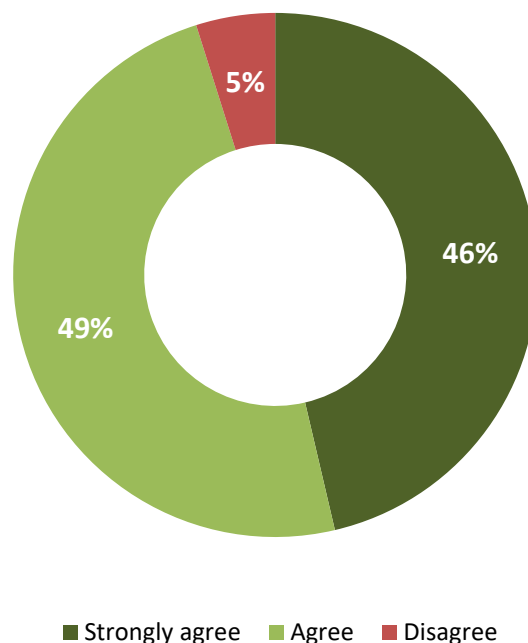
Again, extremely high rates of satisfaction (97%) exist in client satisfaction with our repair and maintenance services.

How satisfied are you with the maintenance of your property?



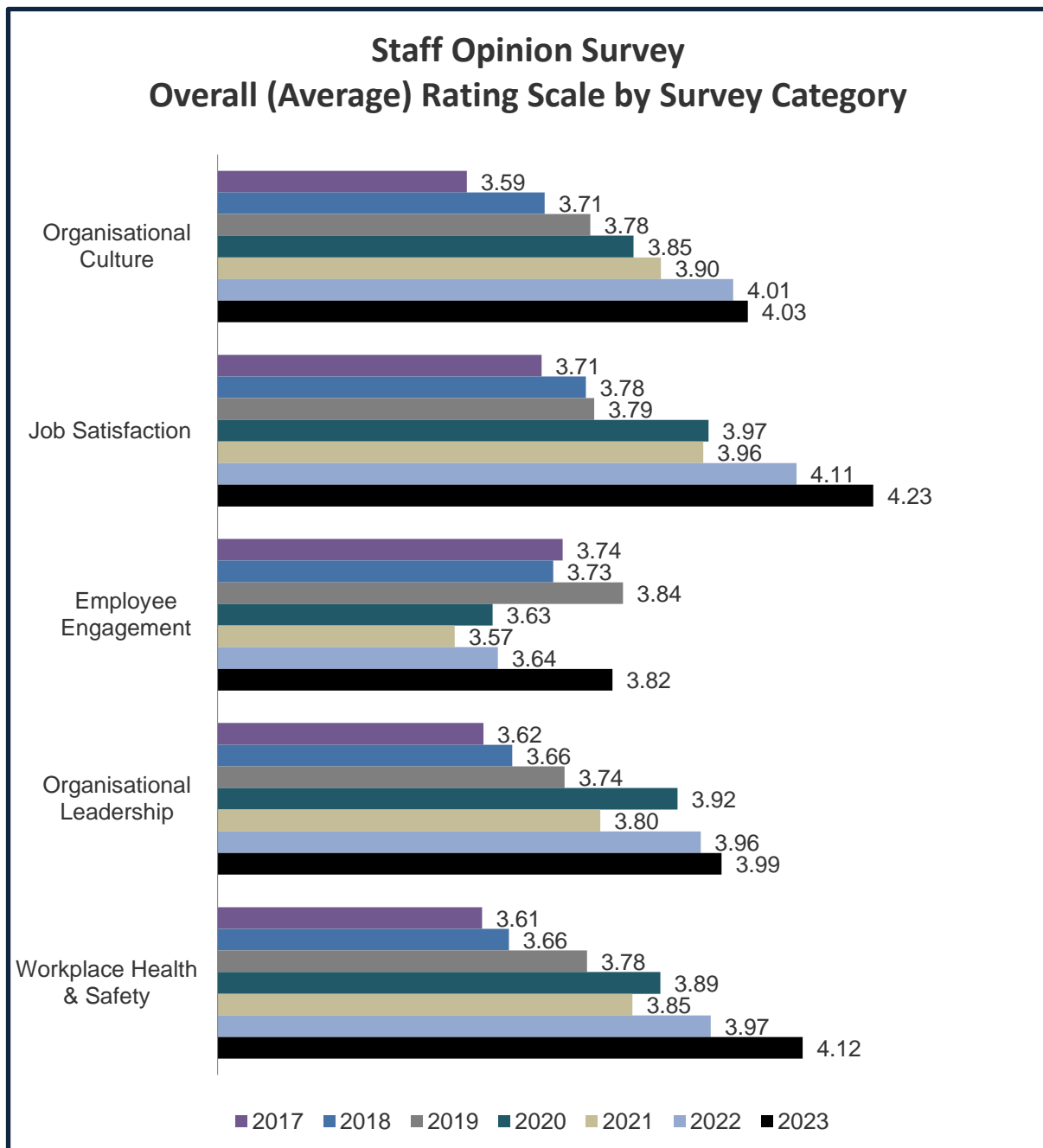
The overall success rating shows that 95% of the NRAS investors agree or strongly agree that the scheme has been a successful investment for them.

Has NRAS been a successful investment for me?



Staff Opinion Survey – January 2023

We regularly survey our staff on key metrics related to their work and their opinions of the organisation. The average ratings shown indicate the overall score for each of the key metrics on a scale from 0 – 5. A score above 3.0 indicates a positive rating, and a score above 3.5 indicates a very positive rating. This year indicates an overall score of close to 4 for all key areas, suggesting a very positive working environment and degree of employee satisfaction.



For more information on the work and outcomes of Coast2Bay Housing Group, contact our main office on reception@coast2bay.com.au or phone 1300 796 716.