



**Coast2Bay
Housing Group**

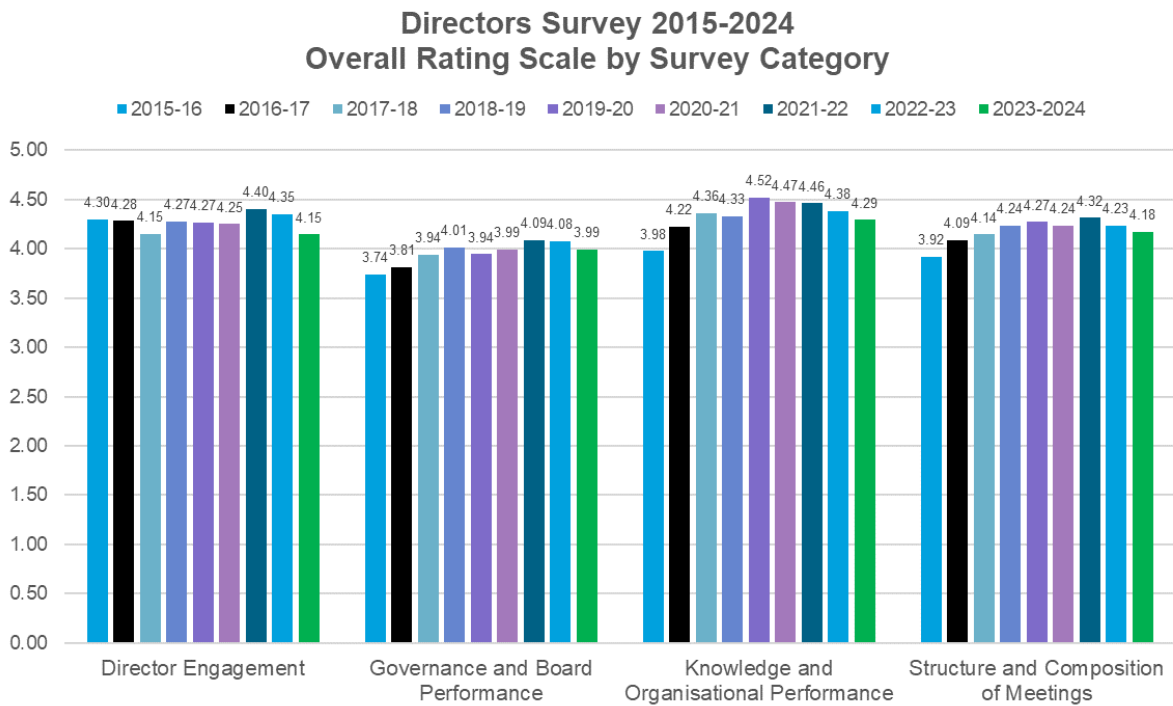
**Technical and
Performance Bulletin
Financial Year
2023-2024**

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Board Performance – Governance Survey January 2024

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 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.

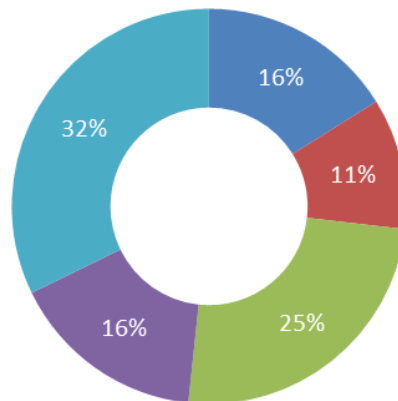
Self-Assessment (indicators in multiple categories)	2022	2023	2024
Complex Health / Wellbeing / Mental Health	29 %	28%	24%
Living with physical or cognitive disability	21%	18%	16%
Women impacted by domestic and family violence	13%	17%	17%
Indigenous households	13%	13%	10%
Homelessness	41%	43%	37%
Aged / Elderly over 65	11%	11%	11%
Young person's aged 16-25	4%	3%	5%
Single persons / single income households	33%	32%	25%
Sole parents	30%	33%	26%

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

Tenant Survey – Community Housing Length of Tenancy and Property Type

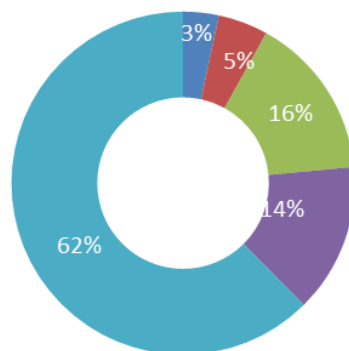
Each year we conduct a survey of our community housing tenants and 149 tenants responded to this survey in 2024.

How long have you been a Tenant



- Less Than 6 months
- Between 6 months and 1 year
- Between 1 to 3 years
- Between 3 to 5 years
- Over 5 years

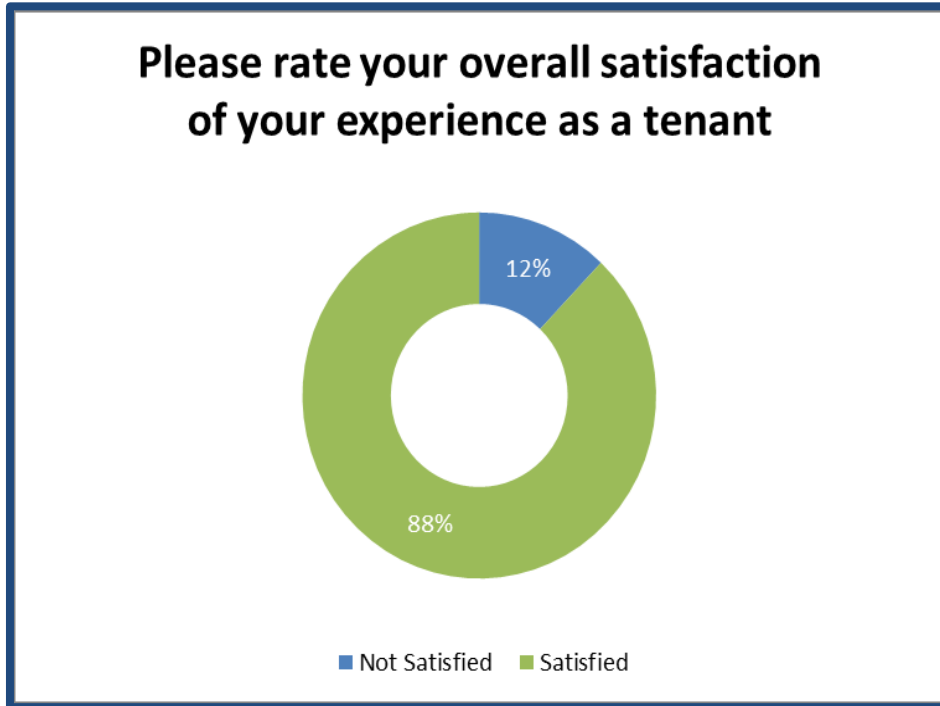
What kind of property do you live in?



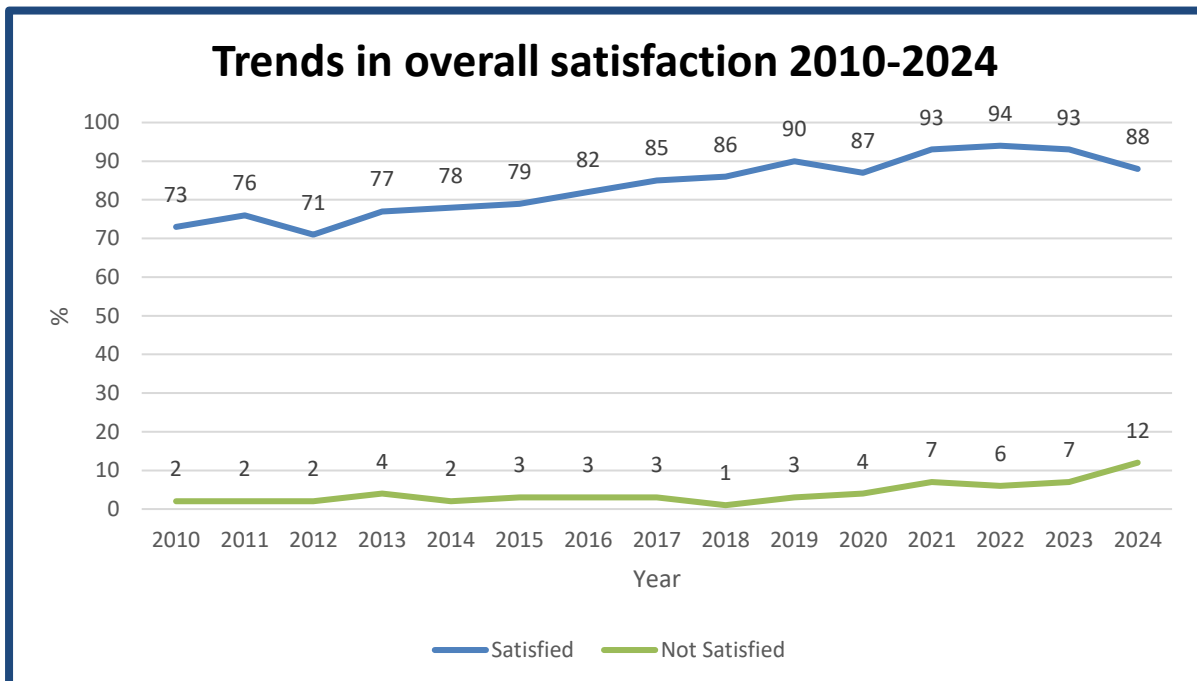
- Boarding House
- Community Managed Studio Unit
- Detached House
- Duplex
- Unit

Overall, Community Housing Tenant Satisfaction and Trends

There is high level of overall satisfaction as a tenant of Coast2Bay Housing Group, with 88% of respondents indicating that they are satisfied and only 12% not satisfied.



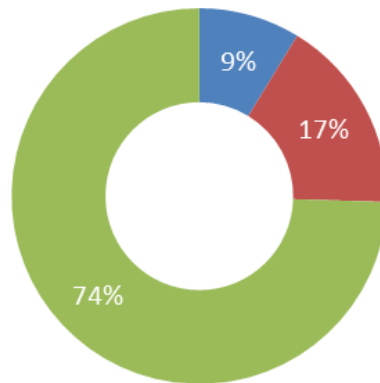
Since 2010, the level of overall tenant satisfaction has risen significantly with only 73% reporting they were satisfied in 2010 compared to 88 % in 2024.



Satisfaction with Maintenance and Repairs

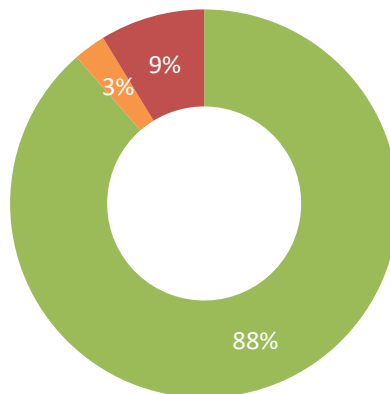
Nearly three out of four respondents (74%) are satisfied with maintenance and repairs service. However, there are some (9%) respondents who reported being unsure and (17%) not satisfied. Respondents not satisfied that gave specific comments that have been addressed as well as concerns raised about contractors.

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



■ Not Satisfied ■ Not sure ■ Satisfied

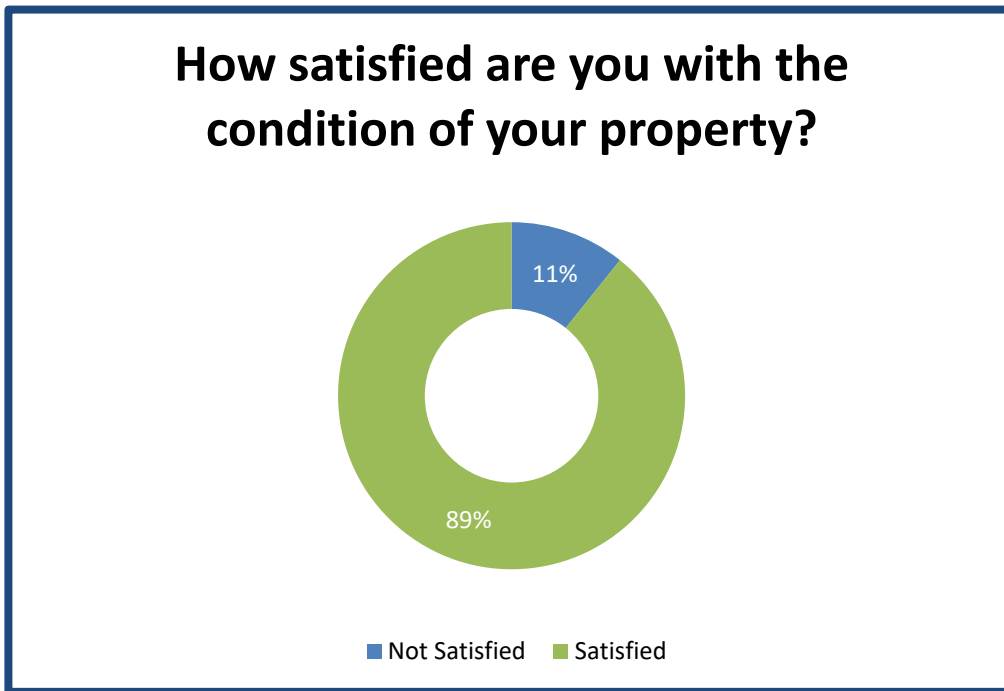
Have you had any concerns about contractors we have sent to your property?



■ No ■ Unsure ■ Yes

Satisfaction with Property Condition and Long-Term Trends

A very high % of respondents (89%) report being satisfied with the condition of their property.

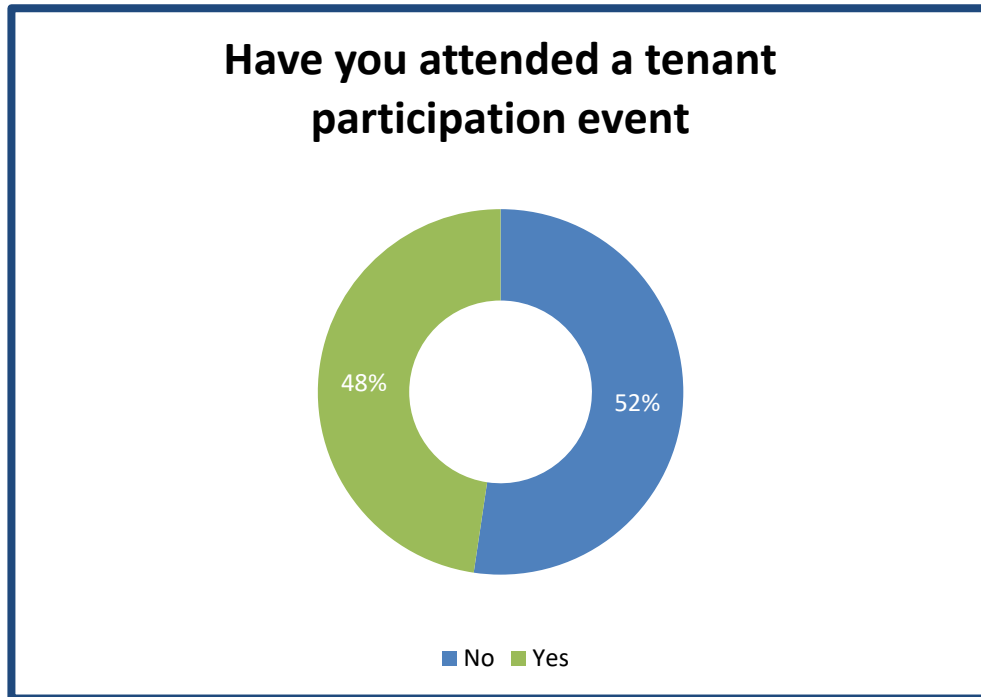


This represents an increase in satisfaction rates from 2014 when the % stood at 77%.

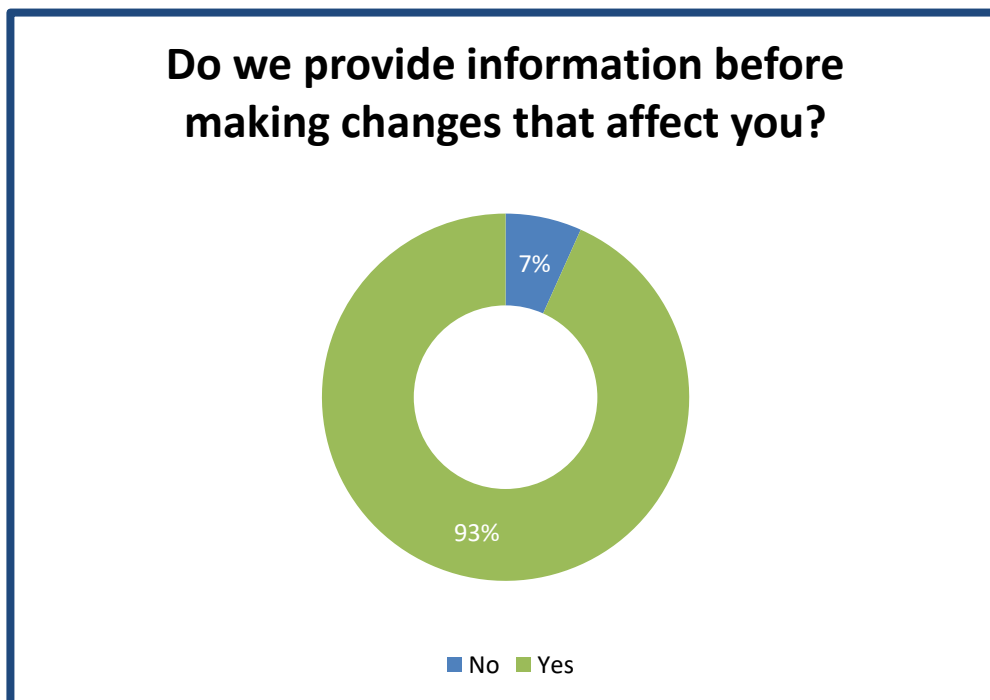


Tenant Participation

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 Parties as well as communal garden working bees, cooking classes, and mobile health care visits. Participation rates are currently good (48%) with new initiatives being rolled out with leadership from our Senior Community Development Manager

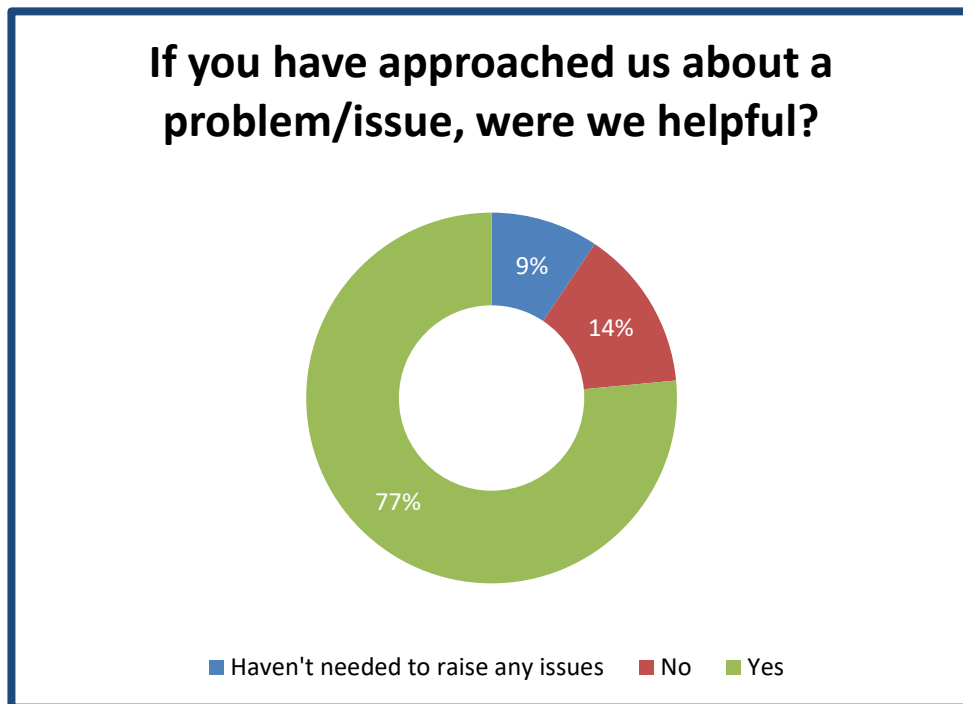


Tenants in almost all instances (93%) agree that we keep them informed about any changes that affect them which highlights our communication practices and the skill within our team.

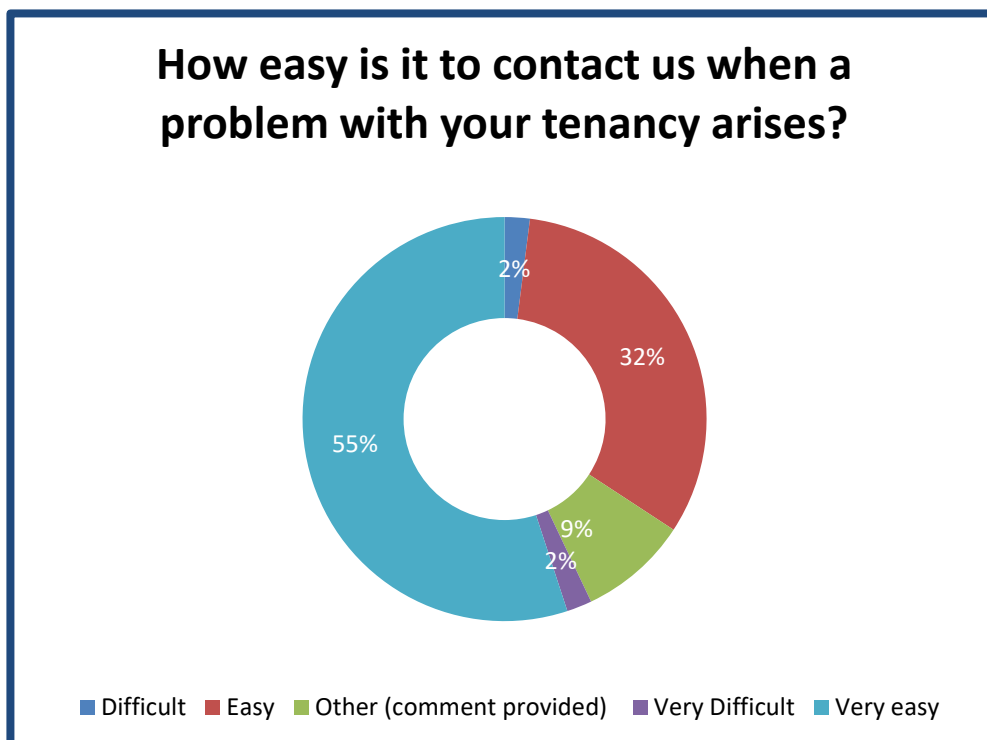


Resolving Tenant Concerns and Improving Tenant Contact

A service standard adopted by the organisation is to be helpful and efficient in resolving any tenancy or property issue. The majority (77%) of tenants have found us helpful in a resolution process.

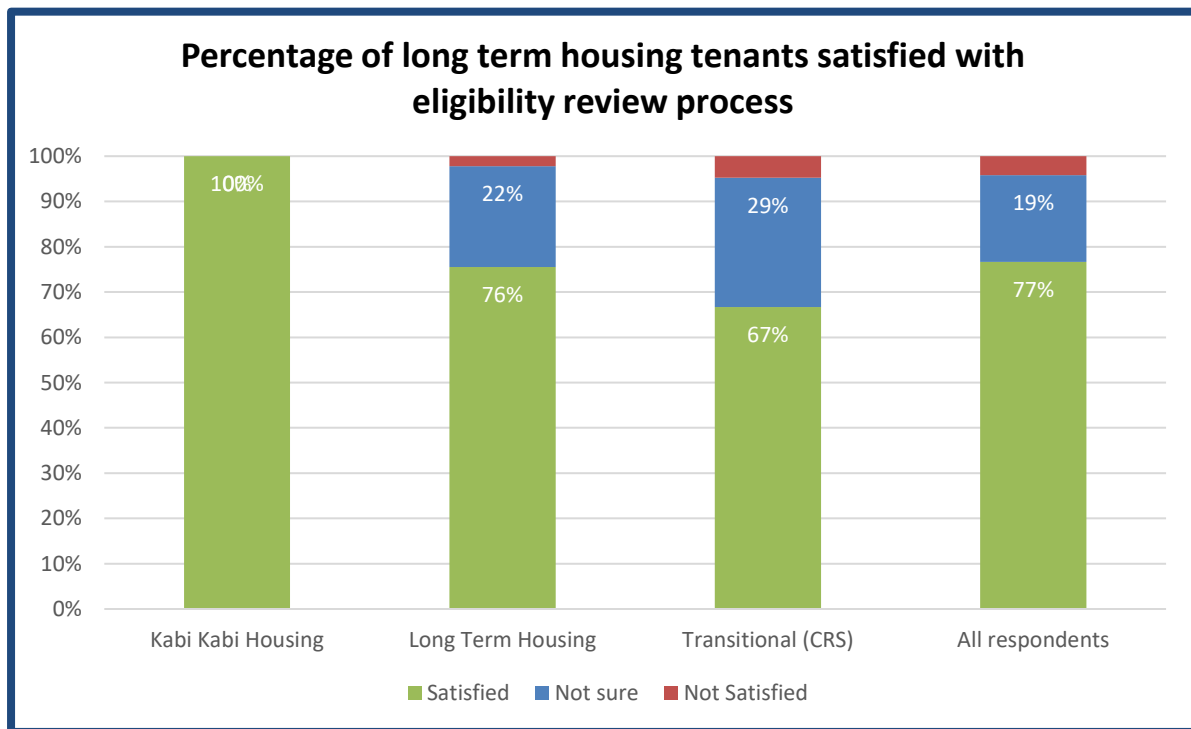


In terms of ease in contacting us when needed, a high % of tenants (87%) found contacting us very easy or easy.



Tenant Pathways and Eligibility Processes

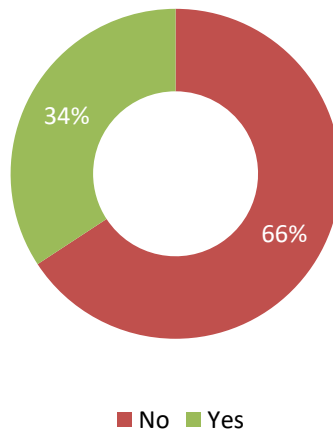
When it comes to transitional housing our Community Rent Scheme (CRS) continues to be challenged by the widespread shortage of properties available to rent. Despite this, we assisted over 200 households across the Sunshine Coast and Moreton Bay with transitional housing this year. Satisfaction levels with the pathway planning process in transitional housing stands at 67%. Our long term housing tenants were surveyed on their satisfaction of the eligibility review process. Across all long term housing respondents 76% were satisfied an only 2% were dis-satisfied with this process.



Tenant Referral and Support Pathways

When appropriate tenants are referred for further support or to other specialist agencies to assist with the process of meeting their needs. The organisation works closely with a wide range of partners and has a range of formal agreements for referrals to flow in the most efficient and effective manner. This year 34% of tenants responding to the survey were referred to another agency for a service or support.

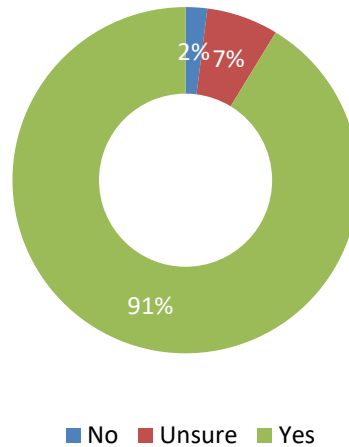
Has anyone in our team referred you onto another service/support agency for assistance?



Respectful of Culture and Background Understanding of Rights

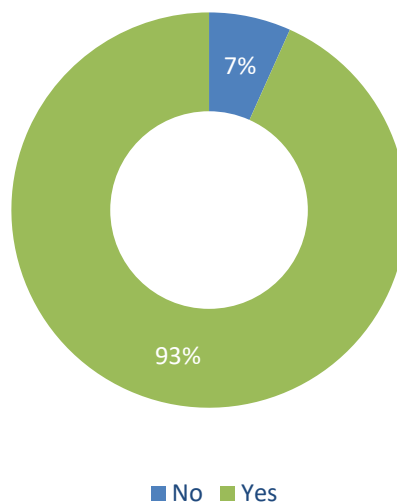
An extremely high proportion of respondents (91%) report that we are respectful of their culture and background. This highlights the quality of communication with First Nation and Culturally Diverse communities and the investment in staff cultural awareness training.

Is the organisation respectful of your culture and background?



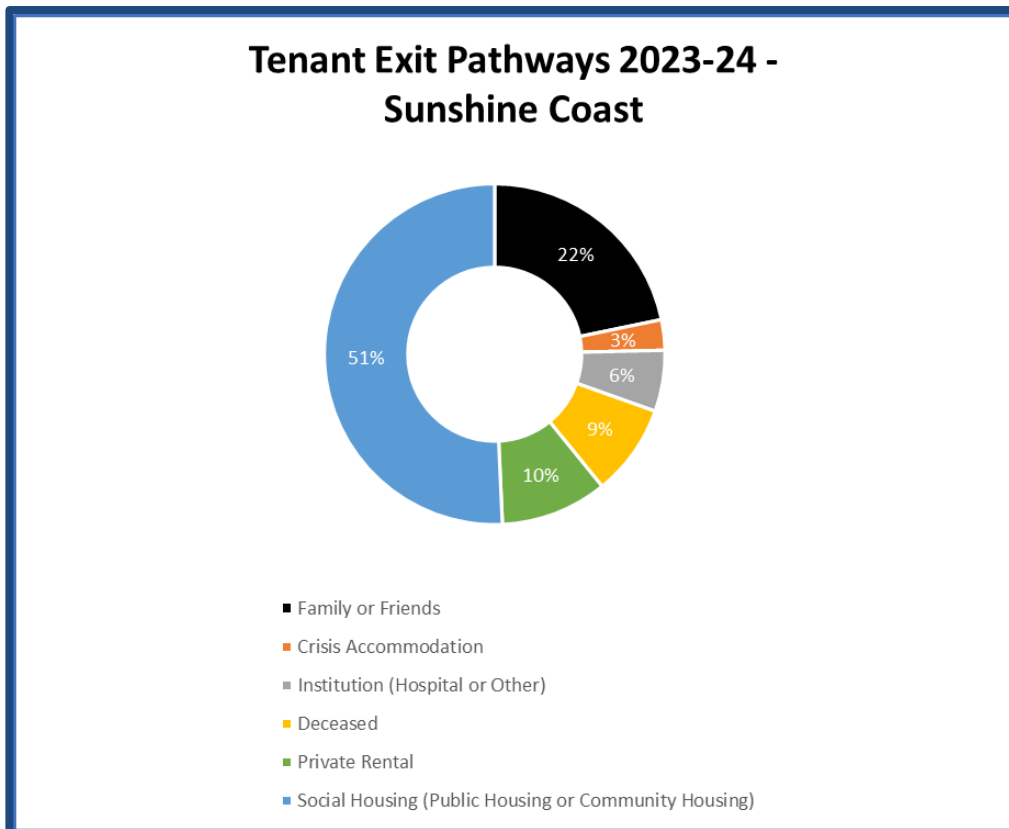
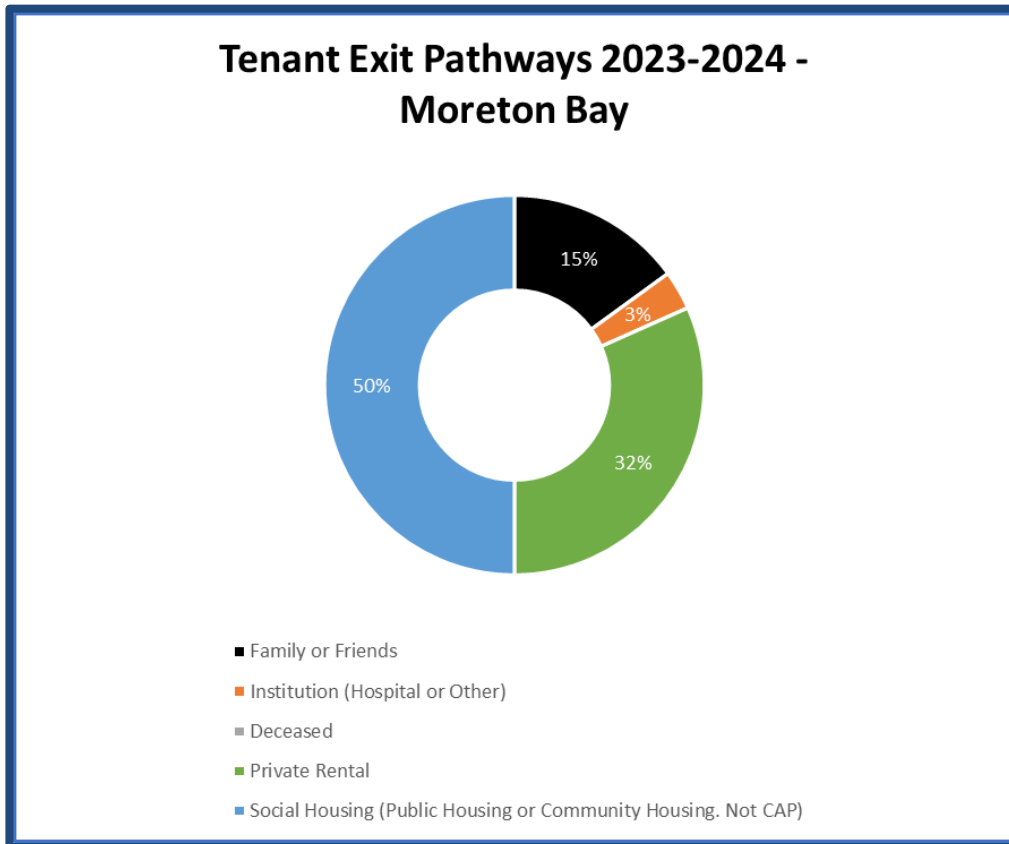
93% of tenants understand their rights reflecting our aim of establishing a rights based approach to our tenancy and property management activities.

Do you understand your rights as a tenant?



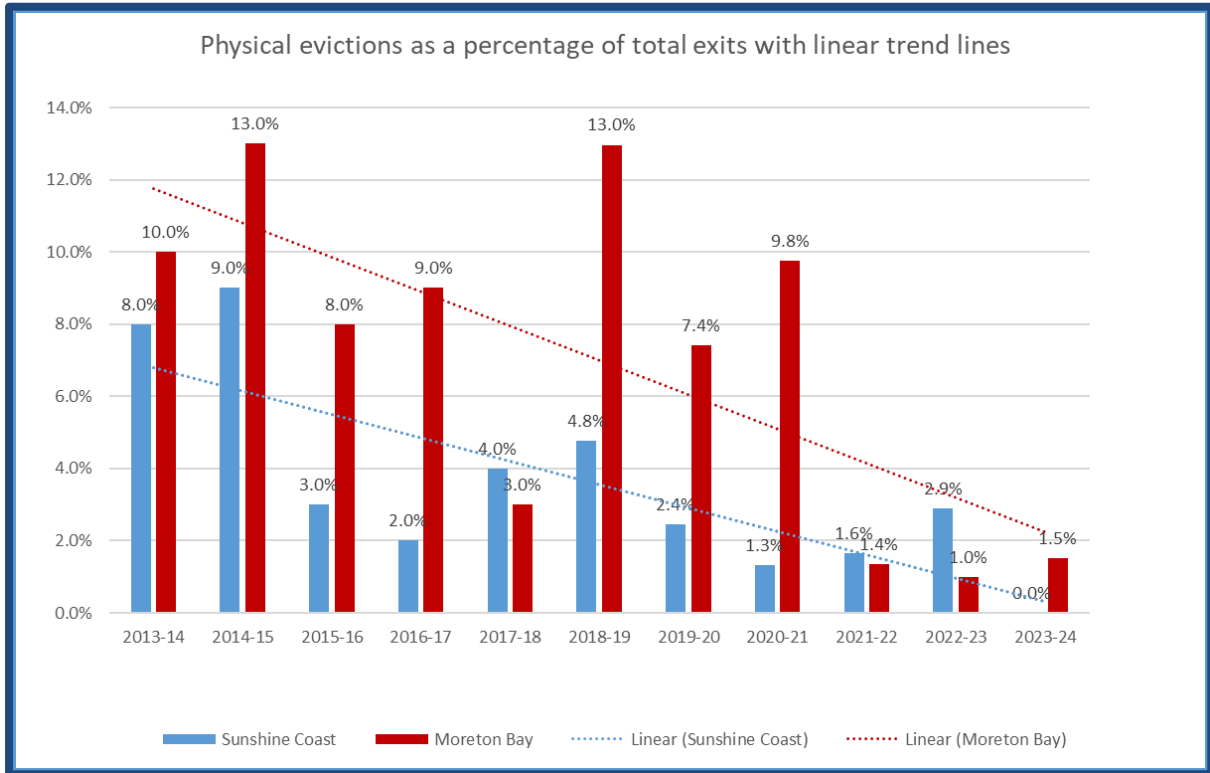
Tenant Exit Pathways Community Housing Only

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.



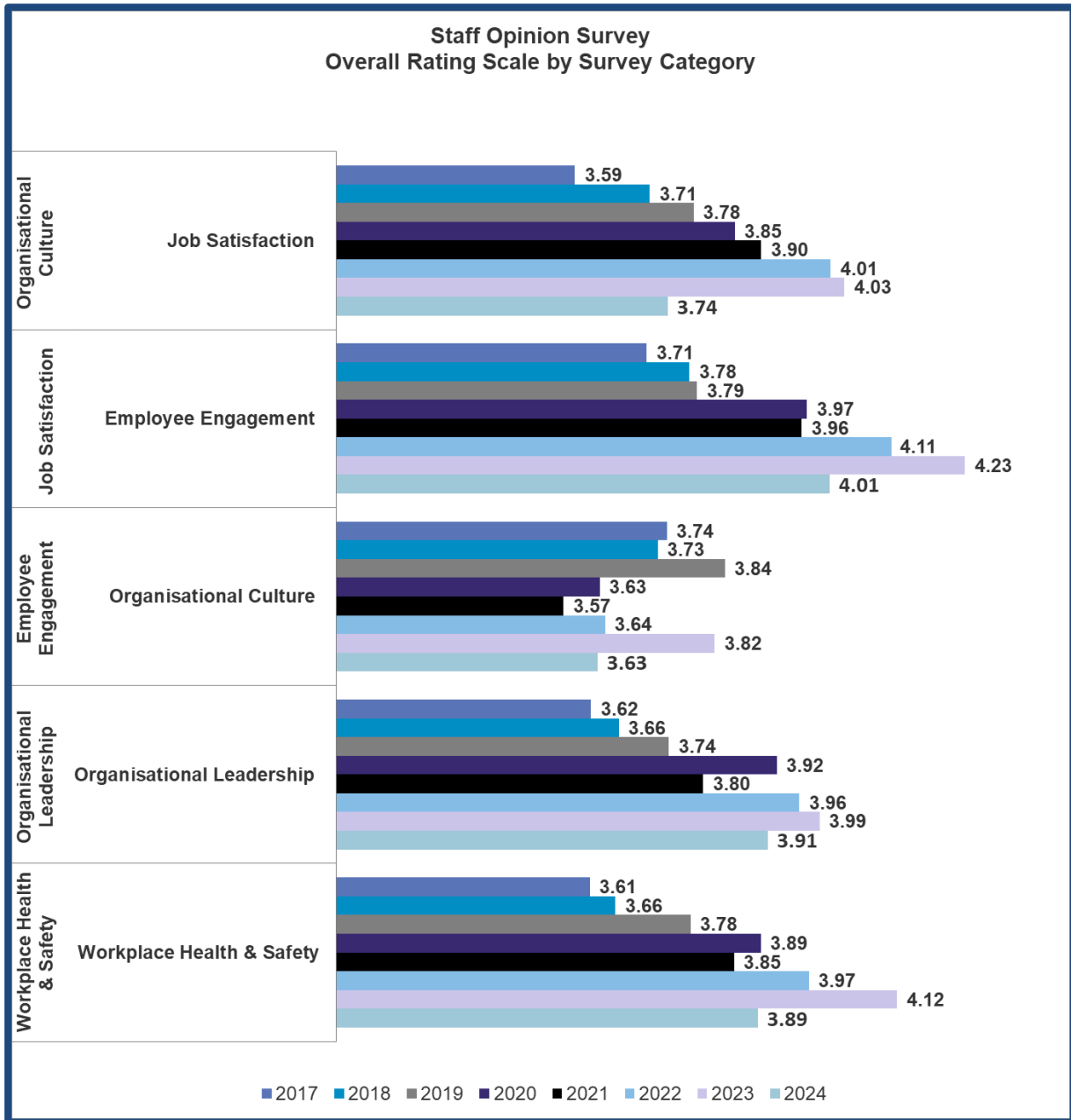
Physical Evictions – Community Housing Only

The organisation does everything possible to minimise physical 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 an 11 year period. There were no physical evictions on the Sunshine Coast in the financial year and only 1 in Moreton Bay.



Staff Opinion Survey – January 2024

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 contact us at reception@coast2bay.com.au or phone 1300 796 716.