



Community Housing Regulatory Information System (CHRIS) Metrics Information Sheet

The following metrics and indicators are used by the Community Housing Registration Office during the regulatory assessment process. They do not determine compliance by themselves. Rather, they provide a starting point to assess performance.

A **red** or **amber** traffic light does not mean the provider has ‘failed’ a performance requirement or outcome – instead, it indicates that the data does not meet the target range. The provider has the option to provide an explanation for each of the metrics outcomes. The Registrar seeks to understand contextual and other factors that contribute to the result.

| CHRIS REF | CHRIS Metrics | Indicator / Target range | Source Fields | Actual Field Ref |
|--------------------------------|--------------------------|--|---|--|
| PO1 Tenancy management metrics | | | | |
| 1.2a | Eviction rate | <=10% Green >10% - 12% Amber >12% Red | Tenants evicted as a percentage of the total number of exits for the year | "1.2.4 Evictions for the year"/"1.2.3 Tenancy exits for the year" |
| 1.3a | Tenant response rate | >=10% Green <10% Amber | Survey responses received as a percentage of the number of tenancies | "1.4.3 Number of surveys returned"/"1.2.1 Tenancies for the year" |
| 1.3b | Survey return rate | >=25% Green 5% - 24% Amber <5% Red | Survey responses submitted as a percentage of the number of surveys distributed | "1.4.3 Number of surveys returned"/"1.4.2 Number of surveys distributed" |
| 1.4 | Tenant satisfaction rate | >=75% Green 74% - 50% Amber <50% Red | Tenants expressing satisfaction with the overall quality of housing services as a percentage of surveys returned. | "1.4.4 Number of responses satisfied"/"1.4.3 Number of surveys returned" |

| CHRIS REF | CHRIS Metrics | Indicator / Target range | Source Fields | Actual Field Ref |
|-----------------------------|---|---|---|---|
| PO2 – Housing Asset metrics | | | | |
| 2.1a | Properties met standard | >=70% Green 60% - 69% Amber < 60% Red | Completed inspections by qualified persons where the condition of the tenancy unit met relevant state housing authority property condition standards as a percentage of inspections completed on the condition of individual tenancy units during the year. | "2.1.4 Number condition standards met"/"2.1.3 Number condition inspection completed" |
| 2.1b | Properties brought to standard | >=90% Green 89% - 70% Amber <70% Red | Properties brought to the relevant state housing authority property condition standards as a percentage of those that did not meet the standard. Note: this is calculated indirectly from those that met the standard and the total inspected. | "2.1.5 Number brought to condition standards/("2.1.3 Number condition inspection completed"- "2.1.4 Number condition standards met")" |
| 2.2a | Urgent repairs | >=90% Green 80% - 89% Amber <80% Red | Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year. | "2.2.2 Urgent repairs completed"/"2.2.1 Urgent repair requests" |
| 2.2b | Tenants satisfied | >=75% Green 65% - 74% Amber <65% Red | Tenants who express satisfaction with maintenance services as a percentage of those answering the question. | "2.3.1 Satisfied with maintenance"/"2.3.2 Responding to maintenance question" |
| 2.2c | Non urgent repairs | >=80% Green 70% - 79% Amber <70% Red | Non urgent repairs completed within jurisdictional requirements as a percentage of non urgent repairs requested including requests outstanding from the previous year. | "2.2.4 Non urgent repairs completed"/"2.2.3 Non-urgent repair requests" |
| 2.3b | Tenants satisfaction: condition of the property | >=75% Green 65% - 74% = Amber <65% = Red | Tenants who express satisfaction with overall condition of the housing unit as a percentage of those answering the question. | "2.3.4 Satisfied with overall condition"/"2.3.5 Responding to condition question" |

| CHRIS REF | CHRIS Metrics | Indicator / Target range | Source Fields | Actual Field Ref |
|--------------------------|--|-------------------------------|--|---|
| 2.3c | Property condition | None | Tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response | "2.3.5 Responding to condition question"/"1.4.3 Number of surveys returned" |
| 2.4a | Projects on time | 100% Green <100% Red | Projects completed on time as a percentage of total projects completed | "2.4.3 Projects completed on time"/"2.4.1 Total projects completed" |
| 2.4b | Projects in budget | 100% Green <100% Red | Projects on budget as a percentage of total projects completed | "2.4.2 Projects completed within budget"/"2.4.1 Total projects completed" |
| 2.4c | Projects in progress, on schedule | 100% Green <100% Red | Projects in progress that are on schedule as a percentage of projects in progress | "2.4.6 Projects in progress and on time"/"2.4.4 Total projects in progress" |
| 2.4d | Projects in progress, on budget | 100% Green <100% Red | Projects in progress on budget as a percentage of projects in progress | "2.4.5 Projects in progress within budget"/"2.4.4 Total projects in progress" |
| PO4 – Governance metrics | | | | |
| 4.1a | Number of governing body meetings held | >=6 Green <6 Red | Whether the number of governing body meetings held was six or greater. | "4.1.3 Number held" |
| 4.1b | Percentage quorate Meetings | >=80% Green <80% Red | Governing body meetings held that were quorate as a percentage of total governing body meetings held. | "4.1.4 Number held that were quorate"/"4.1.3 Number held" |
| 4.3.2 | Governing body evaluation currency | >2 years from due date Red | The date of the last governing body evaluation compared with the application due date. | "4.3.2 Overall performance evaluation" |
| 4.3.3 | CEO performance review currency | >1 year from due date Red | The date of the last CEO performance review compared with the application due date. | "4.3.3 CEO performance evaluation" |

| CHRIS REF | CHRIS Metrics | Indicator / Target range | Source Fields | Actual Field Ref |
|--------------------------|---|---|--|---|
| 4.4.4 | Budget sign off currency | Green if signed up to or before 31 July. Otherwise Red | Whether the budget was signed off later than July of the current year | "4.5.2 Financial budget sign off" |
| 4.5.1 | Risk management system currency | >2 years before due date Red | The date of the last review of the risk management system compared with the application due date. | "4.5.1 Review of risk management system" |
| PO5 – Probity metrics | | | | |
| 5.1 | Currency of code of conduct | >3 years before due date Red | The date of the last review of the code of conduct compared with the application due date. | "5.1.1 Date of last review" |
| 5.2 | Sufficient employment checks | If same number or greater = Green If less = Red | Number of positions requiring checks recruited to minus the number of employment checks completed | "5.2.4 Number of checks completed" - "5.2.3 Number of positions filled" |
| 5.3 | Currency of fraud, corruption and criminal conduct system | <=2 years number of days Green > 2 years before due date Red | The date of the last review of the fraud, corruption and criminal conduct system compared with the application due date. | "5.3.2 Date of last review" |
| PO6 – Management metrics | | | | |
| 6.1a | Occupancy rate | >=97% Green <97% Amber | Occupied units as a percentage of the total number of tenancy units | ("6.1.12 Total number of tenancy units" - "6.1.1 Number vacant tenable tenancy units")/"6.1.12 Total number of tenancy units" |
| 6.1b | Tenancy turnover | No flag so no tolerance | Tenancy exits as a percentage of the average number of tenancies last two years | "6.1.6 Tenancy exits for the year"/[("6.1.4 Number tenancies (previous year)"+"6.1.5 Number tenancies (current year)")/2] |

| CHRIS REF | CHRIS Metrics | Indicator / Target range | Source Fields | Actual Field Ref |
|-----------|-----------------------------------|---|--|--|
| 6.1c | Tenancy turnaround (tenantable) | <=14 days Green 15 - 28 days Amber >=29 days Red | Average calendar days vacant (tenantable) determined with reference to the total number of actual vacant tenantable properties relet | "6.1.7 Calendar days vacant tenantable"/"6.1.11 Number vacant tenantable unit relet" |
| 6.1d | Tenancy turnaround (untenantable) | <=28 days Green 29 - 35 days Amber >=36 days Red | Average calendar days vacant (untenantable) determined with reference to the total number of actual vacant untenantable properties relet | "6.1.8 Calendar days vacant untenantable"/"6.1.10 Number vacant untenantable relet" |
| 6.2a | Rent outstanding | >2.5% Red <= 2.5% Green | Rent outstanding from current and ex tenants as a percentage of total potential rental income | "6.2.2 Rent outstanding current, ex"/"6.2.3 Total potential rental income (\$)" |
| 6.2b | Rent foregone | >5% = Red <= 5% = Green | Total rent foregone as a percentage of the total potential rental income | "6.2.1 Rent foregone vacant tenantable"/"6.2.3 Total potential rental income (\$)" |