



Aboriginal Housing Office

Benchmarking

Key Performance Indicators

Key Performance Indicators

Definition, Counting Rules & Benchmarks

Key Performance Indicator (Areas that are assessed)	Definition (What we mean)	Counting Rules (How we calculate)	Benchmark (What is the standard)
Average weekly rent (rent charged)	Median weekly rent charged for all rental dwellings regardless of size and condition	Sum of weekly rent charged for all rental dwellings divided by total number of dwellings	\$150
Total rent collected	Total amount of rent collected from tenants at the end of the reporting period	Sum of rent collected from tenanted dwellings divided by the total rent charged	90%
Rent arrears from current tenants	Amount of unpaid rent from existing tenants at the end of the reporting period	Sum of unpaid rent from existing tenants	10%
Occupancy rate	Proportion of rental dwellings that are currently tenanted at the end of the reporting period	Total count of rental dwellings that are tenanted divided by the total number of rental dwellings	96%
Vacancy rate	Proportion of rental dwellings that are unoccupied or not currently tenanted at the end of the reporting period	Total count of unoccupied/untenanted rental dwellings divided by the total number of rental dwellings	4%

Key Performance Indicator (Areas that are assessed)	Definition (What we mean)	Counting Rules (How we calculate)	Benchmark (What is the standard)
Average vacant turnaround time ¹	Number of days when a property becomes vacant or unoccupied before it is re-tenanted	Total number of days rental dwellings are unoccupied or void ² divided by the total number of vacant properties re-tenanted.	≤14 days
Total tenants ³ at start of reporting period	Number of tenants at the start of the reporting period	Number of current tenancy agreements at the start of the reporting period	Not required
Total tenants at end of reporting period	Number of tenants at the end of the reporting period	Number of current tenancy agreements at the end of the reporting period	Not required
Responsive maintenance <ul style="list-style-type: none"> - Total number of repairs against costs - Total costs of repairs 	Early response to the failure of property elements where failure represents a health or safety risk, or affects the basic functionality of the property. Includes urgent repairs (ie where there is a health or safety risk to tenants), examples: appliance repair, electrical & gas faults, disruption to utilities, failure of fixture or fittings, security issues, locks, etc.	Total number of requests for responsive repairs that were resolved and the total \$ amount to undertake such repairs	Average ≤ \$750 per property per six months

¹ For this reporting, calculation of vacant turnaround time will exclude void properties which are:

- identified for transfer or hand back to the owner
- sale
- demolition as a result of fire, storm or hazardous incidents
- redevelopment
- restoration
- refurbishment; or
- disability modification

What will be counted are vacancies as a result of:

- the last tenancy has ended and the next tenancy has not yet started
- the property is newly acquired or built and has not yet been let
- it is being used for specific and time limited purposes eg crisis (for discussion with CS)

² A void is a term used in housing to indicate that a property is not occupied.

³ Any reference to tenants in any part of this document means a person or persons who have signed a residential tenancy agreement with a managing provider. Where a tenancy agreement is signed by more than one person for the occupation of a rental property, the count is one tenant.

Key Performance Indicator (Areas that are assessed)	Definition (What we mean)	Counting Rules (How we calculate)	Benchmark (What is the standard)
Provision for planned maintenance	The amount set aside for cyclical repairs and maintenance of rental dwellings as part of asset maintenance	Total amount budgeted as shown in the financial report	Average \$2,500 per property per six months
Recovery costs	Direct costs to cover payment of property insurance, land (council) and water rates	Total amount paid for property insurance and rates (land and water)	Not required
Management costs	Labour and overhead costs during the reporting period; these include salaries & wages, provision for employee entitlements, workers compensation, travel expenses of staff employed to undertake the day-to-day administration of rental dwellings, office rent, office equipment & maintenance, and utilities	Total rent received from rental dwellings less expenditure incurred in managing rental dwellings	Average \$1,500 per property per six months
Tracking against budget	Compares costs of actual expense items to budget allocation	Total number of expense items over and above budget allocation	Yes