



user manual

<b>Introduction – House Keys</b> .....	<b>1</b>
<b>Requirements to use the benchmarking platform</b> .....	<b>1</b>
<b>1. Access to your subscription</b> .....	<b>2</b>
1.1 Login page .....	2
1.2 Benchmark Suite V2 Login .....	2
<b>2. Benchmark Suite Dashboard</b> .....	<b>3</b>
2.1 Search existing years .....	3
2.3 Support systems .....	4
<b>3. Benchmarking your Organisation</b> .....	<b>4</b>
3.1 Benchmarks .....	4
3.2 Review .....	6
3.3 Ranking Histograms .....	7
3.4 Graphs .....	8
<b>4. Printing / Exporting</b> .....	<b>9</b>
4.1 Print / Export reports.....	9
PDF .....	9
Word.....	9
Open Office.....	10
Excel.....	10

---

## Introduction – House Keys

Since 1969 Benchmarking.com.au (and its sister organisation FMRC) has been conducting performance benchmarking of over 140 industries.

With our online Benchmarking Platform, Benchmarking.com.au is matching its research capability with a robust online solution to conduct online benchmarking projects

The Federation has worked with Benchmarking.com.au to tailor their benchmarking platform to generate the House Keys benchmarking system for Community Housing Providers (CHPs).

With House Keys you can:

- Benchmark your organisation against peers
- Check you are providing value for money
- Increase the quality of service to tenants
- Highlight areas of high performance
- Identify where you could make savings or improve customer service

This User Manual will guide you through the process of benchmarking using House Keys.

## Requirements to use the benchmarking platform

- A computer (Windows or Macintosh) with any HTML5 and CSS3 compatible Browser (Firefox, Safari, Chrome or IE in its latest version) and a current PDF reader.
- A word processing system supporting the Open Document Standard (\*.ODT) (MS Office 2007 SP2 or greater (some limitations apply), Open Office 3, Word Perfect Office X6 and others) For a full list see <http://en.wikipedia.org/wiki/OpenDocument>;
- An active House Keys subscription with a user Login and Password provided by benchmarking.com.au;

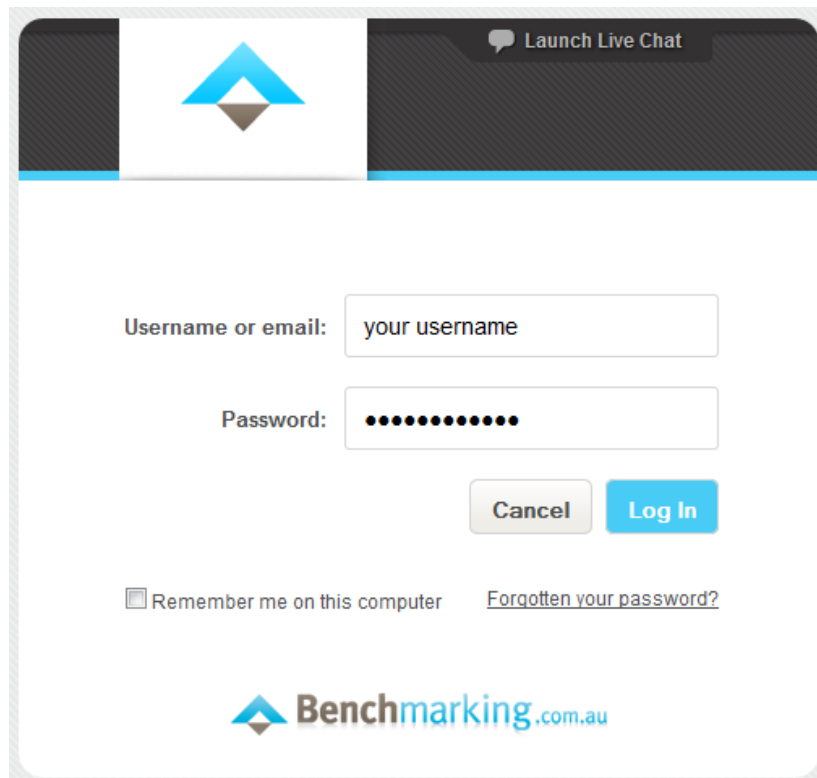
# 1. Access to your subscription

## 1.1 Login page

The login page is the gateway to access your subscription services. The login page can be reached via the homepage or via <https://www.benchmarking.com.au/login/>.

## 1.2 Benchmark Suite V2 Login


- Enter your username OR email address and the password as provided and click on Login.
- To save your password for future fast access, click the “remember me on this computer” tick box. This requires cookies to be enabled and is not supported on some browsers.
- Click on “Forgotten your password” to be redirected to a password reset page.



Username or email: your username

Password: ●●●●●●●●●●

Remember me on this computer [Forgotten your password?](#)



## 2. Benchmark Suite Dashboard

The Benchmark Suite dashboard is your initial access point to all client data. It lists your organisation's name and the two House Keys products; Operations and Workforce (depending on your level of subscription).

The screenshot shows the House Keys Dashboard interface. At the top, there is a navigation bar with the House Keys logo, a 'Change Password' link, and a 'Logout' button. Below this is a 'Dashboard' header with links for 'Resources', 'Help Video', and 'Back to Dashboard'. A main action button 'Benchmark a new business' is followed by a search input field and a 'Show all' button. Below the search area is a table with the following data:

Business Name	Industry	Review Status
NSW Federation of Housing - Operations	House Keys - Operations	
NSW Federation of Housing - Workforce	House Keys - Workforce	

An arrow points from the text 'Your organisation – House Keys Operations or Workforce' to the first two rows of the table.

### 2.1 Search existing years

- Click on your organisation and select either you would like to view House Keys Operations data or House Keys Workforce data. This will then open the company year screen:
- Select the year you want to review

The screenshot shows the 'NSW Federation of Housing Associations - House Keys' company year screen. It includes links for 'Edit Business' and 'Delete Business', and an 'Add Year' button. Below is a table with the following data:

Financial Year	Entered By	Last Edit	Review Status	Actions
2014	Adam West	20/06/14		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Setup Client Access</a>
2013	Adam West	20/06/14		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Setup Client Access</a>
2012	Adam West	20/06/14		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Setup Client Access</a>

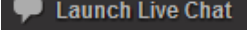
Arrows point from the following text to the corresponding columns in the table:

- Financial year (points to the 'Financial Year' column)
- Name of person who entered data (for reporting) (points to the 'Entered By' column)
- Date of last data edit (points to the 'Last Edit' column)
- Review status of data entry / year (points to the 'Review Status' column)

---

## 2.3 Support systems

There are a number of support options available to you from within the application:

1. Launch Live Chat via the top tool bar during business hours 
2. Email us on [enquiries@benchmarking.com.au](mailto:enquiries@benchmarking.com.au), we reply within 24 hours
3. Call us on 02-9262 5564 during business hours
4. Use our FAQ section at <https://www.benchmarking.com.au/support/>
5. Use our resource library at <https://www.benchmarking.com.au/resources>
6. Watch a video of how to navigate House Keys at <http://www.benchmarking.com.au/chp-webinar>
7. If you would like to be involved in the industry reference group that oversees the development of House Keys or if you have suggestions about additional indicators to be added in the next release of House Keys, please email [adamw@communityhousing.org.au](mailto:adamw@communityhousing.org.au)

## 3. Benchmarking your Organisation

### 3.1 Benchmarks

The benchmark pages are labelled as:

#### **Operations:**

- Housing management
- Assets
- Development
- Governance
- Finance
- Cost Effectiveness
- Projections

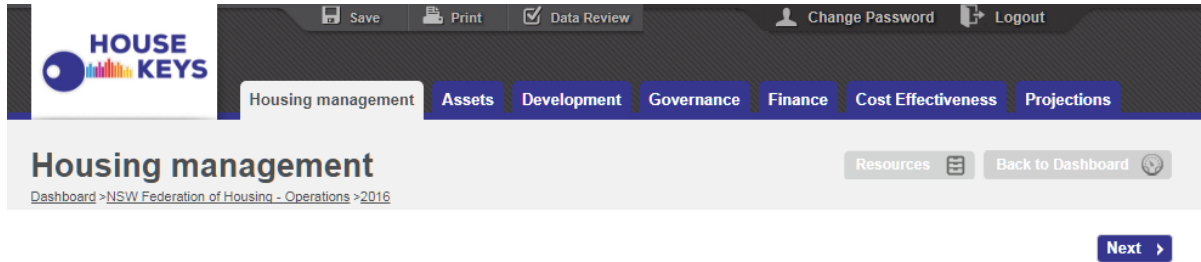
#### **Workforce:**

- Workforce Questions

- Workforce Board
- Workforce Benchmarks

These tabs display the results of your organisations data entry, within the “Your organisation” column, and the benchmarks as key indicators. These key indicators allow you to easily compare your organisations results against the available benchmarks or “peer groups”.

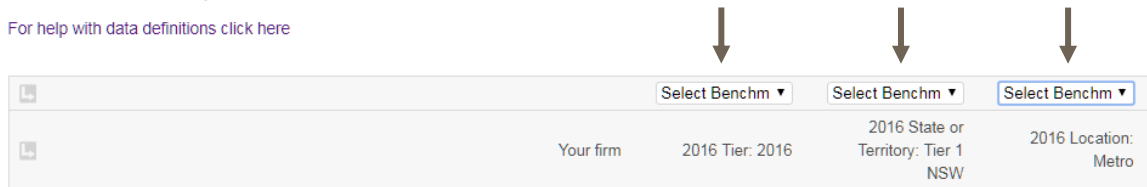
To view a peer group click the “Select Benchmark” dropdown on any of the three column headers.



To view the House Keys webinar and learn how to select benchmarks and generate your report [click here](#)

To download the House Keys user manual [click here](#)

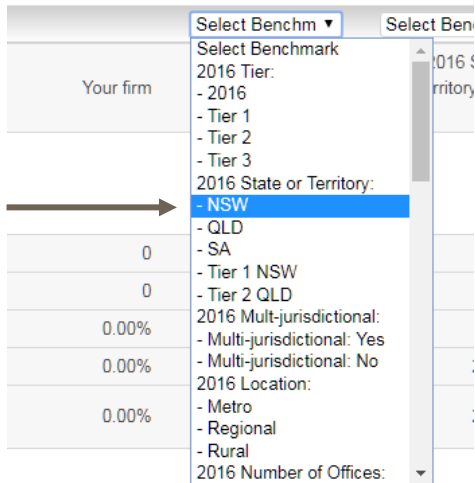
For help with data definitions [click here](#)



### Organisational Profile Information

Total number of properties	0	1,170	2,133	1,057
Number of FTE staff actual	0	43	58	28
Proportion of indigenous households	0.00%	10.75%	11.20%	5.77%
Proportion of residents with a disability	0.00%	20.55%	24.79%	14.84%
Proportion of residents from non-English speaking backgrounds	0.00%	20.56%	21.81%	33.43%

Select the peer group to insert into the column



Once a peer group is clicked the benchmark will immediately populate into the column.

If more than one year's worth of data has been entered, "Your Business" will appear at the bottom of the dropdown. Select from available years to compare against alternate years for the same company.

For help with data definitions for any of the House key Operations indicators, a link to either the NRSCH Registration Return Guide or NRSCH Financial Viability Guidance Note can be found at the top of the page. You will also find a link to the NRSCH metrics information sheet.

The screenshot shows the 'HOUSE KEYS' web application interface. At the top, there are utility buttons for 'Save', 'Print', 'Data Review', 'Change Password', and 'Logout'. Below this is a navigation bar with tabs for 'Housing management', 'Assets', 'Development', 'Governance', 'Finance', 'Cost Effectiveness', and 'Projections'. The 'Housing management' section is active, displaying a breadcrumb trail: 'Dashboard > Compass Housing - Operations > 2016'. There are buttons for 'Resources' and 'Back to Dashboard', and a 'Next' button on the right. Below the navigation, there are four links with arrows pointing to them: 'To view the House Keys webinar and learn how to select benchmarks and generate your report [click here](#)', 'To download the House Keys user manual [click here](#)', 'For help with data definitions [click here](#)', and 'To view the NRSCH metrics information sheet [click here](#)'. At the bottom, there is a table with three columns for selecting benchmarks.

	Select Benchm ▼	Select Benchm ▼	Select Benchm ▼
	Your firm	2016 Tier: 2016	2016 State or Territory: NSW
			2016 State or Territory: SA

### 3.2 Review

Targets have been set for each of the key indicators based on the National Regulatory System for Community Housing (NRSCH) threshold (where applicable). Users will receive a red, amber or green traffic light depending on your organisation's results compared to the NRSCH threshold. Where there are no specific NRSCH thresholds, traffic lights relate to being low, mid-range or above the industry average.



## Housing Management Review

Ratio	Your business	Feedback	
Metric 1.2a - Eviction rate	0.00%	Your result is below the NRSCH threshold of 10%	●
Metric 1.3a - Percentage of tenants responding to the survey out of total tenants	0.00%	Your result is below the NRSCH threshold of 10%	●
Metric 1.3b - Survey return rate from number of surveys distributed	0.00%	Your result is below the NRSCH threshold of 25%	●
Metric 1.4 - Number of tenants satisfied with overall quality of housing services	0.00%	Your result is below the NRSCH threshold of 75%	●
Metric 6.1a - Occupancy rate	0.00%	Your result is below the NRSCH threshold of 97%	●
Metric 6.1b - Tenancy turnover	50.00%	Your result is above the industry average	●
Metric 6.1c - Tenancy turnaround (tenantable)	5.00	Your result is below the NRSCH threshold of 14 days	●
Metric 6.1d - Tenancy turnaround (untenantable)	30.00	Your result is above the NRSCH threshold of 28 days	●
Metric 6.2a - Metric Rent outstanding	2.00%	Your result is below the NRSCH threshold of 2.5%	●

### 3.3 Ranking Histograms

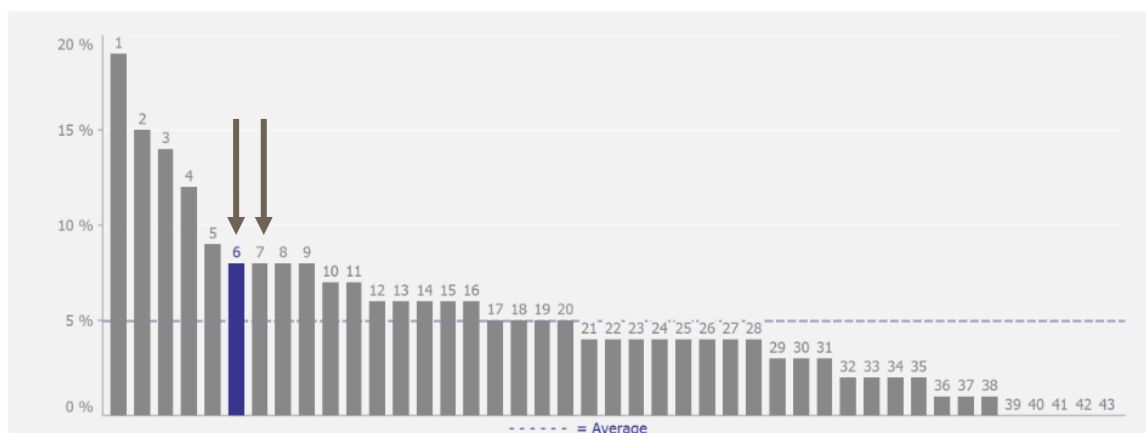
Indicators can be presented in different ways. The rank histograms are a visual tool to evaluate the spread of results. Your organisations' performance will be highlighted in blue as an additional column in the histogram next to your results.

In the example below, your organisation had an eviction rate of 8% which ranked as the sixth highest value in the benchmarking group. Columns 6 and 7 reflect your organisations' data.

#### Housing Management Histograms

Metric 1.2a - Eviction rate

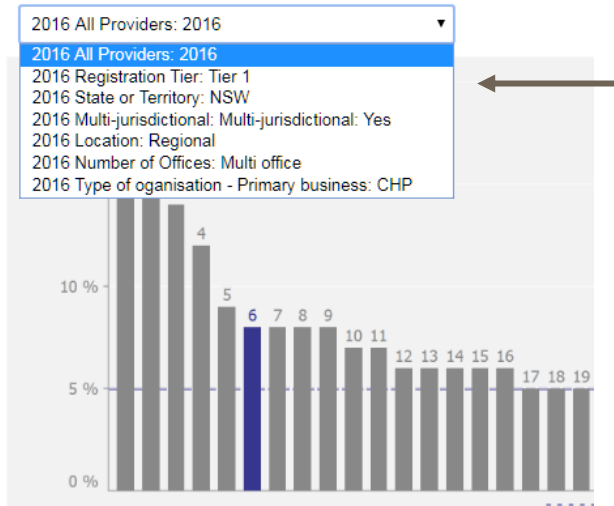
2016 All Providers: 2016



You can also use the drop down function above each histogram to select your peer group.

### Housing Management Histograms

Metric 1.2a - Eviction rate

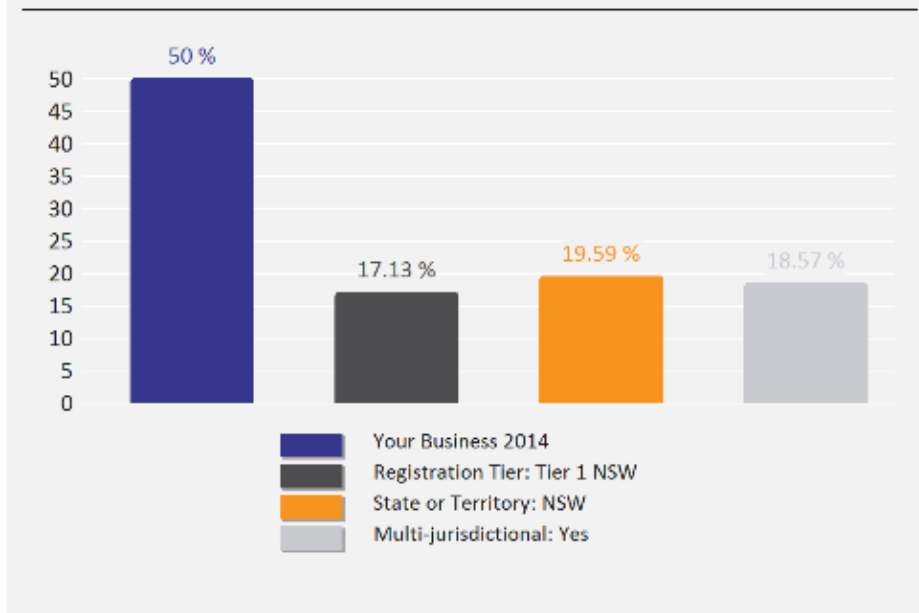


### 3.4 Graphs

The comparative points that are chosen in the peer group drop downs are also illustrated in the graphs. Changing the peer group selection will allow you to change the types of organisation displayed in the graphs.

In the below example, your organisation had a higher tenancy turnover than the 3 peer groups selected.

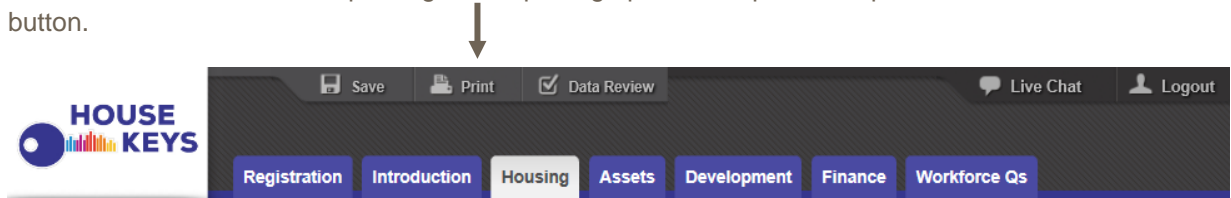
### Metric 6.1b - Tenancy turnover



## 4. Printing / Exporting

### 4.1 Print / Export reports

Another useful feature is the printing and exporting options. To print or export the data click the “Print” button.



The different print options will then appear in a separate pop up window. Based on the print option selected users will be able to pick and choose what they would like to print in the report by ticking or un-ticking the available options. Please refer to the four printing options below.

#### PDF

A screenshot of a 'Print/Export Options' dialog box. It has a title bar with a close button. The first section is '1. What format would you like to print/export the report in:' with a dropdown menu set to 'PDF (Acrobat / PDF Reader)'. The second section is '2. What would you like in the report?' with a list of items, each with a checked checkbox: Introduction, Housing management, Asset Management, Development, Governance, Finance, Cost Effectiveness, and Projections. At the bottom right are 'Cancel' and 'Generate Report' buttons.

#### Word

A screenshot of a 'Print/Export Options' dialog box. It has a title bar with a close button. The first section is '1. What format would you like to print/export the report in:' with a dropdown menu set to 'DOC (Word 2010 & 2007 SP2)'. The second section is '2. What would you like in the report?' with a list of items, each with a checked checkbox: Introduction, Housing management, Asset Management, Development, Governance, Finance, Cost Effectiveness, and Projections. At the bottom right are 'Cancel' and 'Generate Report' buttons.

## Open Office

The screenshot shows a dialog box titled "Print/Export Options" with a close button in the top right corner. It contains two sections:

- 1. What format would you like to print/export the report in:** A dropdown menu is set to "ODT (Open Office)".
- 2. What would you like in the report?** A list of checkboxes, all of which are checked:
  - Introduction
  - Housing management
  - Asset Management
  - Development
  - Governance
  - Finance
  - Cost Effectiveness
  - Projections

At the bottom right, there are two buttons: "Cancel" and "Generate Report".

## Excel

The screenshot shows a dialog box titled "Print/Export Options" with a close button in the top right corner. It contains two sections:

- 1. What format would you like to print/export the report in:** A dropdown menu is set to "CSV (Excel / Open Office)".
- 2. What would you like in the report?** A list of checkboxes, all of which are checked:
  - Housing management
  - Asset Management
  - Development
  - Governance
  - Finance
  - Cost Effectiveness

At the bottom right, there are two buttons: "Cancel" and "Generate Report".

Your report will then be generated and will be available to download:

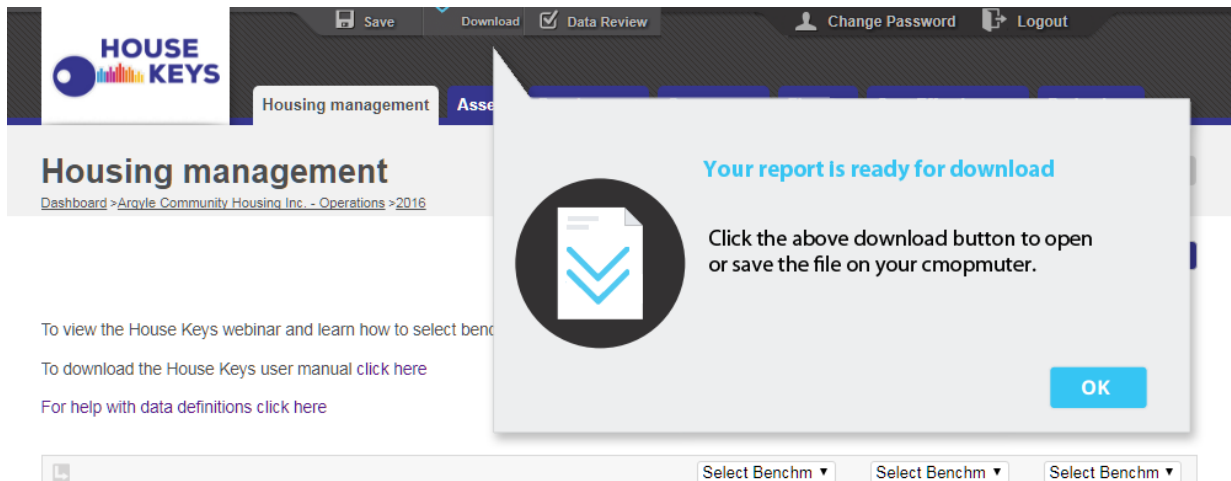
The screenshot shows the application dashboard with a notification overlay. The dashboard includes a navigation bar with "Save", "Generate", "Data Review", "Change Password", and "Logout" options. The main content area shows "Housing management" and "Dashboard > Aravle Community Housing Inc. - Operations > 2016".

The notification overlay is titled "Your report is being generated." and contains the following text:

This process may take up to 3 minutes - you can continue to navigate throughout the application. Please do not log out.

The icon above will soon change to indicate that the report is ready to download.

An "OK" button is located at the bottom right of the notification.



Exporting to PDF and Word will produce the full House Keys report containing:

- An introduction to House Keys
- Your organisational profile information
- Table displaying peer group comparison data
- Review / traffic light display
- Graphs
- Ranking histograms
- Organisational profiles of the Community Housing Providers you are being compared with

When exporting data, the settings selected from the peer group drop down menu will be displayed in the file chosen to export the data. Changing the peer group selection will allow you to change the types of organisation displayed in the data export. If you wish, you can build up a composite report by exporting different peer group settings to word and combining the files.