



NRSCH Readiness Resource

Data Checklist

The following checklist is designed to assist **tier 3** community housing providers to prepare to register their service with the NRSCH. It is a checklist of data that will be required to complete the Community Housing Regulatory Information System (CHRIS) which is the web-based registration portal for the NRSCH.

We would encourage you to look at this check list after you have gone through the 'Evidence Self Check' tool, available from the Q Shelter website.

This document has been structured around six of the seven performance outcome areas noted in the National Regulatory Code. They are:

- | | |
|---------------------------------|---------------|
| 1. Tenants and Housing Services | 4. Governance |
| 2. Housing Assets | 5. Probity |
| 3. Community Engagement | 6. Management |

Data relating to Performance Outcome 7: Financial Viability has not been included in this resource. In order to prepare your service for this aspect of registration you should start looking at the **Financial Performance Report** and the '**Financial Viability**' **Guidance Note**. Both these documents are available on the NRSCH website.

More information about the metrics, and the data definitions, can be found in the NRSCH publication **Registration Return Guide**, pages 19 – 37.

When entering data into CHRIS the system some results will be automatically assessed against set metrics in that performance outcome. The result may be indicated through a traffic light system (red, amber, green). A red light does not mean the provider has failed a performance requirement – instead, it indicates that the data does not meet the threshold and the provider has the option to provide an explanation in the comments field.

Organisations may need to decide on a definition for some of the metrics. For example, the 'Total evictions' metric may need the organisation to determine at what point in the evictions process the outcome is measured as an eviction. Queensland Shelter would encourage providers to make note of the definitions used so they can be compared with future data. If in any doubt speak with your analyst at the NRSCH or contact QS Connect on qsconnect@qshelter.asn.au or 3831 5900.

These tools are intended to assist organisations prepare for registration. However, having all this information cannot guarantee you will be registered, as this will be assessed by an analyst within the Registrar's office.

If you would like further information on any of the performance outcomes that your organisation will be assessed against, you should refer to the NRSCH Publications:

- Evidence Guidelines
- Registration Return Guide
- Community Housing Asset Summary and Performance Reports
- Tier 3 Financial Performance Report
- The Financial Viability Guidance Notes

See www.nrsch.gov.au/publications for copies of these documents.

Queensland Shelter acknowledges Margaret Ponting Consulting who has given their work to support the development of this resource.



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Performance Outcome – Tenants and Housing Services

Performance Requirement		Comments/Actions
<p>1a- Determining and managing eligibility, allocation and termination of housing assistance.</p> <p>1b- Determining and managing rents.</p> <p>1c- Setting and meeting relevant housing service standards.</p> <p>1d- Supporting tenant and resident engagement.</p> <p>1e- Facilitating access to support for social housing applicants and tenants with complex needs.</p> <p>1f- Managing and addressing complaints and appeals relating to providing housing services.</p> <p>1g- Maintaining satisfaction with overall quality of housing assistance.</p>	<p>Tenancy numbers</p> <ul style="list-style-type: none"> <input type="checkbox"/> Total number of tenancies at 30 June <input type="checkbox"/> Total new tenancies created and starting in the year to 30 June (exclude internal transfers & successions) <input type="checkbox"/> Total exits (for whatever reason) <input type="checkbox"/> Total evictions <p>Tenant satisfaction</p> <ul style="list-style-type: none"> <input type="checkbox"/> Date of last survey <input type="checkbox"/> Number of surveys distributed (survey sent, tenants phoned, invitation to interview attempted) <input type="checkbox"/> Number returned (completed surveys received, interviews carried out) <input type="checkbox"/> Responses where tenant satisfied with overall quality of housing services (do not include neutral type responses or “don’t know” responses) threshold rating of more than 75% <p>Tenant access to support</p> <ul style="list-style-type: none"> <input type="checkbox"/> Number of supported tenancies at 30 June (those where tenant has a support plan or other special assistance to help sustain tenancy) 	

Performance Outcome – Housing Assets

Performance Requirement		Comments/Actions
<p>2a- Determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond. Strategic Assets Management</p> <p>2b- Setting and meeting relevant property condition standards</p> <p>2c- Planning and undertaking responsive, cyclical and lifecycle maintenance to maintain property condition (assert Maintenance)</p> <p>2d- Planning and delivering its housing development program (asset development) – If applicable – usually tier 1 & 2</p>	<p>Property Condition Activity at 30 June</p> <ul style="list-style-type: none"> <input type="checkbox"/> Number of tenancy units due for condition inspections (typically properties will be inspected at least every 3 years) <input type="checkbox"/> Number where condition inspection completed (only include those inspected by qualified person) <input type="checkbox"/> Number where condition standards met <input type="checkbox"/> Number brought to condition standards <p>Repairs Completion in year to 30 June</p> <ul style="list-style-type: none"> <input type="checkbox"/> Urgent repair requests (use own definition) <input type="checkbox"/> Urgent repairs completed <input type="checkbox"/> Non urgent repair requests (exclude empty property maintenance and planned/cyclical maintenance) <input type="checkbox"/> Non urgent repairs completed <p>Tenant satisfaction with maintenance and condition</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tenants satisfied with maintenance (from last tenant survey) <input type="checkbox"/> Number responding to the maintenance question in survey <input type="checkbox"/> Tenants satisfied with property condition (from last tenant survey) <input type="checkbox"/> Number responding to the condition question in survey 	



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Performance Outcome – Community Engagement

Performance Requirement	Comments/Actions
<p>3a- Promoting community housing to local organisations that work with potential residents, tenants or clients.</p> <p>3b- Contributing to place renewal and social inclusion partnerships and planning relevant to the provider’s community activities</p>	

Performance Outcome – Governance

Performance Requirement	Comments/Actions
<p>4a- Ensuring coherent and robust strategic, operational, financial and risk planning.</p> <p>4b- Ensuring effective, transparent and accountable arrangements and controls are in place for decision making to give effect to strategic, operational, financial and risk plans.</p> <p>4c- Complying with legal requirements and relevant government policies.</p> <p>4d- Ensuring the governing body has members with appropriate expertise or that such expertise is available to the governing body.</p>	<p>Meetings of the governing body to 30 June</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimum number of meetings required <input type="checkbox"/> Number of meetings scheduled <input type="checkbox"/> Number held <input type="checkbox"/> Number of quorate meetings <input type="checkbox"/> Total actual absences of members <input type="checkbox"/> Number of audit & risk committee meetings held if applicable <p>Composition of governing body at 30 June</p> <ul style="list-style-type: none"> <input type="checkbox"/> Total maximum positions <input type="checkbox"/> Number of executive positions <input type="checkbox"/> Number of non-executive positions <input type="checkbox"/> Number of governing body positions filled as of 30th June <input type="checkbox"/> Number of positions filled by tenants <input type="checkbox"/> Number of positions falling vacant <input type="checkbox"/> Number of positions filled during the year to June 30th <input type="checkbox"/> Number of new member inductions carried out <input type="checkbox"/> Sitting fee paid to board members (if applicable) <p>Performance evaluation of/by the governing body</p> <ul style="list-style-type: none"> <input type="checkbox"/> Number of governing body members who have had a performance evaluation <input type="checkbox"/> Date of latest performance evaluation of the governing body <input type="checkbox"/> Date of last formal evaluation of CEO/senior officer <p>Insurance details</p> <ul style="list-style-type: none"> <input type="checkbox"/> Expiry date against named insurances, including professional indemnity, workers compensation and public liability, motor vehicle and property. <input type="checkbox"/> Date of last risk management review <input type="checkbox"/> Replacement value of Community Housing assets on balance sheet for which CHP has insurance <input type="checkbox"/> Financial budget and business plan sign off –



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Performance Requirement		Comments/Actions
	date when signed off by governing body <input type="checkbox"/> Tax status review (date of last review by the governing body of the provider's tax status)	

Performance Outcome – Probity

Performance Requirement		Comments/Actions
5a- Establishing and administering a code of conduct. 5b- Establishing and administering a system of employment and appointment checks. 5c- Establishing and administering a system for preventing, detecting, reporting on and reporting to instances of fraud, corruption and criminal conduct. 5d- Maintaining the reputation of the community housing sector.	Code of Conduct <input type="checkbox"/> Date last reviewed by governing body Suitability Checks <input type="checkbox"/> Number of governing body and staff positions where checks are required <input type="checkbox"/> Number of positions requiring checks that were filled during the year <input type="checkbox"/> Number of checks completed in the year to 30 th June <input type="checkbox"/> Date of review of system for fraud prevention	

Performance Outcome – Management

Performance Requirement		Comments/Actions
6a- Demonstrating it uses its assets and funding to meet business goals. 6b- Implementing appropriate management structures, systems, policies and procedures to ensure the operational needs of its business can be met (including having people with the right skills and experience and systems and resources to achieve the intended outcomes of its business.	Vacancies and tenancies during the year to (or at) 30 <input type="checkbox"/> Number of vacant tenantable units at 30 June <input type="checkbox"/> Number of vacant un-tenantable units at 30 June <input type="checkbox"/> Number of other vacant tenancy units <input type="checkbox"/> Number of tenancies at 30 June (of previous year) <input type="checkbox"/> Number of tenancies at 30 June (current year) <input type="checkbox"/> Number of tenancy exits in year to 30 June <input type="checkbox"/> Number of calendar days vacant (for vacant tenantable units relet during the year) <input type="checkbox"/> Number of calendar days vacant (for vacant un-tenantable units relet) <input type="checkbox"/> Number of calendar days vacant (for vacant other units relet) <input type="checkbox"/> Number of vacant un-tenantable units relet during the year <input type="checkbox"/> Number of tenantable units relet <input type="checkbox"/> Total number of tenancy units at 30 th June Rental income collection during year to 30 June <input type="checkbox"/> Total rent foregone (vacant tenantable) <input type="checkbox"/> Total rent outstanding from current and ex tenants at 30 June <input type="checkbox"/> Total potential rent income	