COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

House Keys 2.0

Powered by the Industry Data Hub

Queensland summary

17th September 2024

Adam West, Head of Business Services, CHIA NSW

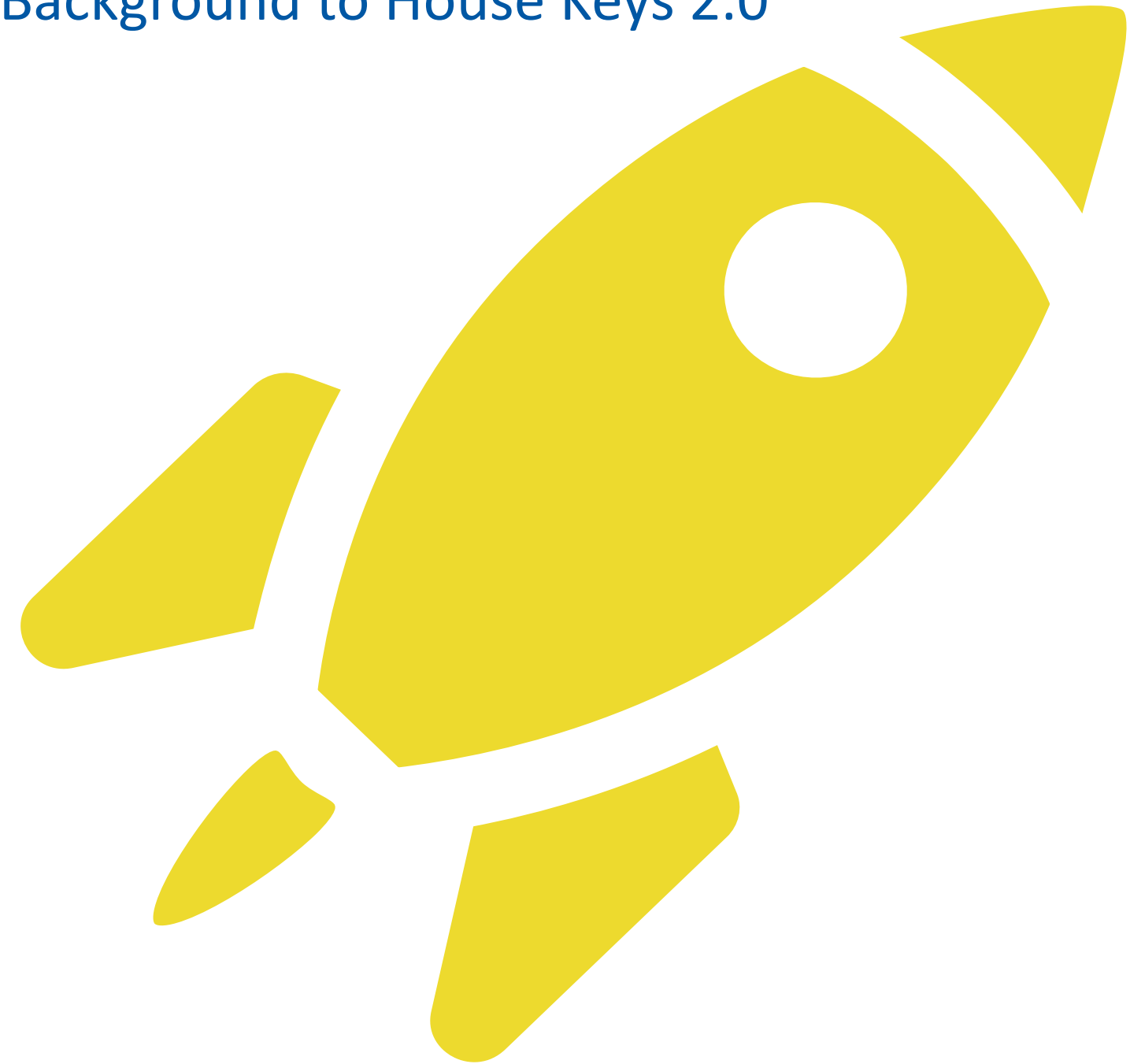
Overview

Background

System overview and orientation

Customising for Queensland

Background to House Keys 2.0

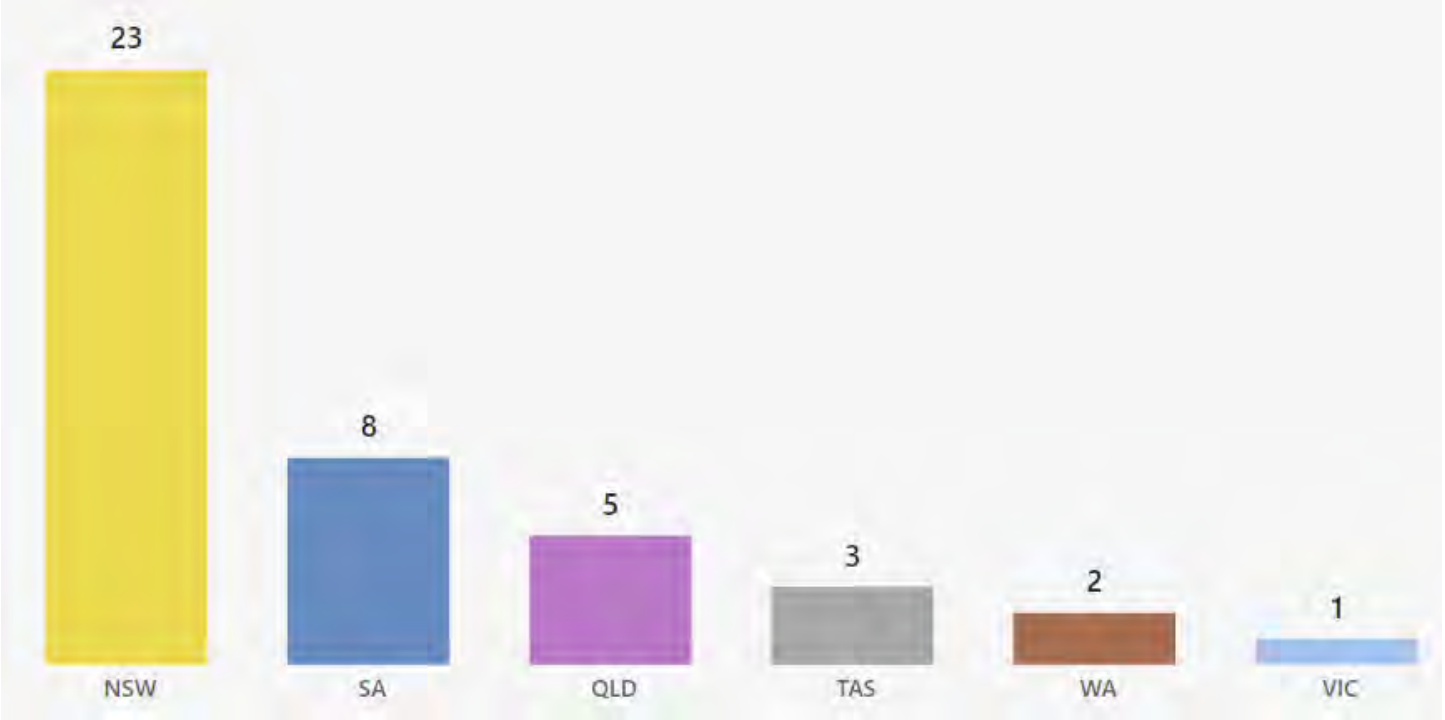


- House Keys 2.0 is now live
- Launched on 10th November 2023
- Followed a six-week testing period
- Platform is working well and feedback has been excellent
- Now meeting all community housing peaks once again and talking to their members about how they can take part
- Rolling out new content and enhancements already

Participants to date

Who are you comparing with?

- 42 entities to date
- 23 NSW, 8 SA, 3 TAS, 5 QLD, 2 WA, 1 Vic
- 28 Tier 1, 11 Tier 2, 1 Tier 3
- 13 Multi Jurisdictional, 29 Single Jurisdictional



Background to CHIA NSW

Industry peak body for the community housing sector in NSW

- Largest of the community housing industry peaks
- Not-for-profit that works closely with all other community housing peaks, including CHIA Qld
- Strong track record in using data to benefit tenants and the sector in NSW and nationally.
- Original House Keys benchmarking service for seven years
- Tenant satisfaction survey service for 52 CHPs nationally, including several in Qld.
- Developing standardised low cost survey for small CHPs
- Built data capabilities inhouse: Data analyst, statistics experts, and technology

- Better services for tenants
- Tell the story about the sector's performance and impact as effectively as possible for providers and peaks
- Help fill the data gap for CHOs

What is House Keys?

"a single platform for the industry's key data to give CHOs access to the information they need to make service improvements and to provide a detailed evidence base for industry advocacy."

The community housing industry's own data and benchmarking platform

- Designed by the industry and for the industry
- Allows CHOs to compare their performance against similar organisations to understand where they are doing well and where there's scope to improve
- Can also compare with different types of organisation and locations
- Reuses existing data to make it easy for CHOs
- Contextual data included – ABS
- Builds on CHIA NSW's experience of providing the original House Keys service for 7+ years
- And other benchmarking exercises, such as tenant satisfaction and workforce benchmarking
- Purpose built platform built from the bottom up in consultation with the industry
- Flexibility to add additional data over time

How does benchmarking benefit the Queensland sector?

Six ways that benchmarking benefits the sector in Queensland:

1. It helps you to provide better services for tenants by focusing your continuous improvement work where it will add most value
2. It demonstrates the capacity and performance of the Qld. Sector
3. Opportunities for cost savings by identifying areas where your costs are higher than your peers'
4. Better Board and Management strategic and operational planning and reporting
5. Demonstration of sector maturity and growth - a sign of a strong, independent sector
6. Unlocks opportunities to learn from other providers

All the existing House Keys Operations data:

Financial Performance Report

Community Housing Regulatory Information System (CHRIS)

plus.....

House Keys 2.0 content discussion

- As well as existing House Keys data sources and selected historic data, House Keys 2.0 will include the following new data sources:

- Registrar's Community Housing Asset Performance Report
- Socio-Economic Indexes for Areas (SEIFA) and Rental Affordability Index (RAID) and other selected ABS data
- CHIA NSW collected tenant satisfaction data by LGA, headline program and demographics
- Flexibility to add other sources on demand:
  - State specific data – other existing Qld sources?
  - Development data
  - Transaction surveys
  - House Keys workforce

Background to the technology

A single platform for the industry's key data

For background, the Industry Data Hub is the application that has been developed for CHIA NSW as a data repository for multiple data sources. It includes:

- A Cloud Data Lake (Microsoft Azure in Sydney data centre)
- Reporting Data Mart
- Databricks transformation tool that allows the technology to transform and automate data from one layer to another
- Microsoft Azure Active Directory Business to Customer (B2C)
- Power BI Embedded Reporting in our webserver at housekeys.org.au

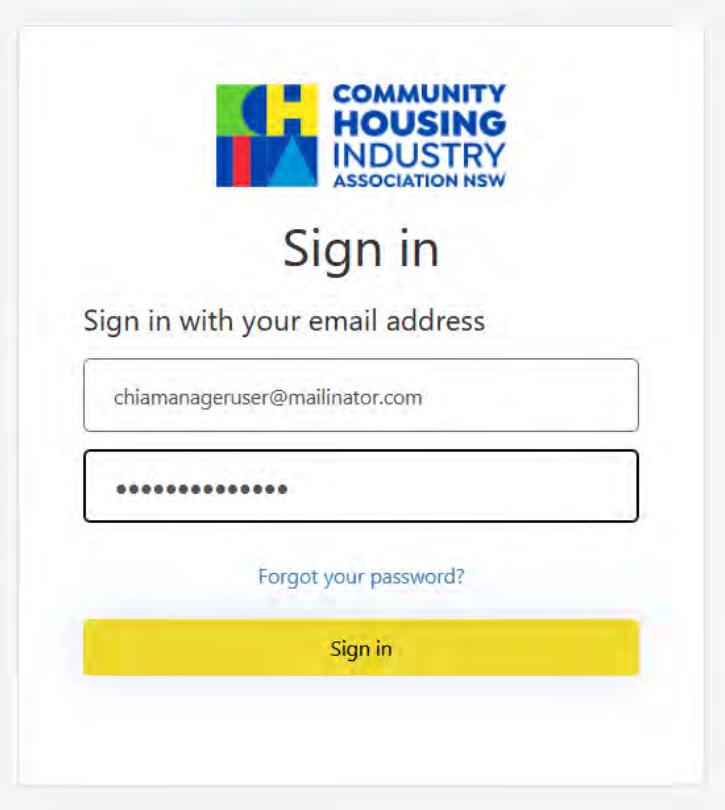
House Keys 2.0 is the first service to use the data hub application. In future it can run other services such as workforce benchmarking and a regular quarterly data update.

Orientation to House Keys 2.0

Launch – first log in

Logging in to the system

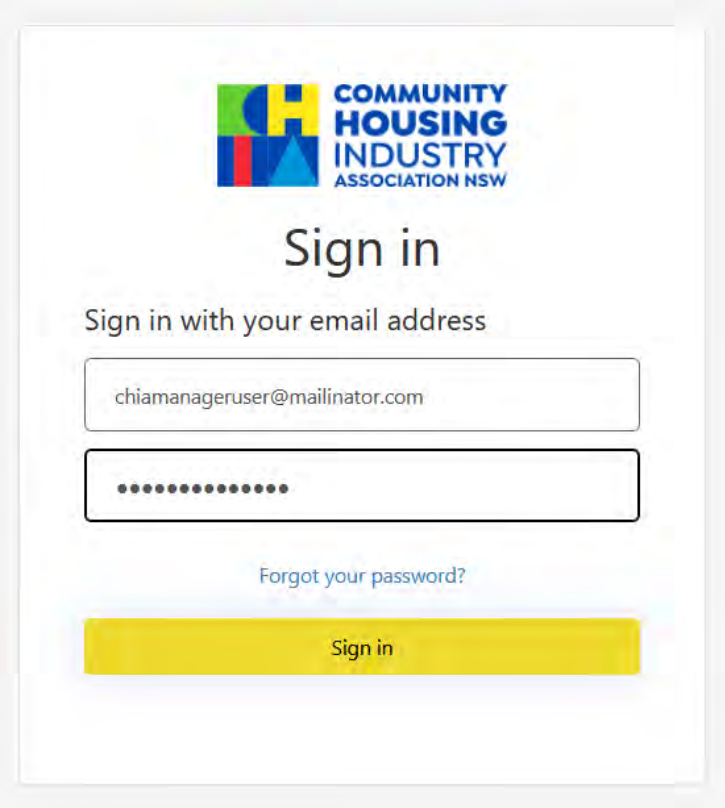
1. Navigate to housekeys.org.au
2. You will be presented with a login screen, please enter your email address and password and click sign in



Logging in to the system

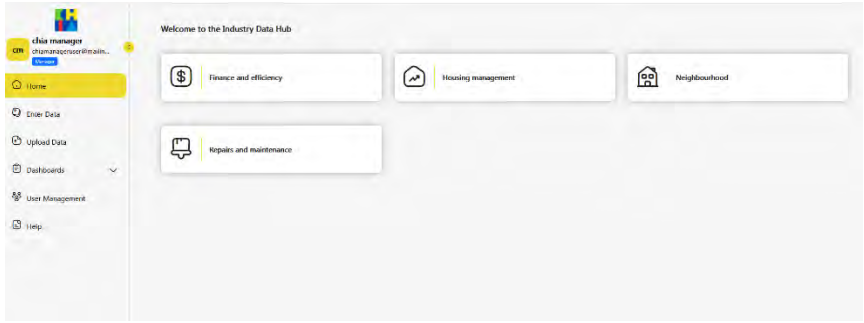
1

To login to the application
Navigate to housekeys.org.au
You will be presented with a login screen, please enter your email address and password and click sign in



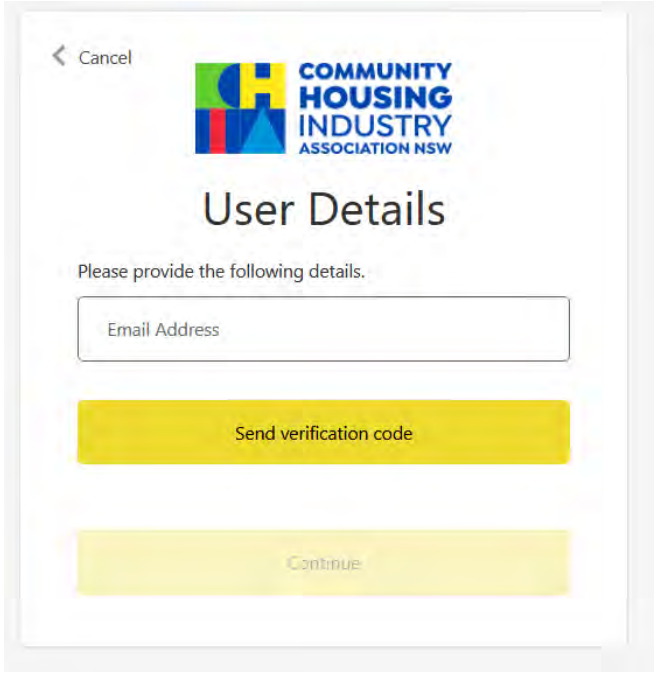
2

The application will load and you will see the home screen.



3

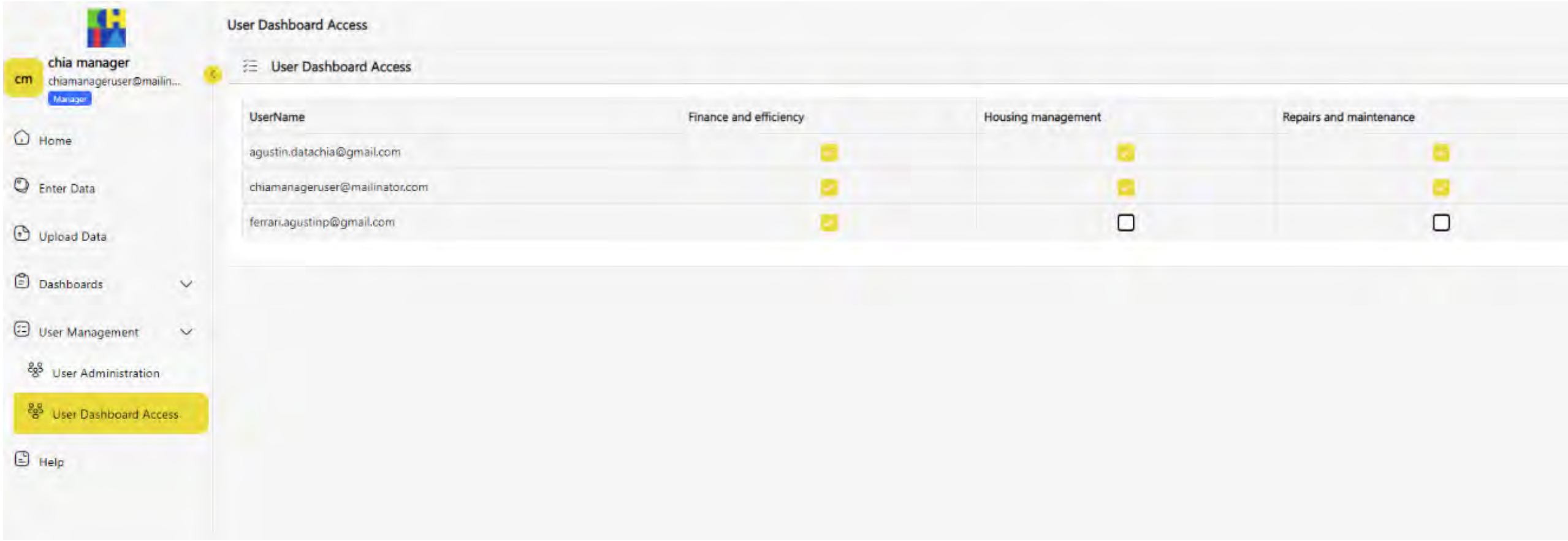
If you need to change password
To change your password
•Navigate to housekeys.org.au
•You will be presented with a login screen, please click the forgot your password link



Orientation to House Keys 2.0

User management

1. Data hub manager
2. Standard user
3. By default, all users will have granted access to all the dashboards. To adjust user access, go to “User Dashboard access” and click or unclick the dashboards for each user to enable or disable viewing permissions.



Welcome to the Industry Data Hub

Finance

Housing Management

Housing Need and Supply

Neighbourhood

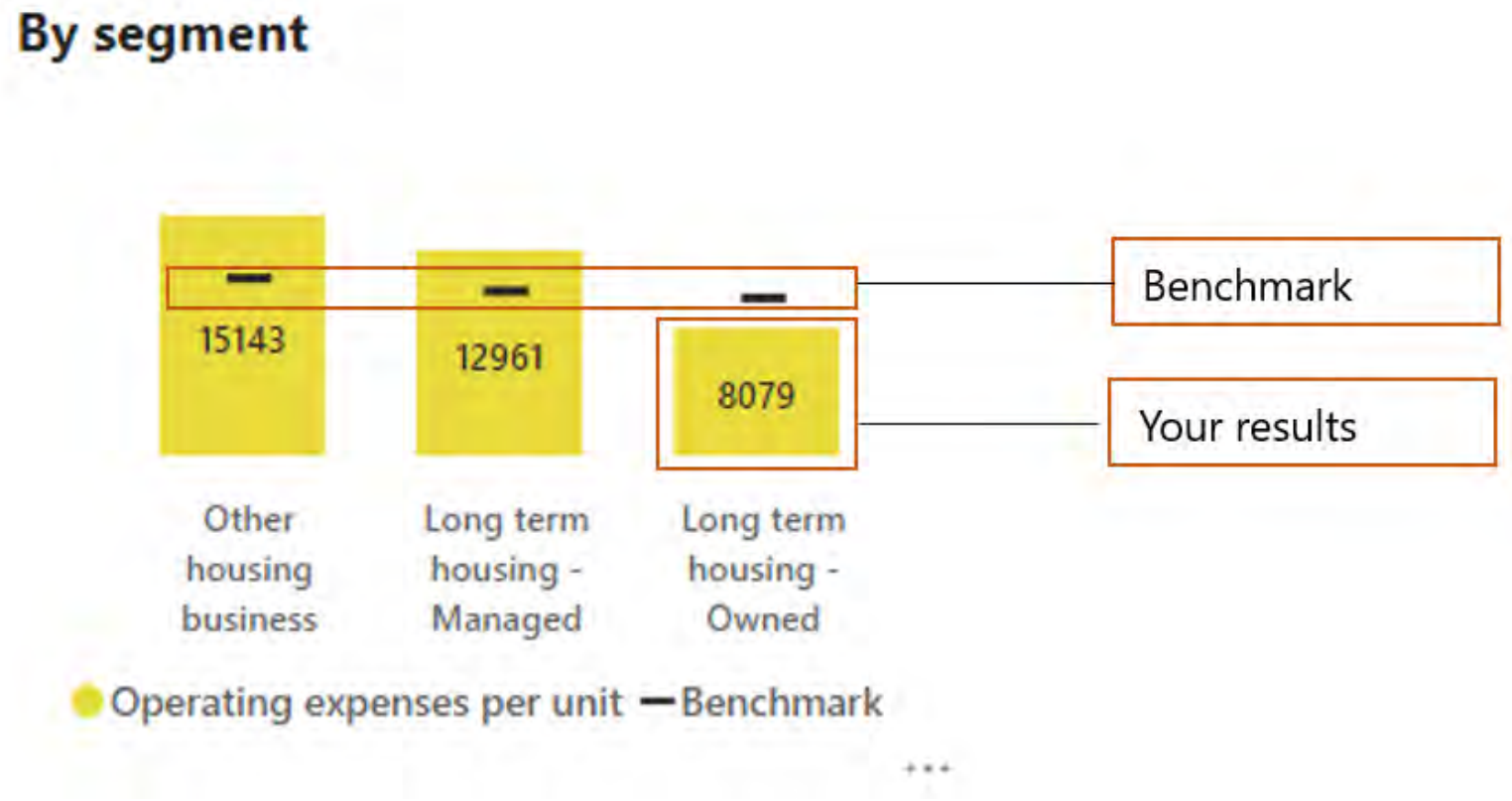
Repair and Maintenance

Snapshot maps

Socio-Economic Indexes for Areas (SEIFA)

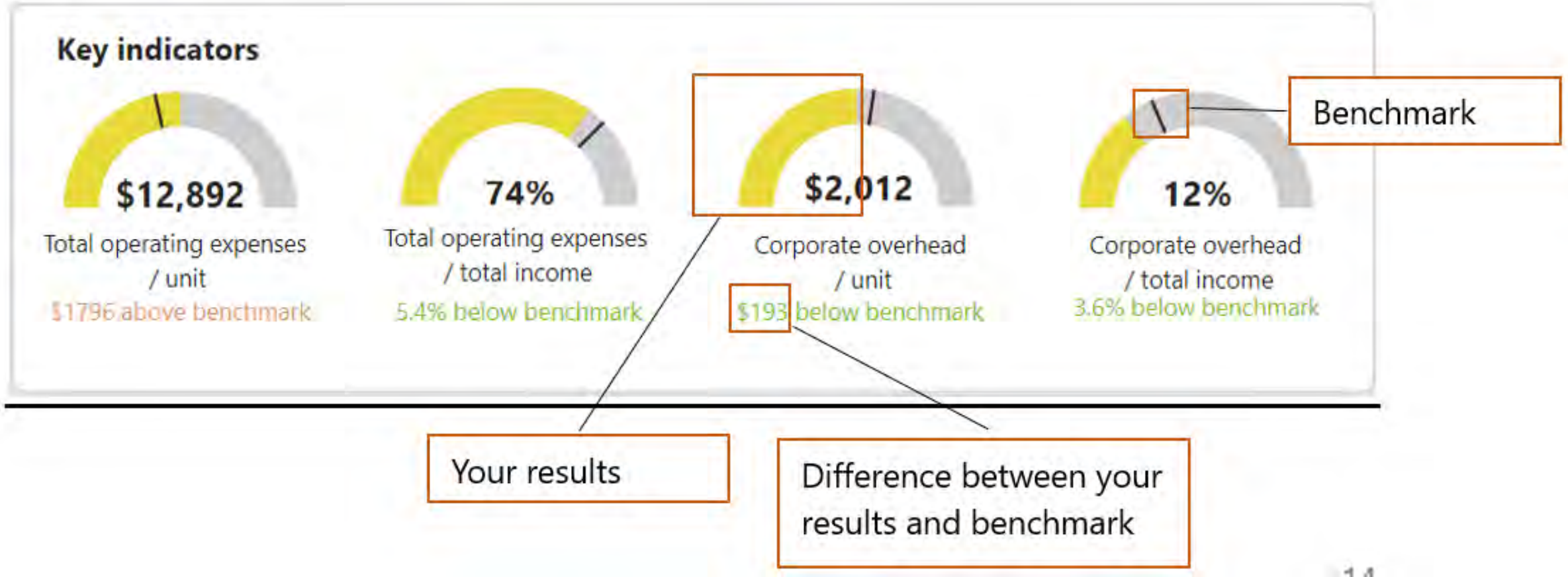
Tenant Insight Portal

Reading dashboards

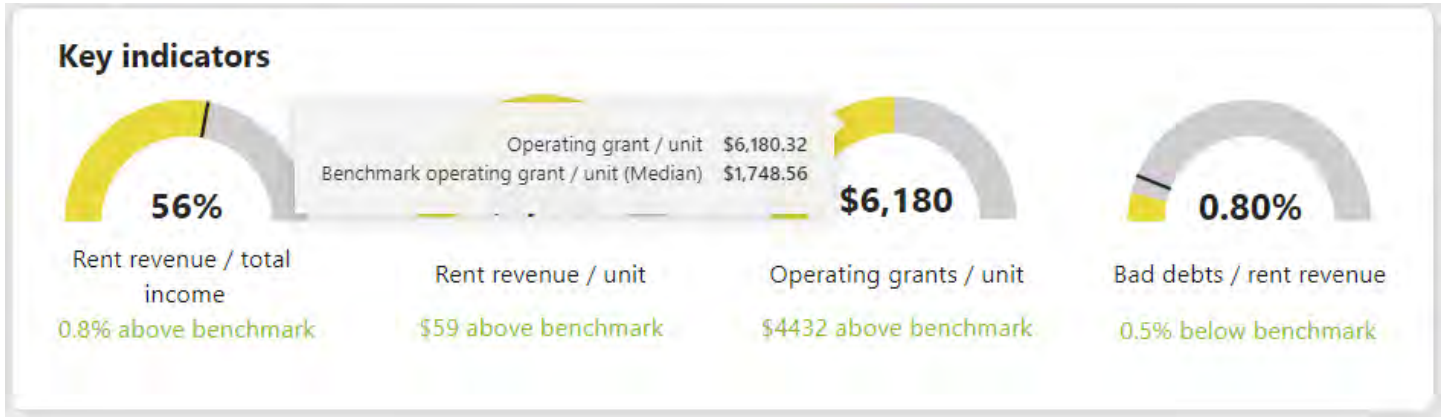


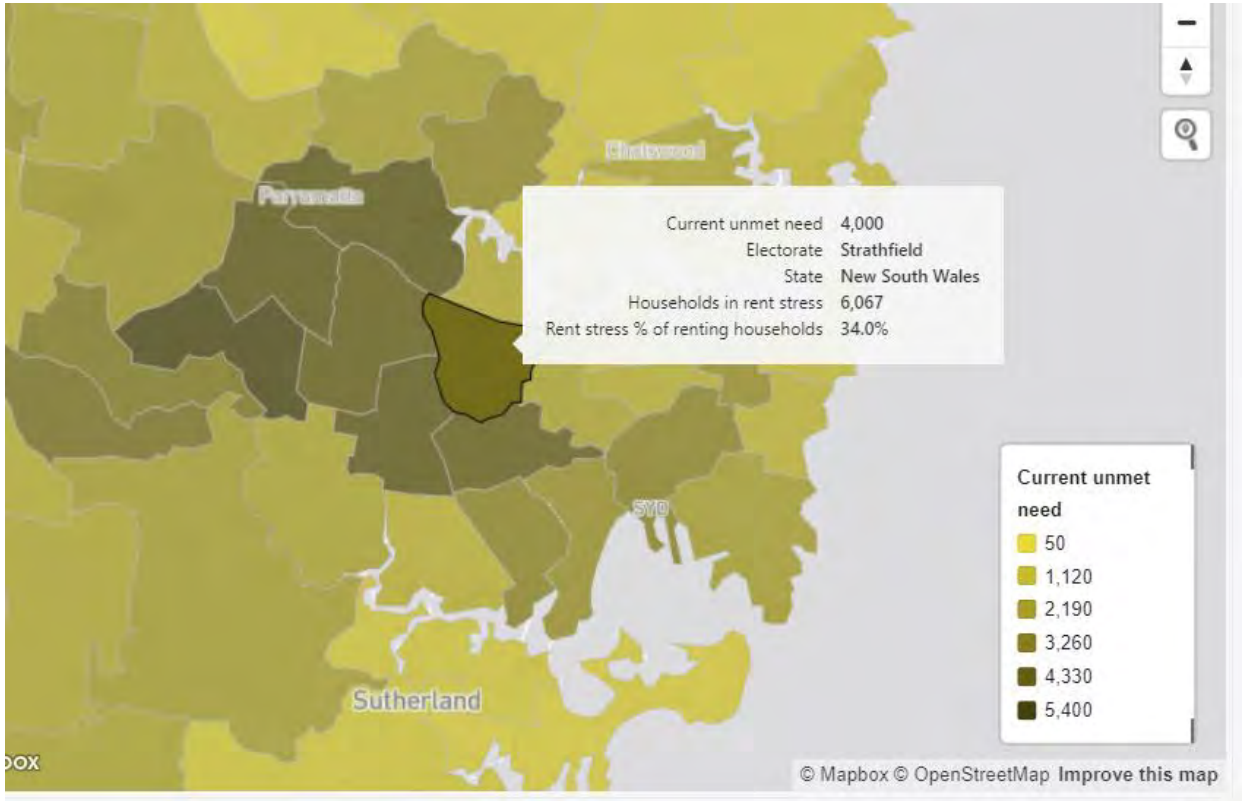
Reading dashboards

- gauges

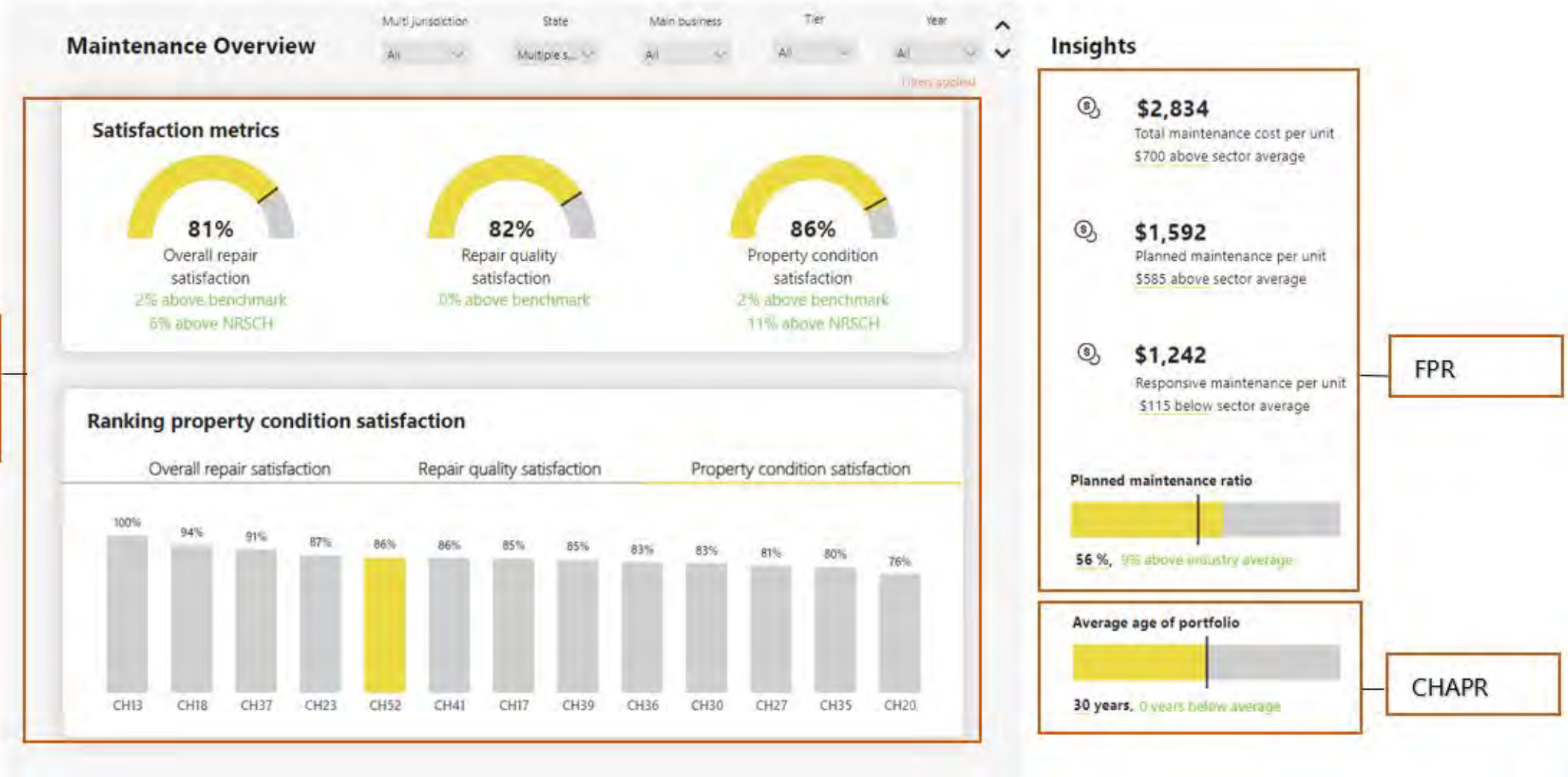


Reading dashboards – tool tips





Reading dashboards – multiple sources



Tenant Satisfaction Metrics

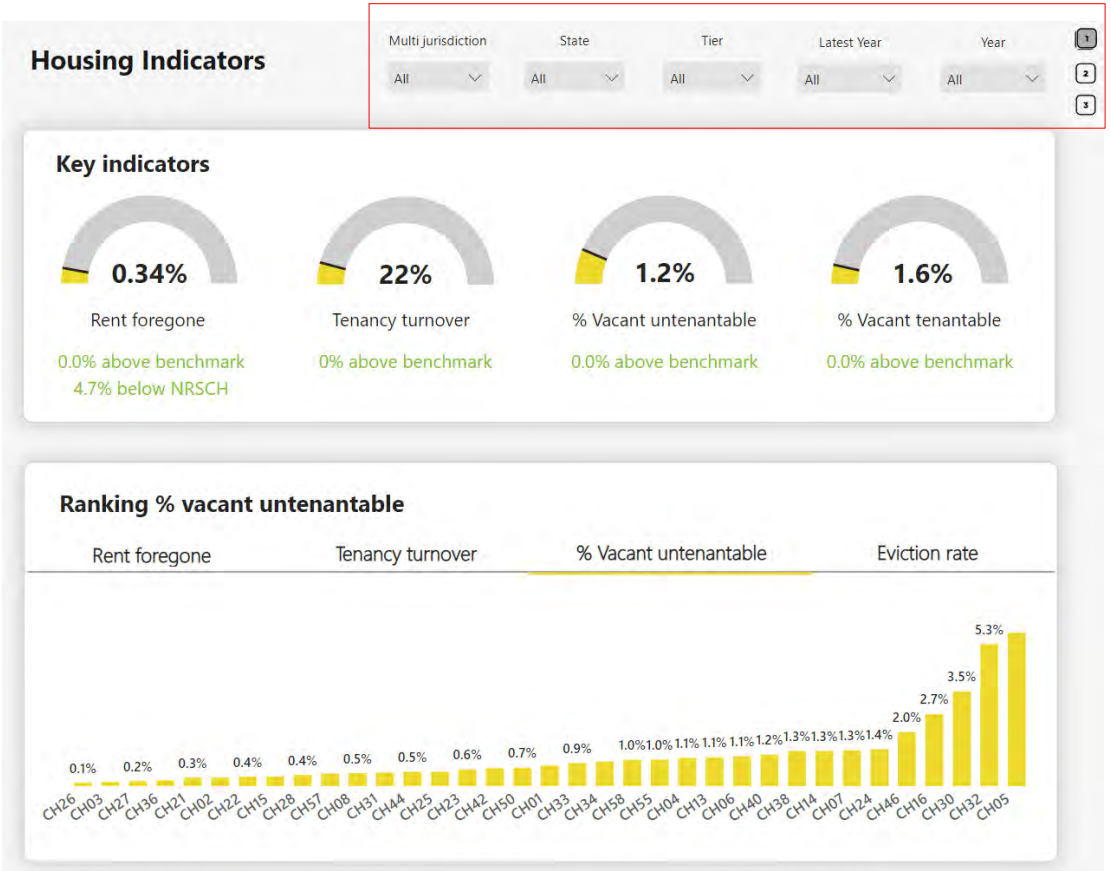
FPR

CHAPR

All about filtering

Important to note

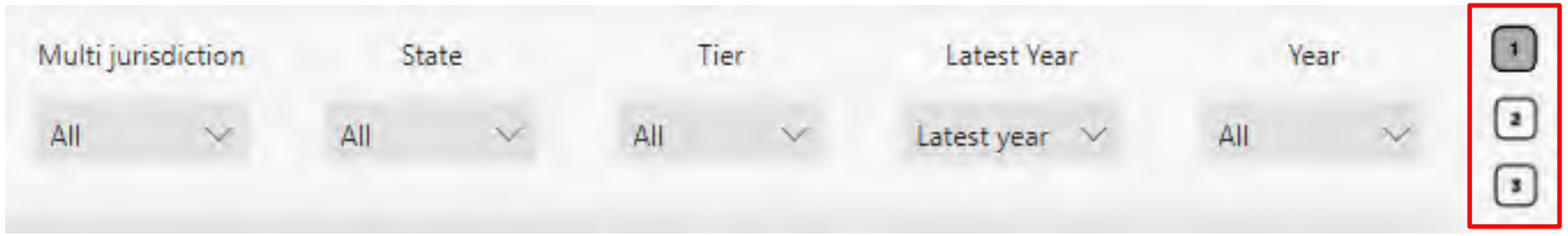
- When you open the system you are seeing **all** the data in an unfiltered and cumulative view
- Viewing an average of all your data across years to give you the long-term aggregate view
- If you want to select a segment, use the filters to select the view you want – year, Tier etc.

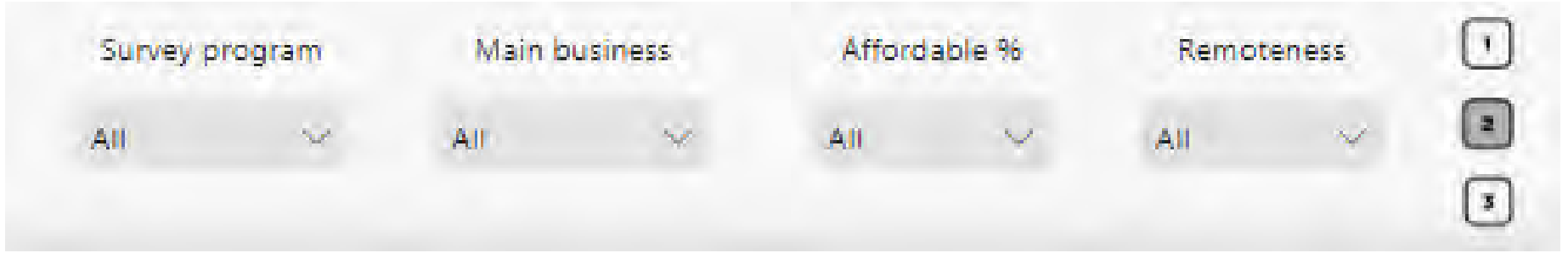


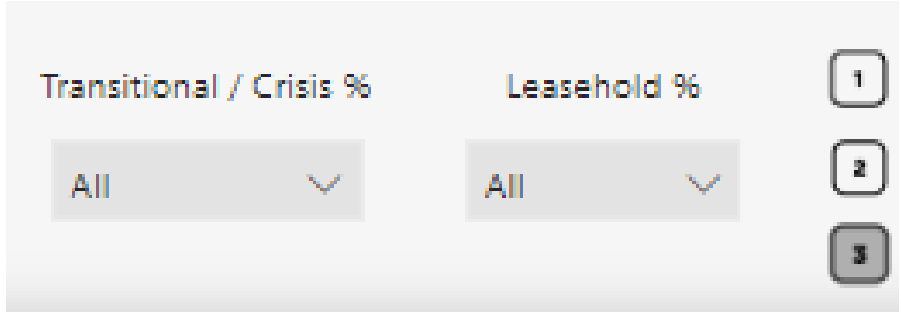
All about filtering

Navigating the Filter Options

At the top of every page, users will see dropdown menus that allow them to customise the displayed data.







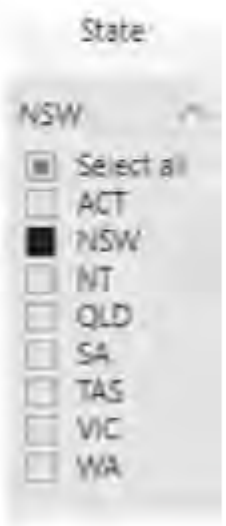
All selected

All squares are filled with colour or not filled at all. This happens when selecting and deselecting "select all" option.

All selected except

When "select all" is highlighted you can then deselect some categories. In this case, all states are selected except for NT and QLD

One selected



When squares are not highlighted you can individually click a category. In this example NSW has been selected and will filter NSW only data.

Some selected

You can click multiple categories while holding down "Ctrl" and selecting the categories of your choosing. In this case NSW and SA

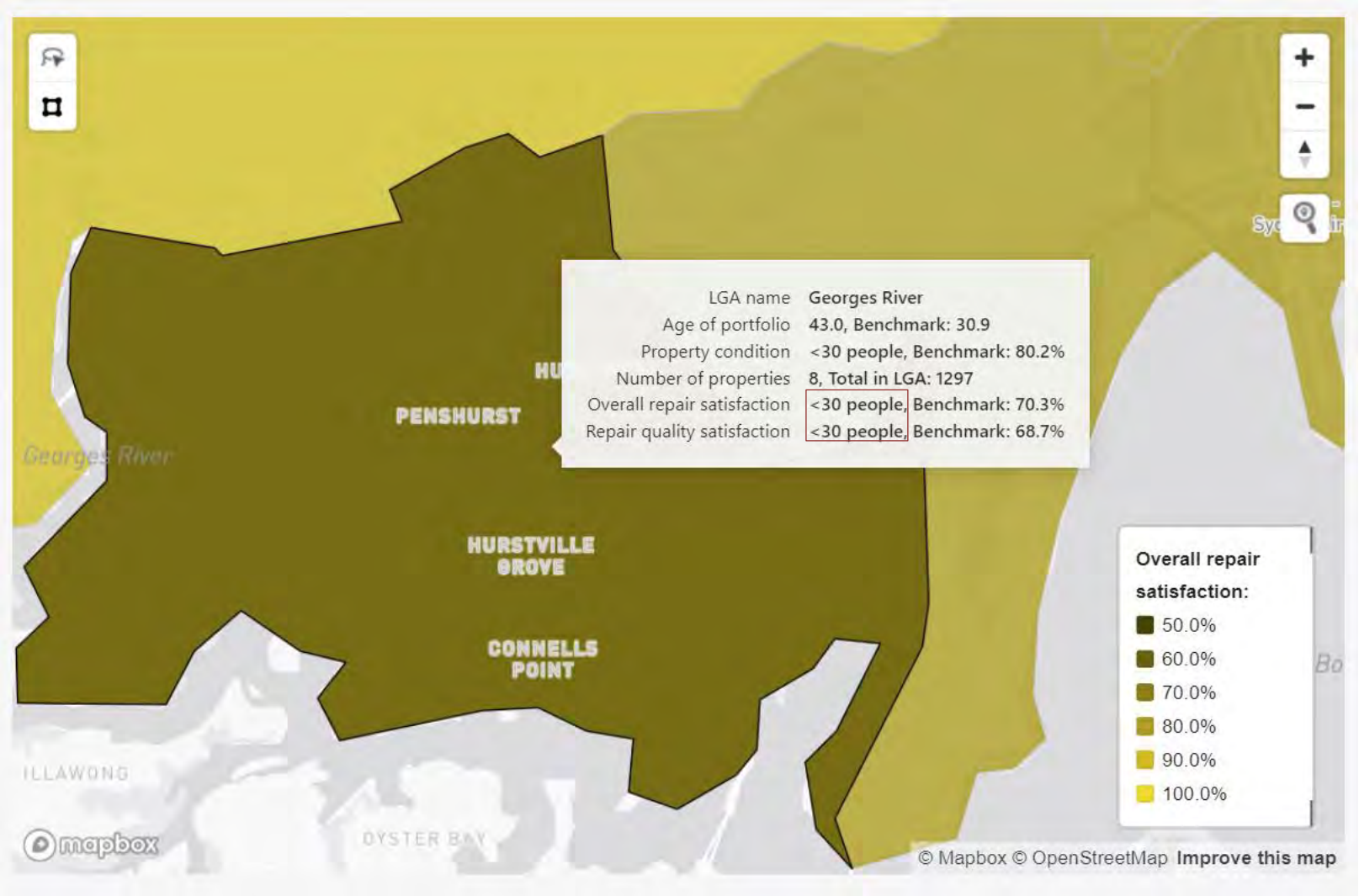
Privacy and confidentiality protections

Permanent privacy and confidentiality restrictions on certain datasets.

These limitations come into play when a dataset falls under the following conditions:

Tenant satisfaction survey restrictions

If less than 30 tenant satisfaction survey respondents, the metric will not be shown.

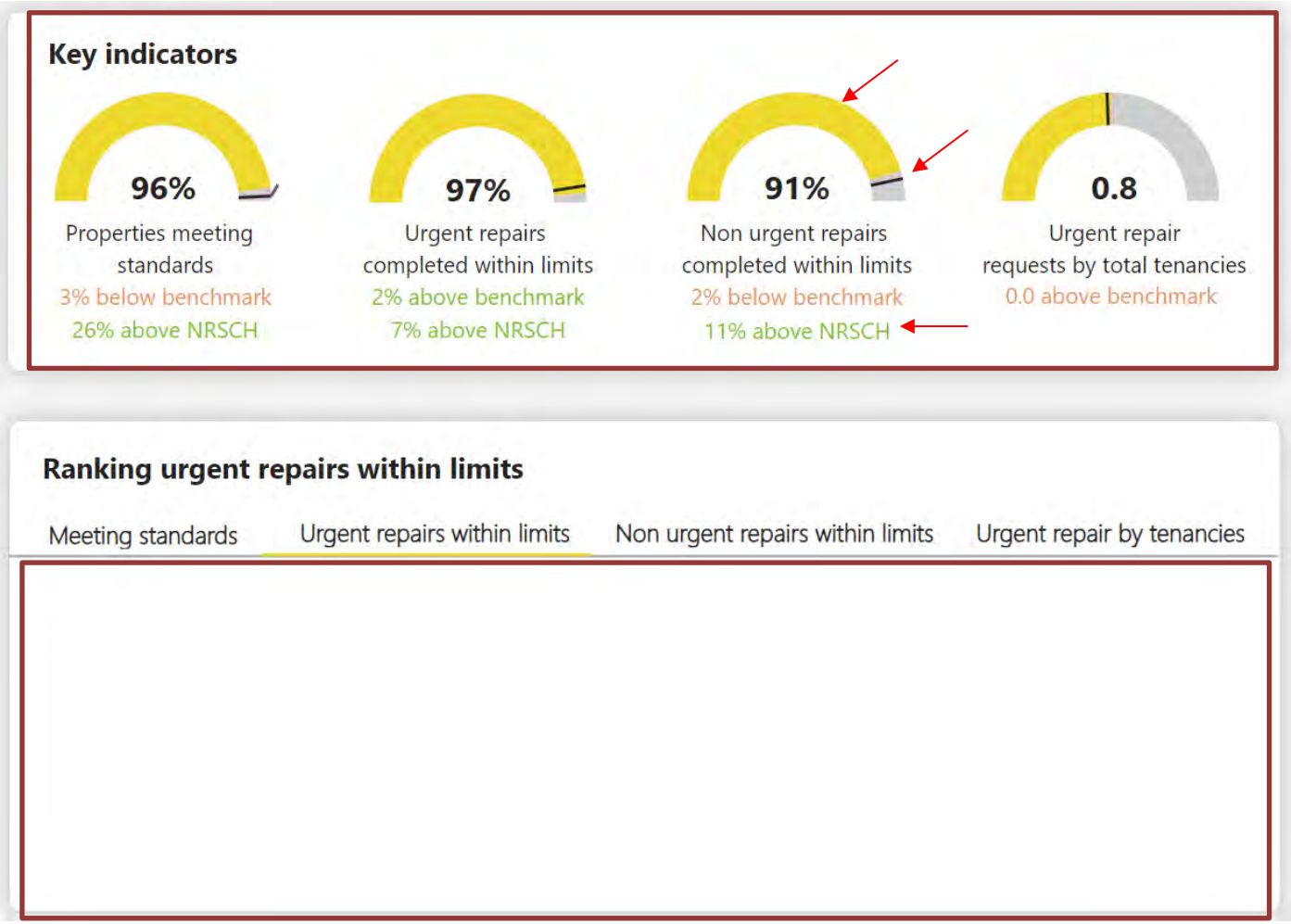


Privacy and confidentiality protections

These limitations come into play when a dataset falls under the following conditions:

CHP confidentiality protections

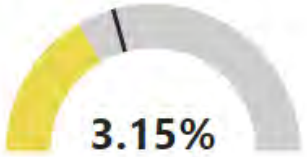
If filtered results involve data from fewer than three CHPs restriction will be applied. In such instances, benchmarking data will remain visible, but charts that contain CHP Codes will be hidden.



Housing Management

Multi jurisdiction: All | State: All | Main business: All | Tier: All | Year: All

Key indicators



Rent outstanding

0.78% below benchmark

0.65% above NRSCH

Tenancy turnaround (Tenantable)

0 above benchmark

4 below NRSCH

Tenancy turnaround (Untenantable)

1 below benchmark

11 below NRSCH

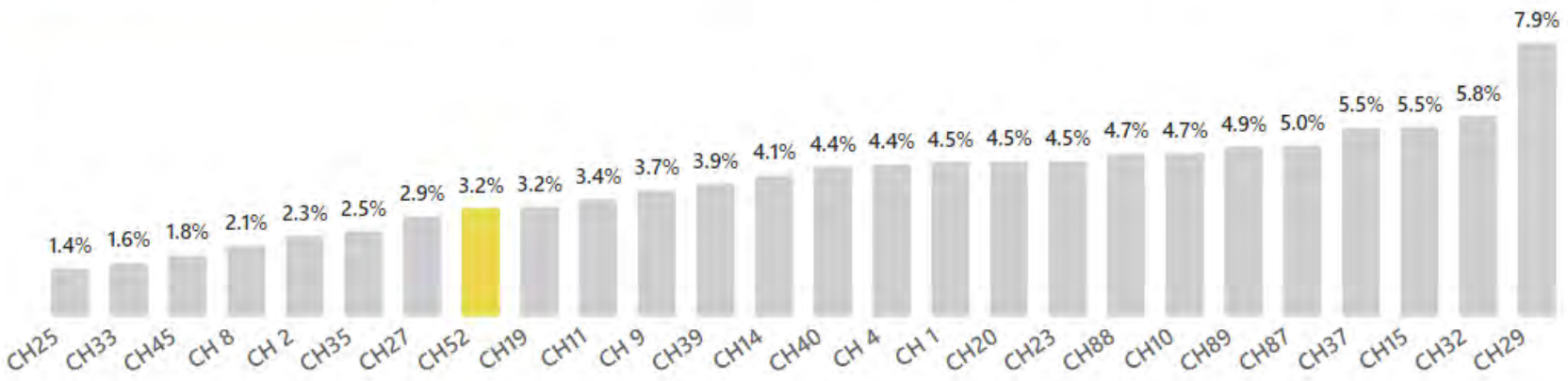
Occupancy rate

10% above benchmark

3% above NRSCH

Ranking rent outstanding

Rent outstanding | Turnaround (Tenantable) | Turnaround (Untenantable) | Occupancy rate



Insights

$1,773
Employee expenses per unit
$126 below sector average

$2,012
Corporate overheads per unit
$317 below sector average

$2,707
Total cost per unit
$768 above sector average

Overall satisfaction

87 %, 0% above sector average

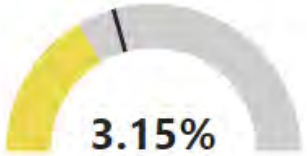
Units per employee

39 units, 3 above sector average

Housing Management

Multi jurisdiction: All | State: All | Main business: All | Tier: All | Year: All

Key indicators



Rent outstanding

0.78% below benchmark

0.65% above NRSCH

Tenancy turnaround (Tenantable)

0 above benchmark

4 below NRSCH

Tenancy turnaround (Untenantable)

1 below benchmark

11 below NRSCH

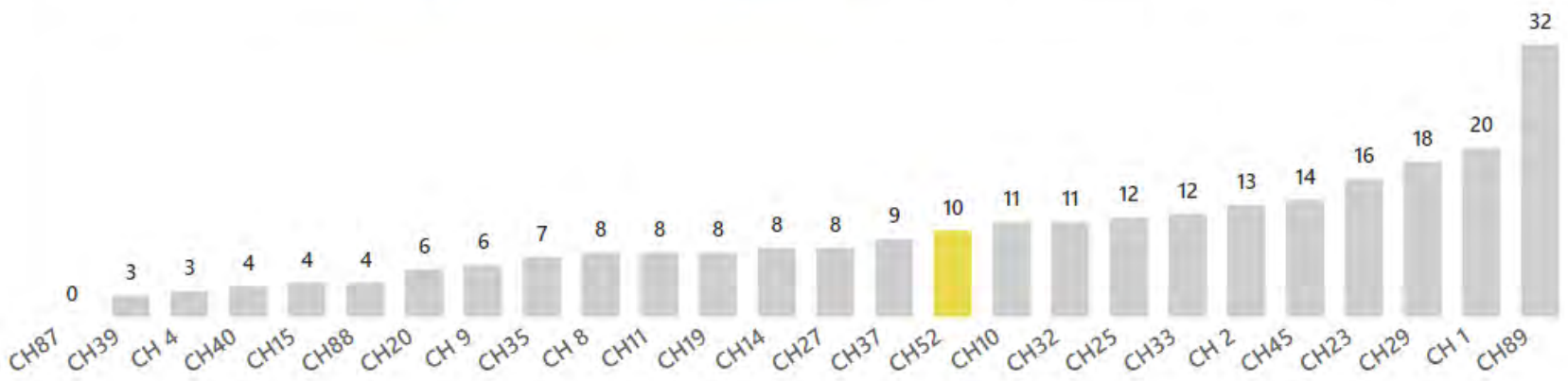
Occupancy rate

10% above benchmark

3% above NRSCH

Ranking turnaround (tenantable)

Rent outstanding | Turnaround (Tenantable) | Turnaround (Untenantable) | Occupancy rate



Insights

$1,773
Employee expenses per unit
$126 below sector average

$2,012
Corporate overheads per unit
$317 below sector average

$2,707
Total cost per unit
$768 above sector average

Overall satisfaction

87 %, 0% above sector average

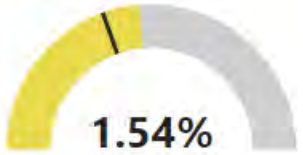
Units per employee

39 units, 3 above sector average

Housing Indicators

Multi jurisdiction: All | State: All | Main business: All | Tier: All | Year: All

Key indicators



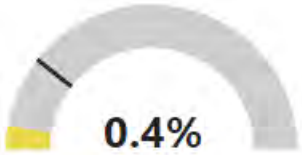
Rent foregone

0.3% above benchmark

3.5% below NRSCH

Tenancy turnover

6% below benchmark



% Vacant untenantable

1.2% below benchmark

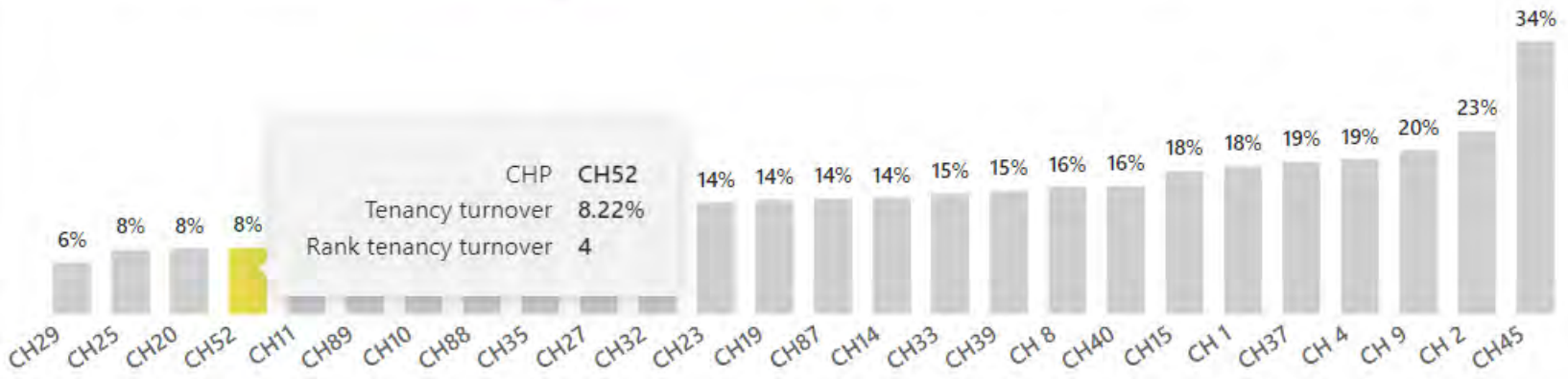
Eviction rate

0.3% below benchmark

8% below NRSCH

Ranking tenancy turnover

Rent foregone | Tenancy turnover | % Vacant untenantable | Eviction rate



Insights

$1,773
Employee expenses per unit
$126 below sector average

$2,012
Corporate overheads per unit
$317 below sector average

$2,707
Total cost per unit
$768 above sector average

Overall satisfaction

87 %, 0% above sector average

Survey response rate

20 %, 3% above sector average

Finance Dashboard

Content

Ratios

Gearing ratio

Interest cover ratio

Working capital ratio

Return on assets

EBITDA and cash

Operating EBITDA Margin

EBITDA / Housing assets (WDV)

EBITDA / Total assets

Operating cash flow adequacy

Employee efficiency

Employee expenses / total income

Number of units per FTE

Employee expenses / unit

Employee expenses / FTE

Expense metrics

Total operating expenses / unit

Total operating exp. / total income

Corporate overhead / unit

Corporate overhead / total income

Income efficiency

Rent revenue / total income

Rent revenue / unit

Operating grant / unit

Bad debt / rent revenue

Segmented FPR

Metrics by year

Metrics by segment

Metrics / unit

Expense detail

All expense metrics / total expense

Income Statements

Income statement in AUD

Income statement / total income

Income efficiency

Program: All | State: All | Main business: All | Tier: All | Year: All

Key indicators

56%
Rent revenue / total income
0.8% above benchmark

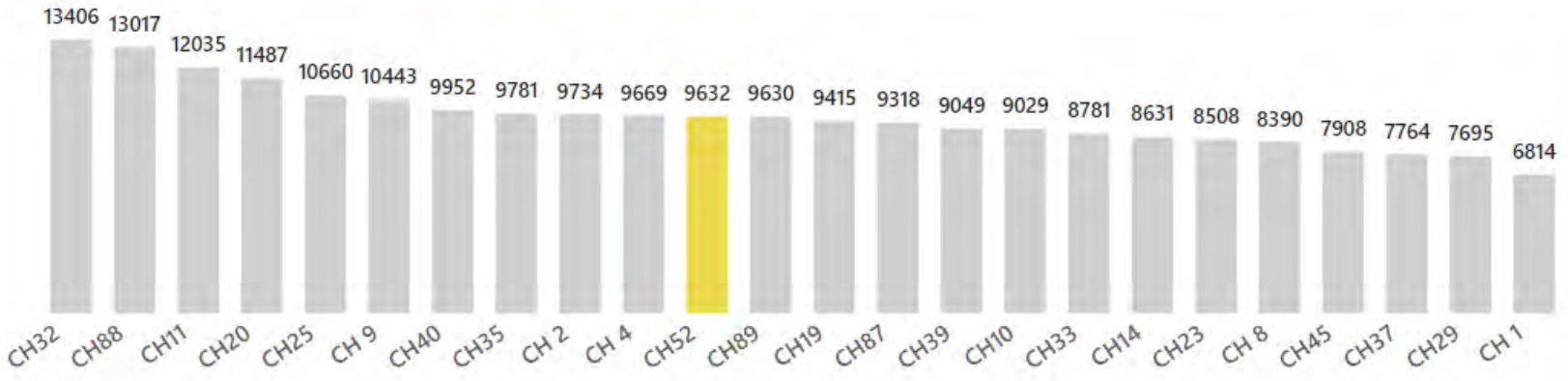
$9,632
Rent revenue / unit
$59 above benchmark

$6,180
Operating grants / unit
$4432 above benchmark

0.80%
Bad debts / rent revenue
0.5% below benchmark

Ranking rent revenue / unit

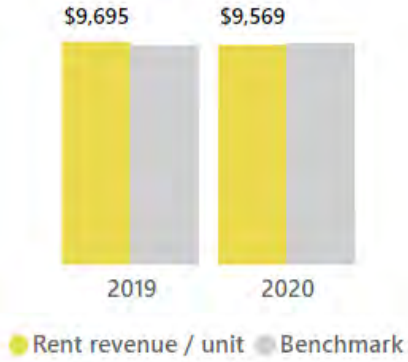
Rent revenue / total income | Rent revenue / unit | Operating grants / unit | Bad debts / rent revenue



Rent revenue / unit

By segment

By Year



Back to index

Additional information

Income efficiency

Program: All | State: All | Main business: All | Tier: All | Year: All

Key indicators

56%
Rent revenue / total income
0.8% above benchmark

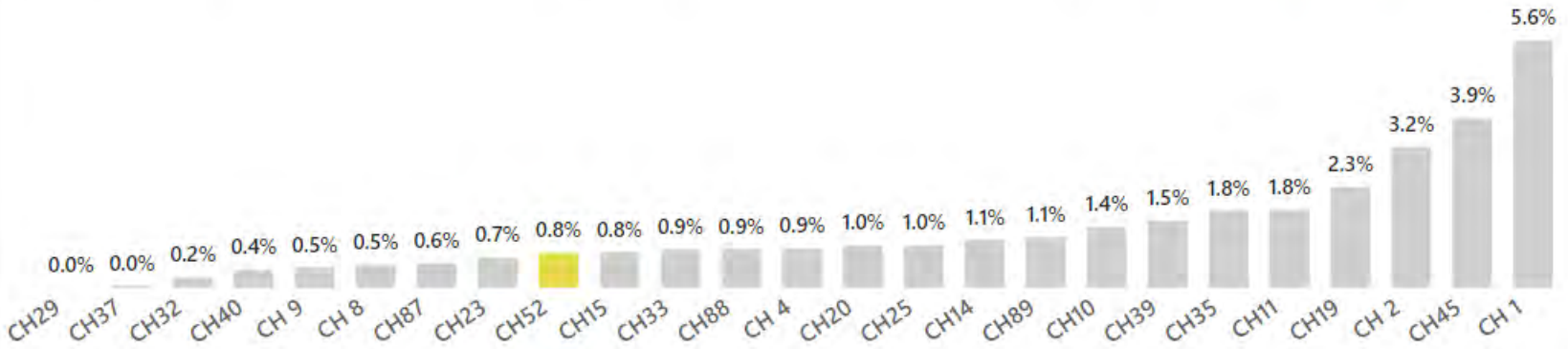
$9,632
Rent revenue / unit
$59 above benchmark

$6,180
Operating grants / unit
$4432 above benchmark

0.80%
Bad debts / rent revenue
0.5% below benchmark

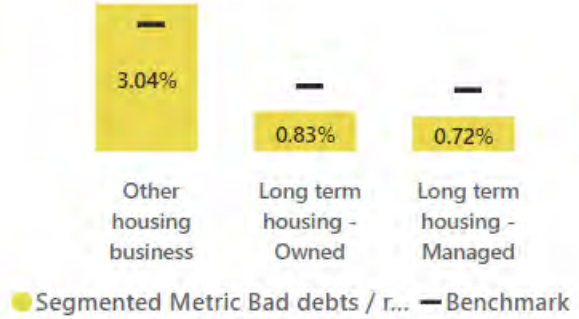
Ranking bad debts / rent revenue

Rent revenue / total income | Rent revenue / unit | Operating grants / unit | Bad debts / rent revenue

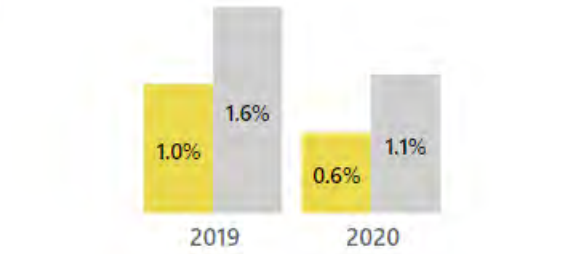


Corp. overhead / total income

By segment



By Year



Back to index

Additional information

Employee efficiency

Program: All | State: All | Main business: Multiple sel... | Tier: All | Year: All

Filters applied

Efficiency indicators

10%
Employee expenses / total income
8% below benchmark

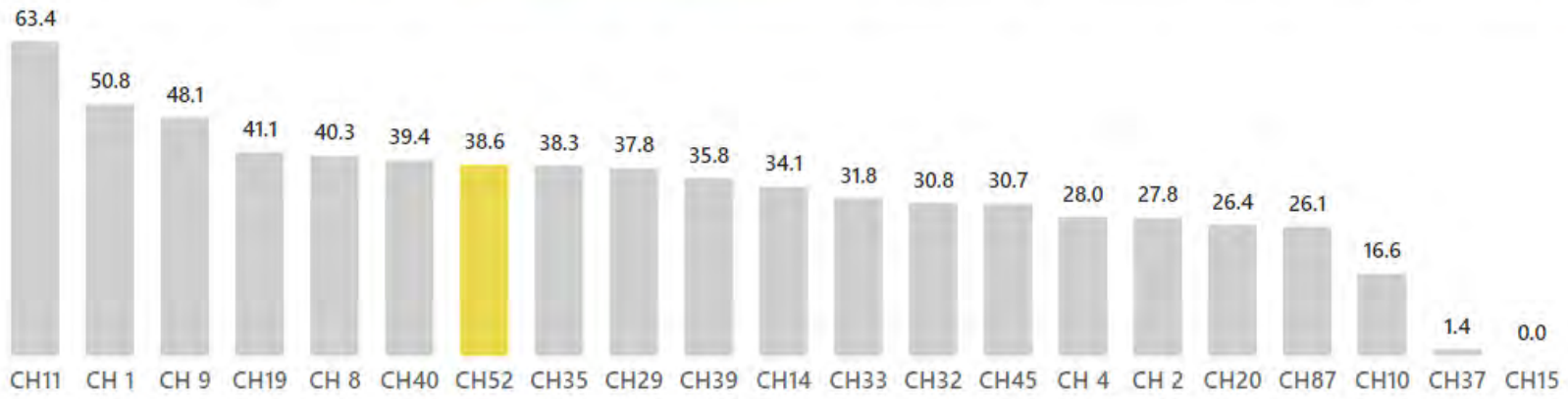
38.6
Number of units per FTE
4.1 above benchmark

$1,773
Employee expenses / units
$187 below benchmark

$68,547
Employee expenses / FTE
$3988 above benchmark

Ranking units per full time employee (FTE)

Employee exp / total income | Units per FTE | Employee exp / units | Employee exp / FTE



Units per FTE

By segment

By Year

Back to index

Additional information

Segmented finance

Program: All | State: All | Main business: All | Tier: All | Year: All

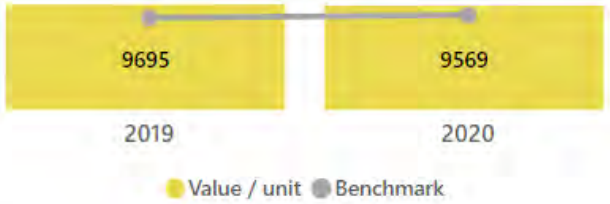
Absolute values | Values / unit

Select a metric: Rent revenue

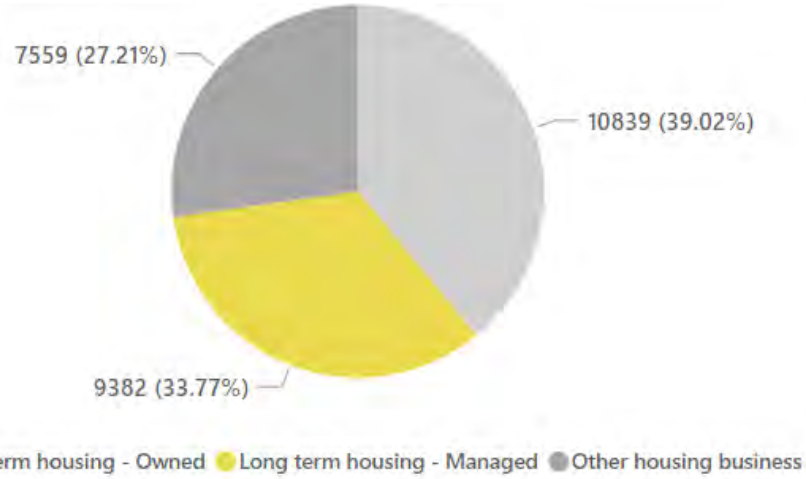
Segment: All

Rent revenue / unit

By year



By segment



Segment	Value / unit	Benchmark	Comparison
Long term housing - Managed	9,382.01	9,676.61	295 below benchmark
Long term housing - Owned	10,839.12	10,391.73	447 above benchmark
Other housing business	7,559.26	4,758.55	2801 above benchmark
Other Non-Housing business			

Back to index

Additional information

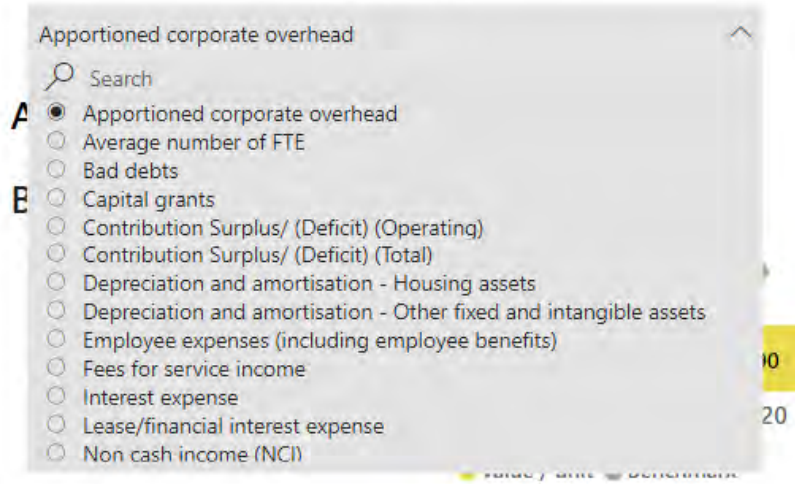
Segmented finance

Program: All | State: All | Main business: All | Tier: All | Year: All

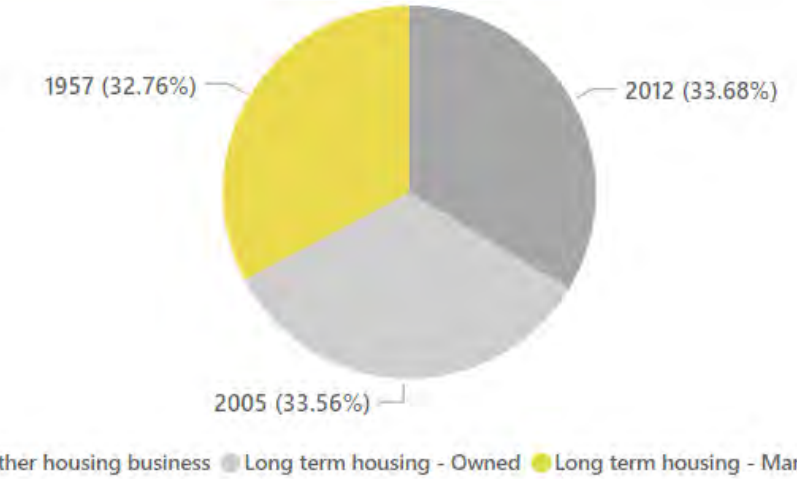
Absolute values

Select a metric: Apportioned corporate overhead

Segment: All



Values / unit



By segment

Segment	Value / unit	Benchmark	Comparison
Long term housing - Managed	1,957.37	1,913.30	44 above benchmark
Long term housing - Owned	2,004.76	2,457.60	453 below benchmark
Other housing business	2,011.85	1,060.69	951 above benchmark
Other Non-Housing business			

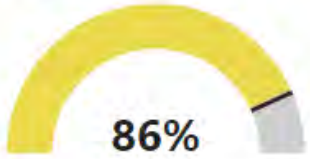
Back to index

Additional information

Neighborhood overview

Multi jurisdiction: All | State: All | Main business: All | Tier: All | Year: All

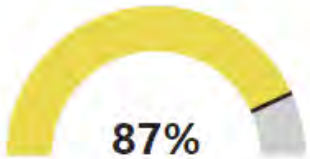
Key indicators



86%

Neighborhood satisfaction

1% below sector average



87%

Overall satisfaction

0% above sector average

7.9

Overall Personal Wellbeing Index (PWI)

0.1 above sector average

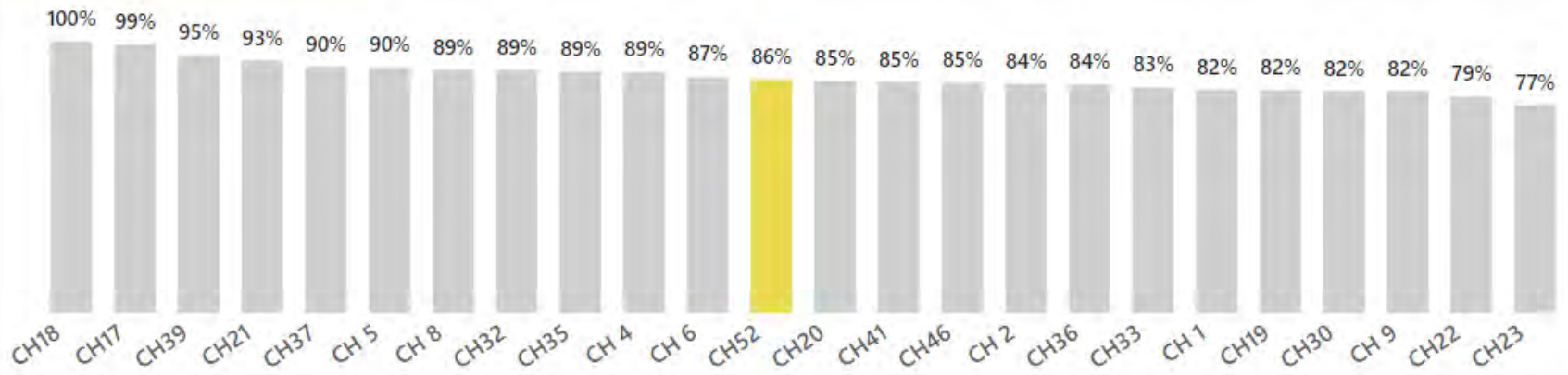
8.9

PWI community connectedness

1.6 above sector average

Ranking neighborhood satisfaction

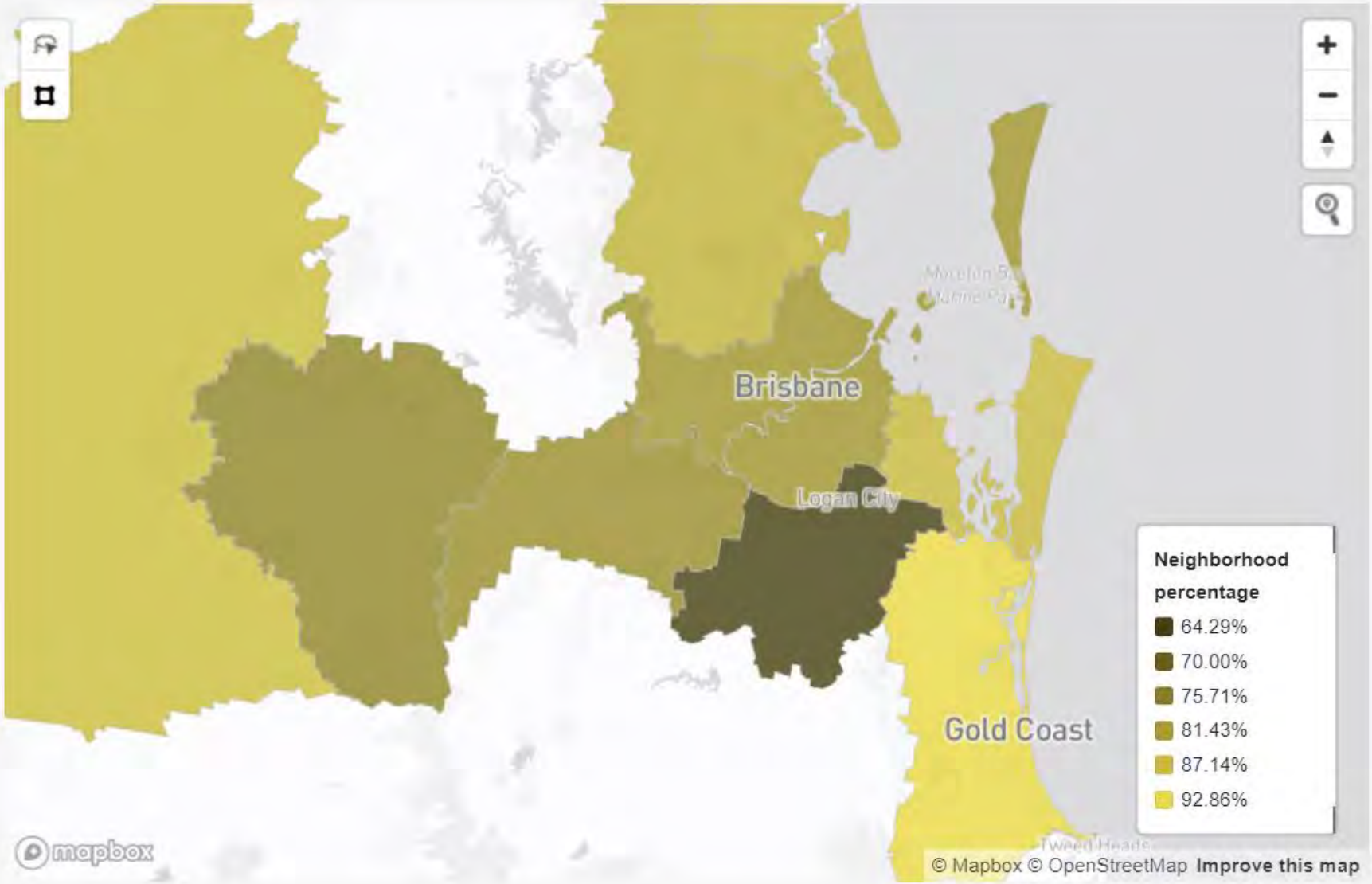
Neighborhood | Overall satisfaction | PWI overall | PWI community



Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



Metrics

Filters applied

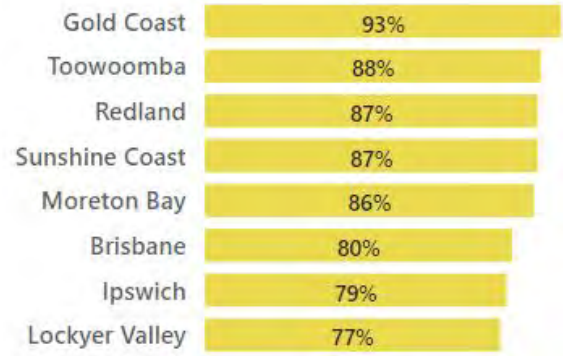
82% — Overall satisfaction
3% below sector average

82% — Neighborhood satisfaction
4% below sector average

8.2 — Overall PWI
0.3 above sector average

8.8 — PWI community connectedness
1.6 above sector average

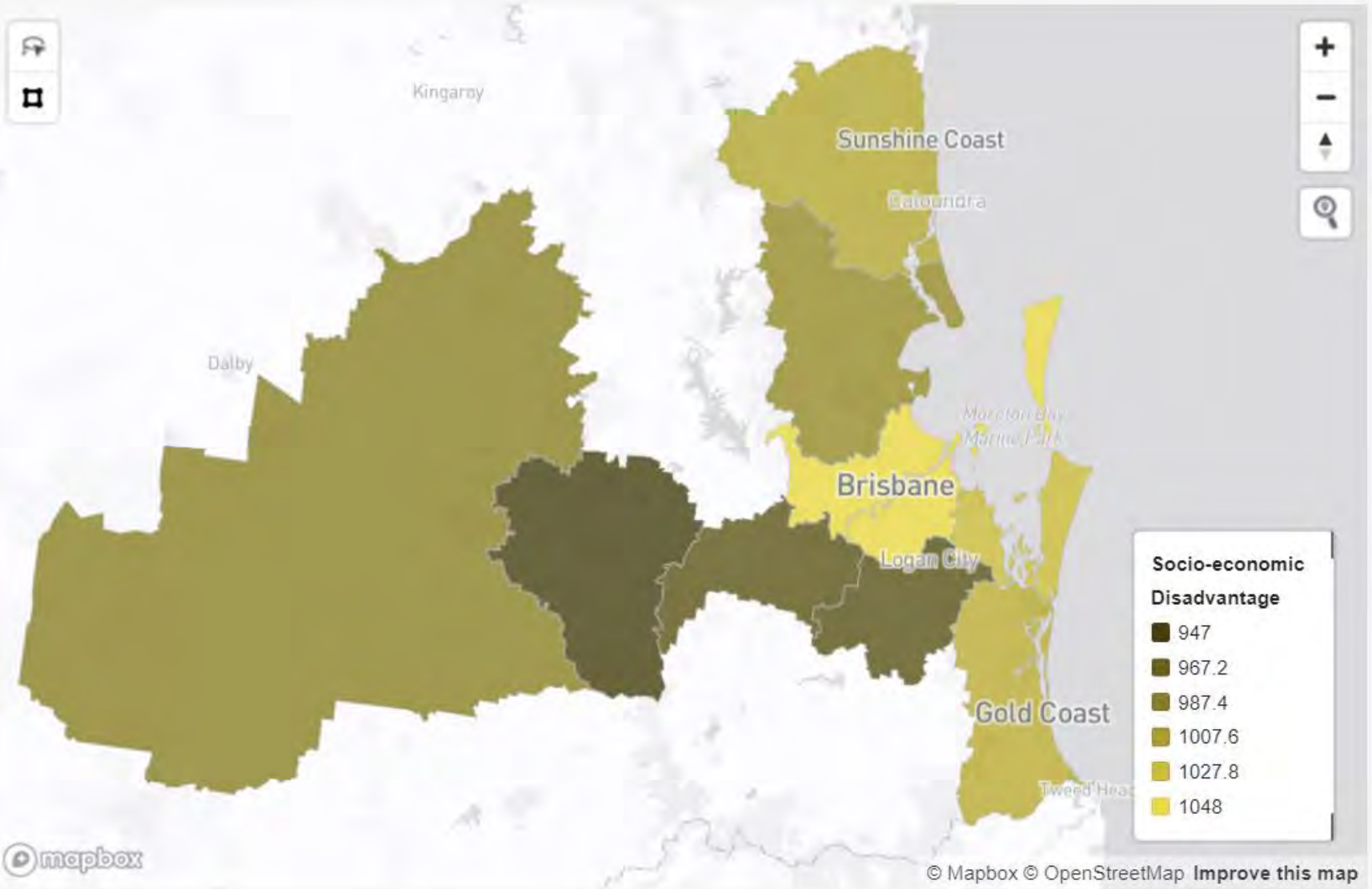
Neighborhood



Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

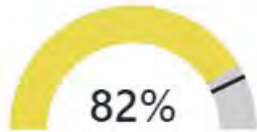
Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



Metrics

Filters applied

Overall satisfaction
3% below sector average

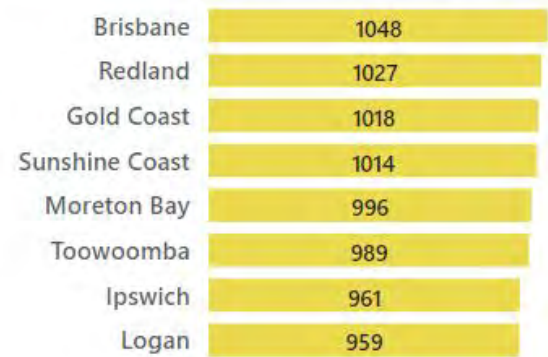


Neighborhood satisfaction
4% below sector average

Overall PWI
0.3 above sector average

PWI community connectedness
1.6 above sector average

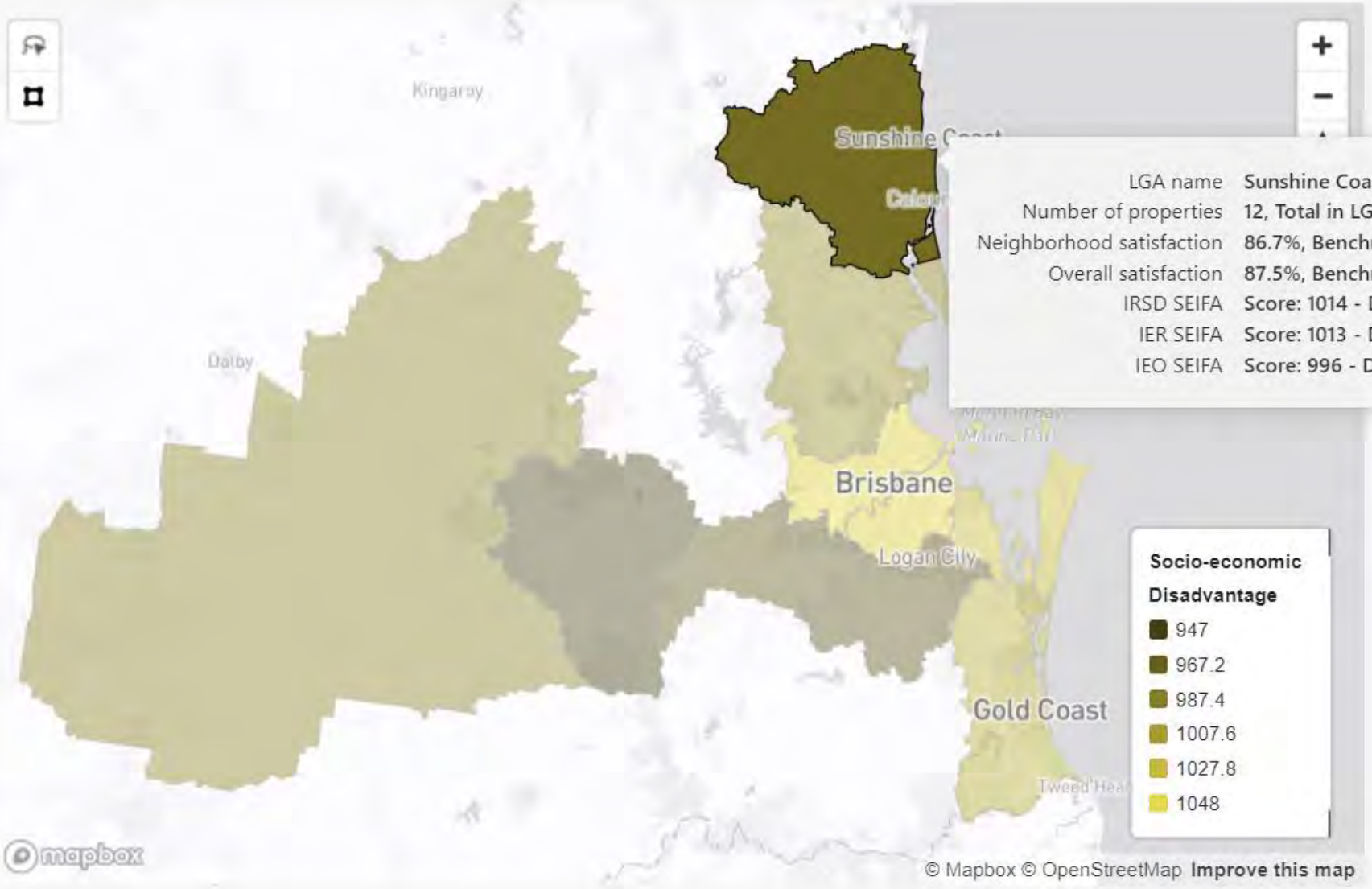
Socio-economic disadvantage



Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



Metrics

Filters applied

88% — Overall satisfaction
3% above sector average

87% — Neighborhood satisfaction
2% above sector average

9.0 — Overall PWI
1.4 above sector average

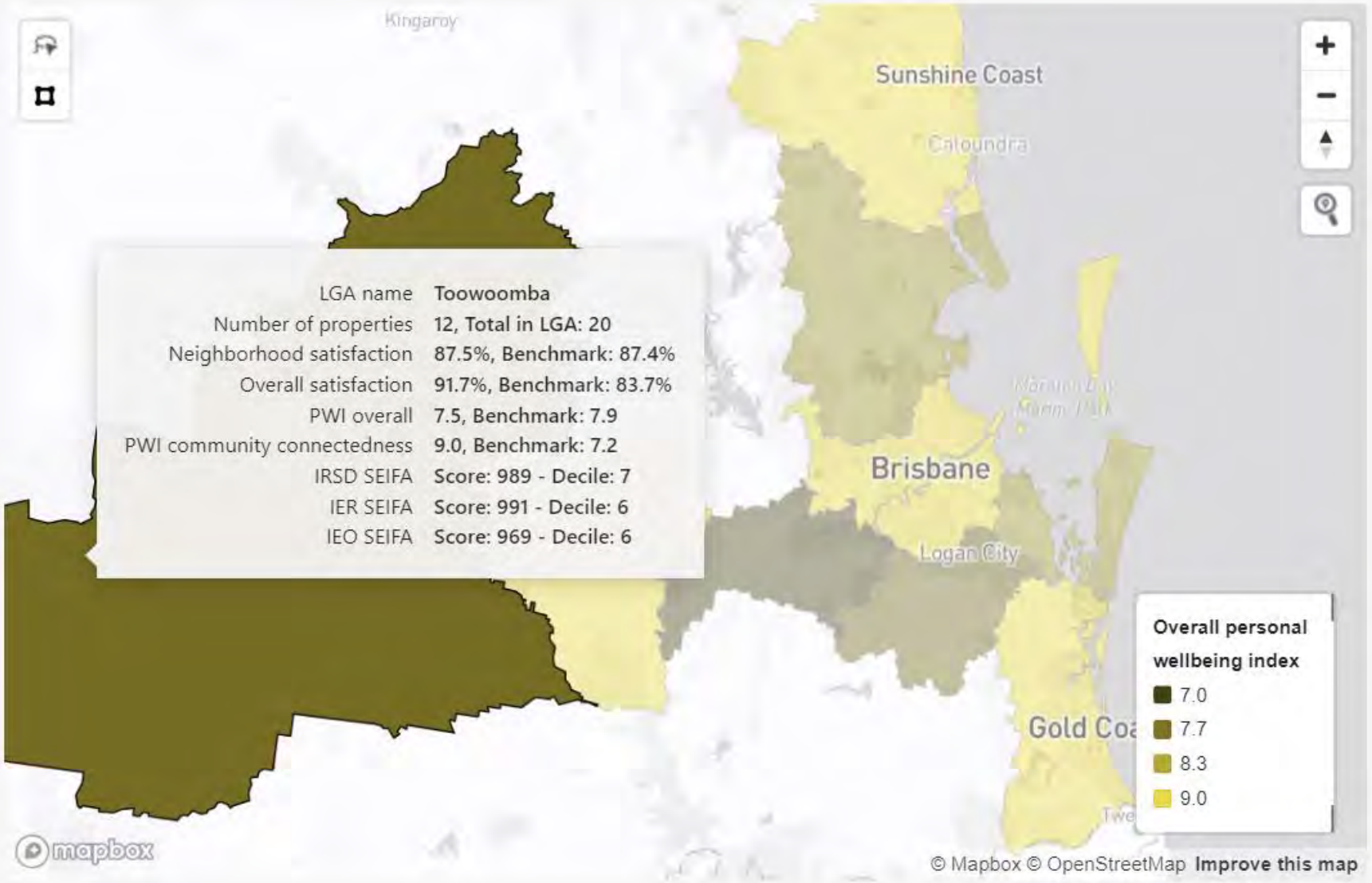
8.7 — PWI community connectedness
1.7 above sector average

Socio-economic disadvantage

Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | PWI overall | PWI community | Socio-economic disadvantage



LGA name	**Toowoomba**
Number of properties	**12, Total in LGA: 20**
Neighborhood satisfaction	**87.5%, Benchmark: 87.4%**
Overall satisfaction	**91.7%, Benchmark: 83.7%**
PWI overall	**7.5, Benchmark: 7.9**
PWI community connectedness	**9.0, Benchmark: 7.2**
IRSD SEIFA	**Score: 989 - Decile: 7**
IER SEIFA	**Score: 991 - Decile: 6**
IEO SEIFA	**Score: 969 - Decile: 6**

Metrics

Filters applied

92% — Overall satisfaction
8% above sector average

88% — Neighborhood satisfaction
0% above sector average

7.5 — Overall PWI
0.4 below sector average

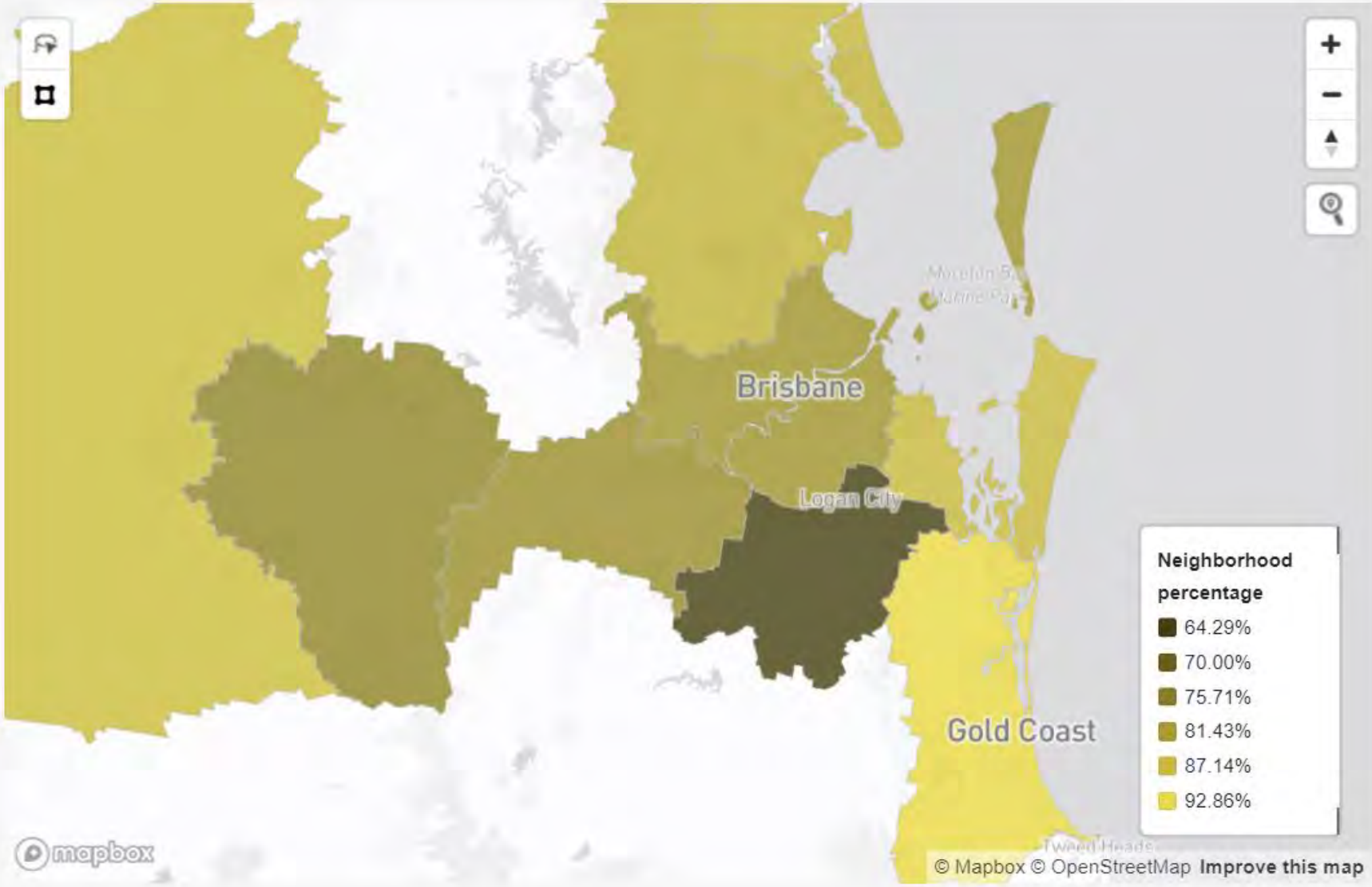
9.0 — PWI community connectedness
1.8 above sector average

PWI overall

Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



Metrics

Filters applied

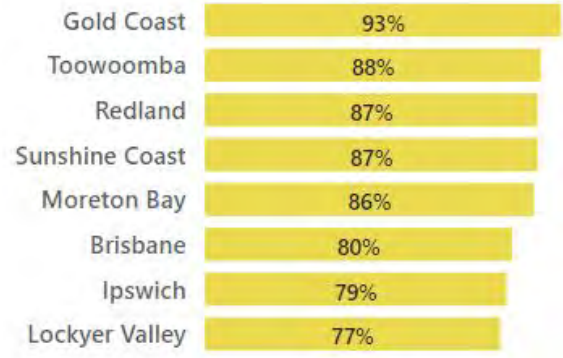
82% — Overall satisfaction
3% below sector average

82% — Neighborhood satisfaction
4% below sector average

8.2 — Overall PWI
0.3 above sector average

8.8 — PWI community connectedness
1.6 above sector average

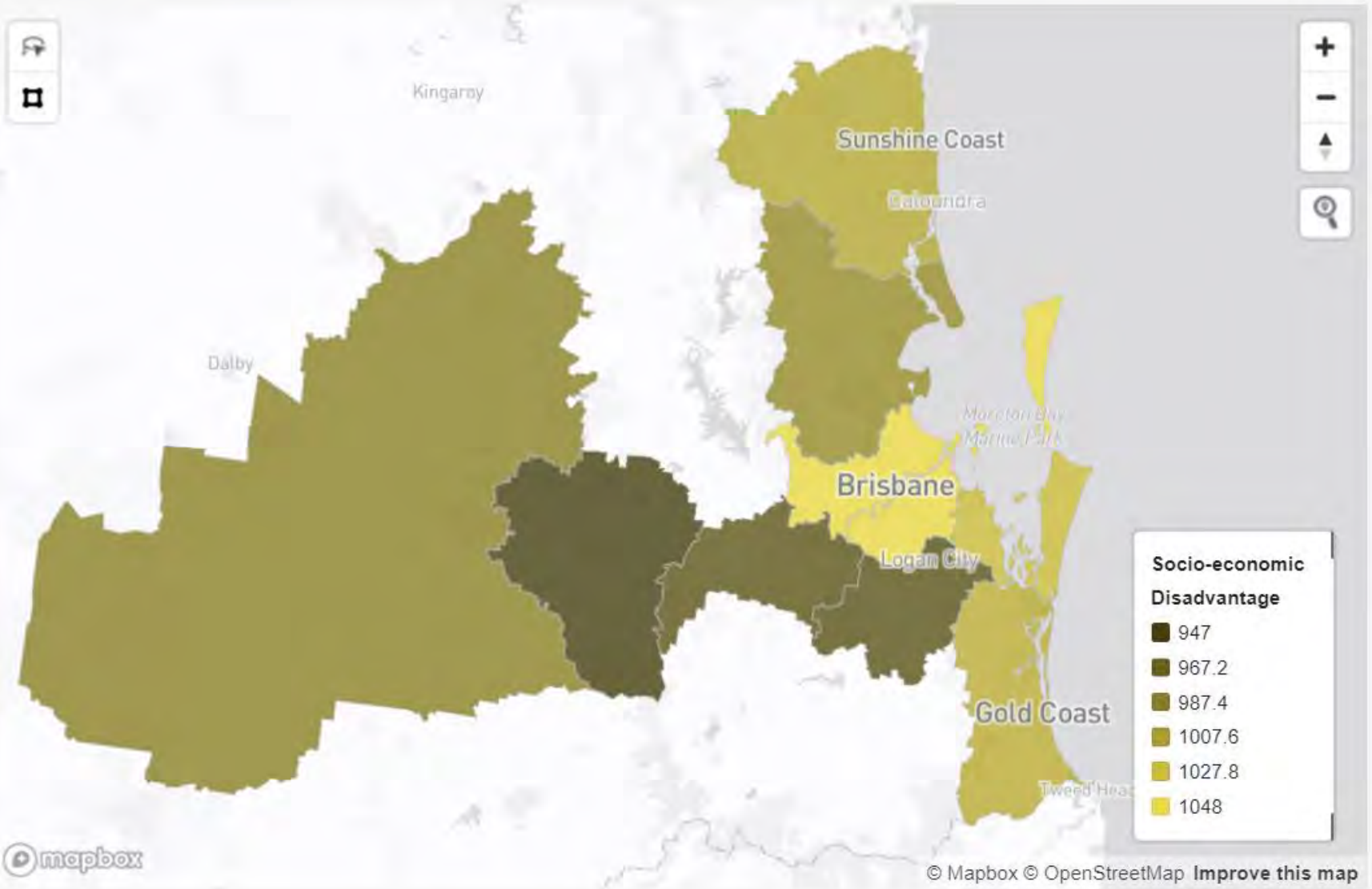
Neighborhood



Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

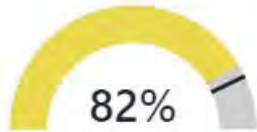
Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



Metrics

Filters applied

Overall satisfaction
3% below sector average

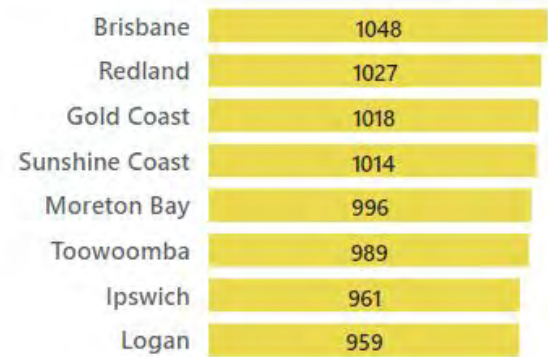


Neighborhood satisfaction
4% below sector average

Overall PWI
0.3 above sector average

PWI community connectedness
1.6 above sector average

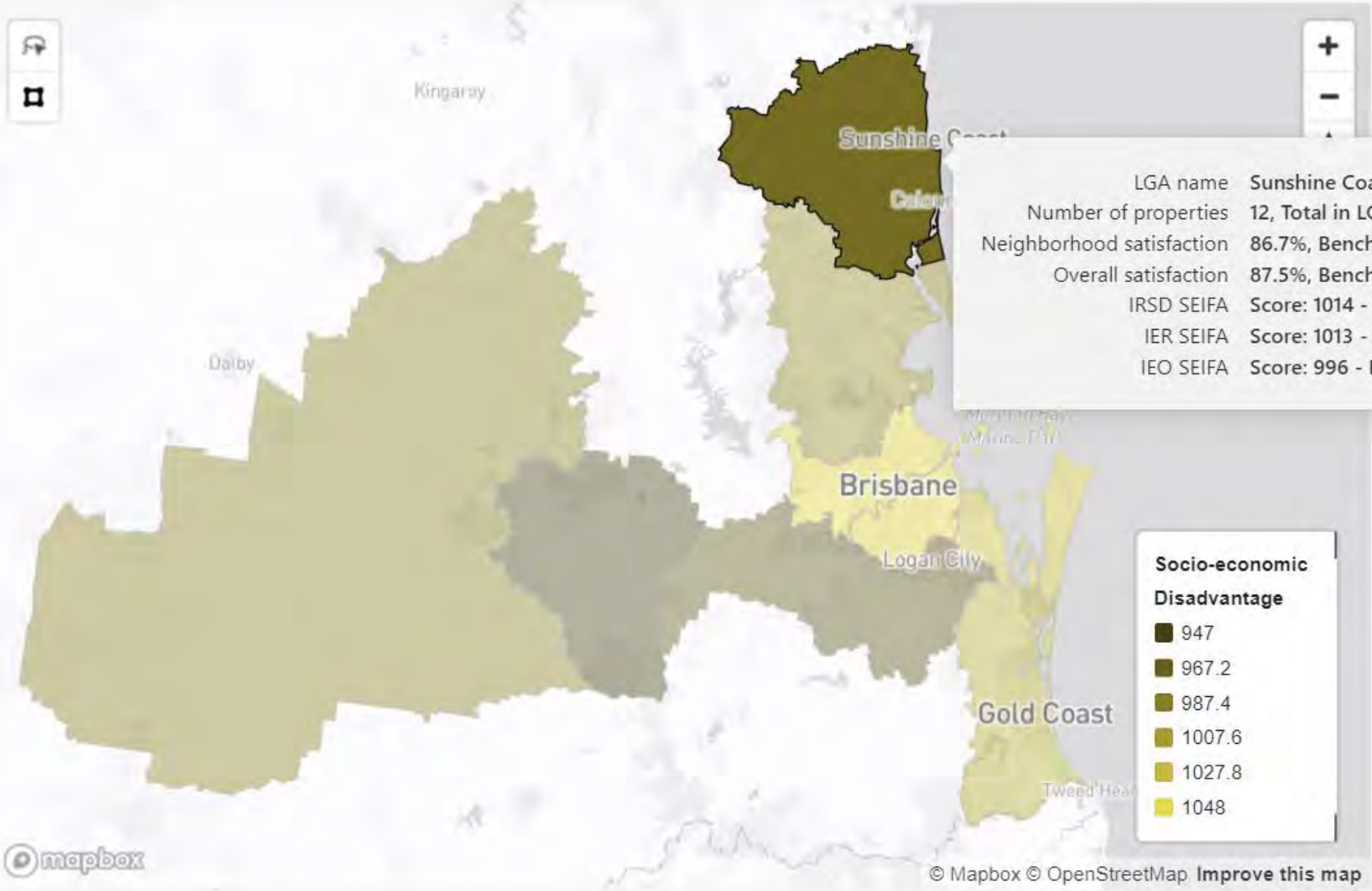
Socio-economic disadvantage



Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | Socio-economic disadvantage | Economic Resources | Education and Occupation



LGA name	Sunshine Coast
Number of properties	12, Total in LGA: 20
Neighborhood satisfaction	86.7%, Benchmark: 84.6%
Overall satisfaction	87.5%, Benchmark: 84.5%
IRSD SEIFA	Score: 1014 - Decile: 8
IER SEIFA	Score: 1013 - Decile: 8
IEO SEIFA	Score: 996 - Decile: 8

Socio-economic Disadvantage

- 947
- 967.2
- 987.4
- 1007.6
- 1027.8
- 1048

Metrics

Filters applied

88% — Overall satisfaction
3% above sector average

87% — Neighborhood satisfaction
2% above sector average

9.0 — Overall PWI
1.4 above sector average

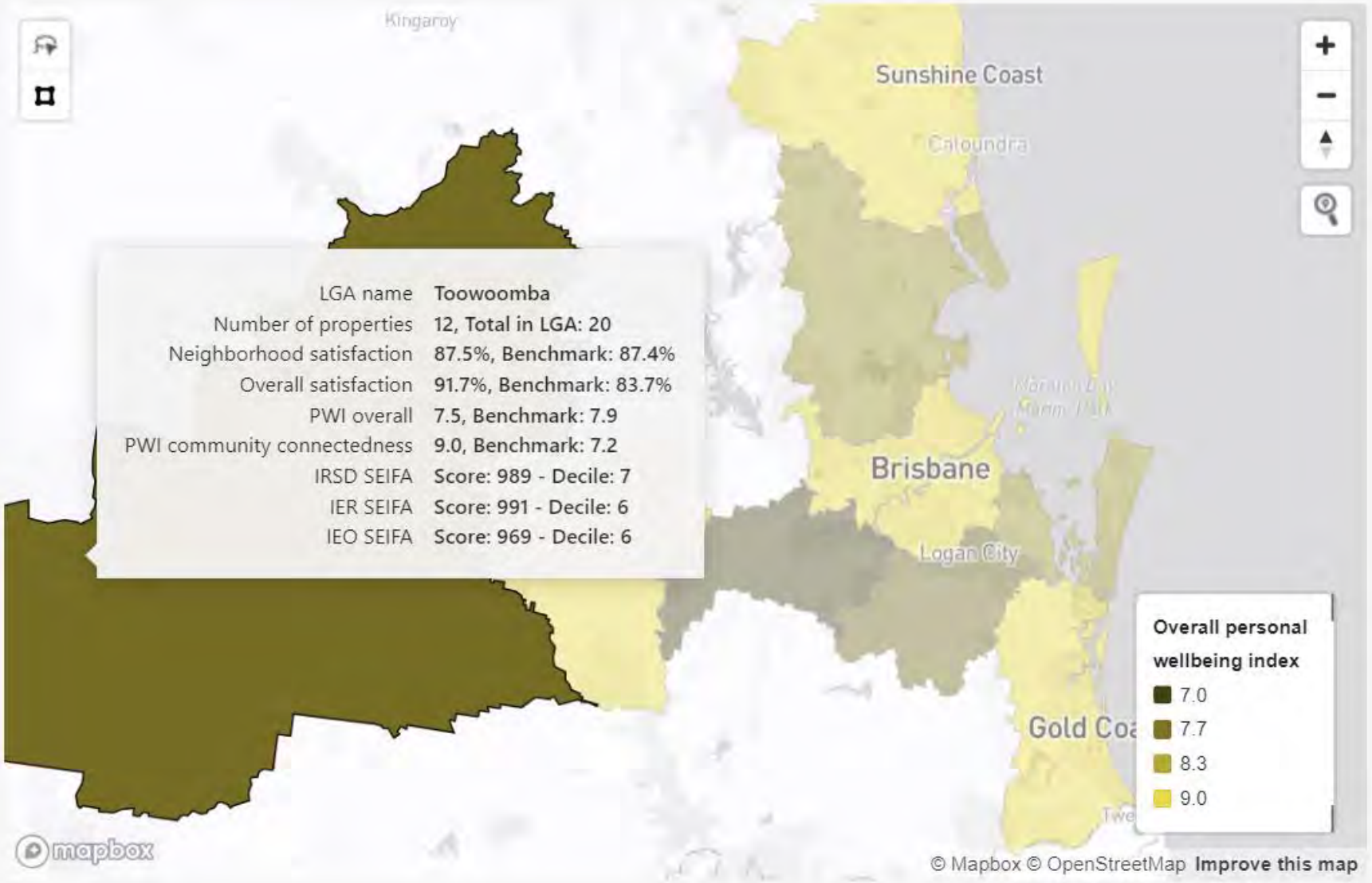
8.7 — PWI community connectedness
1.7 above sector average

Socio-economic disadvantage

Neighborhood map

Multi jurisdiction: All | State: Queensland | Main business: All | Tier: All | Year: All

Neighborhood | PWI overall | PWI community | Socio-economic disadvantage



LGA name	Toowoomba
Number of properties	12, Total in LGA: 20
Neighborhood satisfaction	87.5%, Benchmark: 87.4%
Overall satisfaction	91.7%, Benchmark: 83.7%
PWI overall	7.5, Benchmark: 7.9
PWI community connectedness	9.0, Benchmark: 7.2
IRSD SEIFA	Score: 989 - Decile: 7
IER SEIFA	Score: 991 - Decile: 6
IEO SEIFA	Score: 969 - Decile: 6

Metrics

Filters applied

92% — Overall satisfaction — 8% above sector average

88% — Neighborhood satisfaction — 0% above sector average

7.5 — Overall PWI — 0.4 below sector average

9.0 — PWI community connectedness — 1.8 above sector average

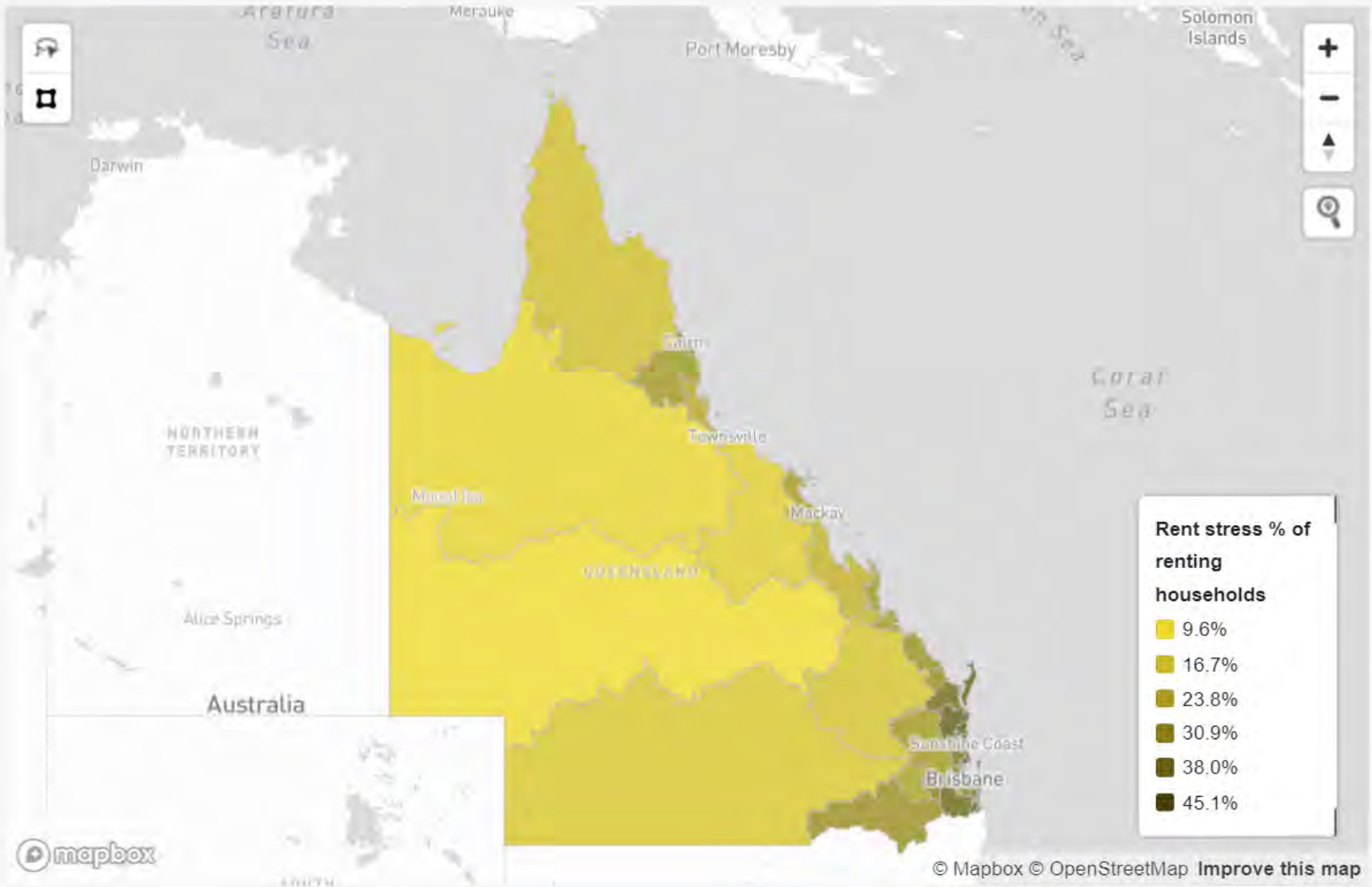
PWI overall

Housing need by electorate

State: Queensland

Electorate: All

% of renting households in rent stress | Households in rent stress | Unmet need



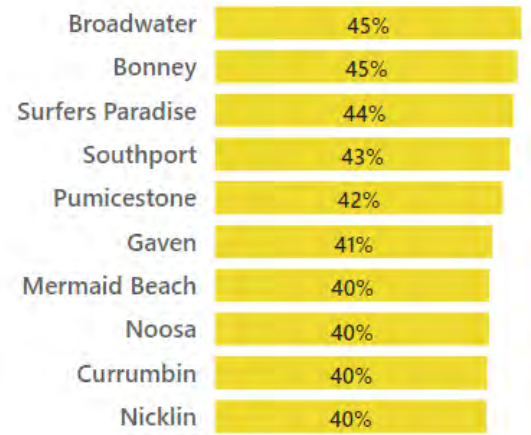
Housing need in numbers

199,480
Households in rent stress

30.7%
% of renting households in rent stress

152,800
Unmet need
(Homelessness + Low income Rent Stress households)

% of renting households in rent stress

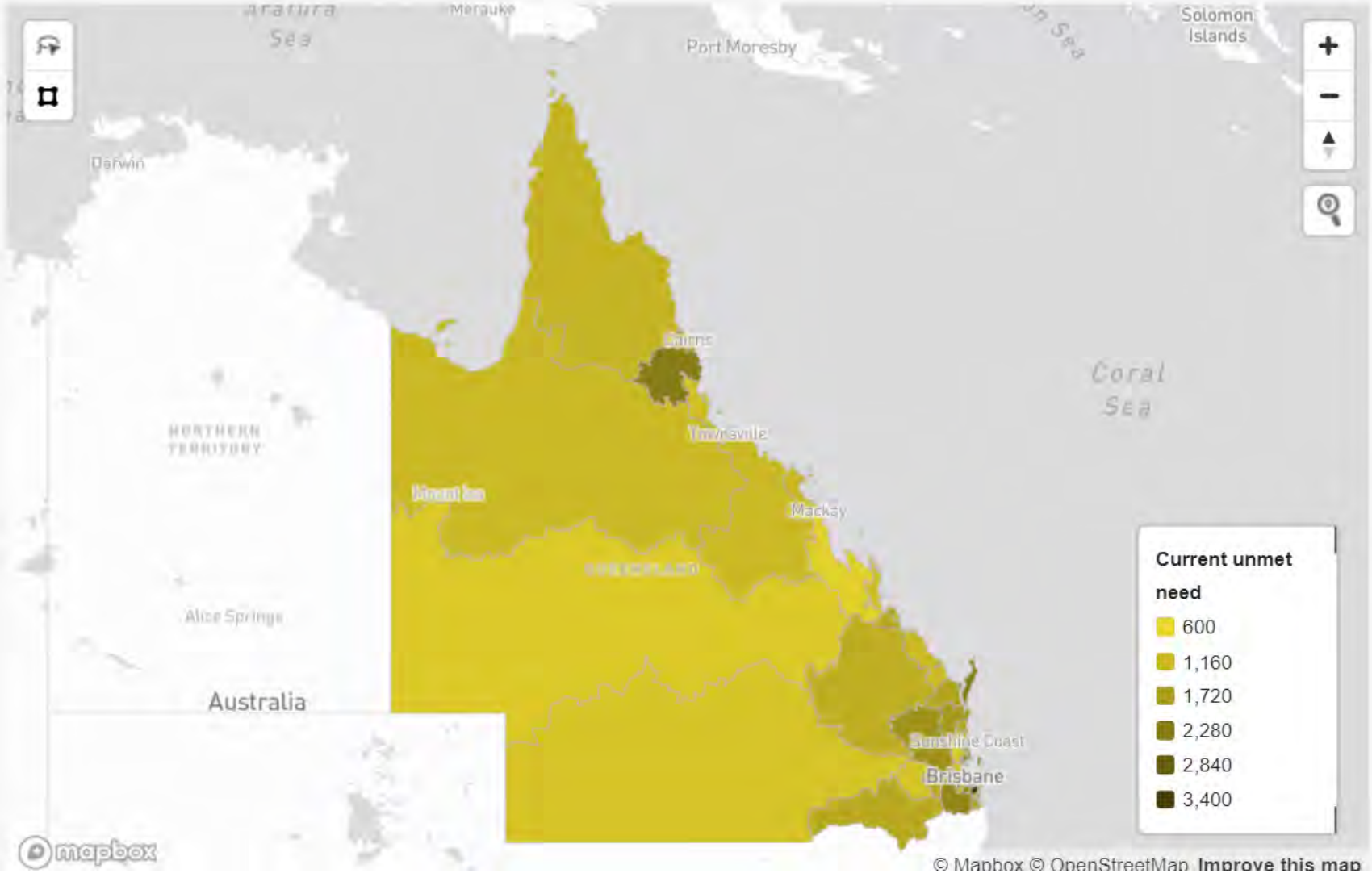


Housing need by electorate

State: Queensland

Electorate: All

% of renting households in rent stress | Households in rent stress | Unmet need



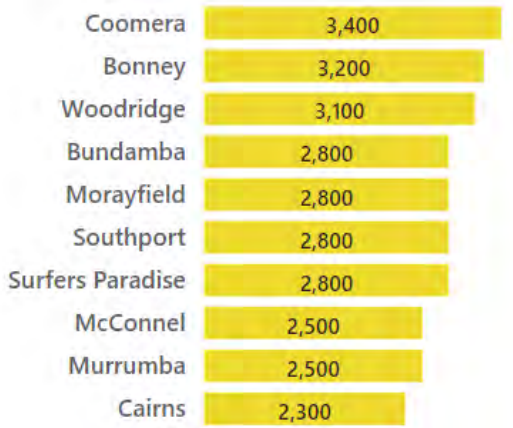
Housing need in numbers

199,480
Households in rent stress

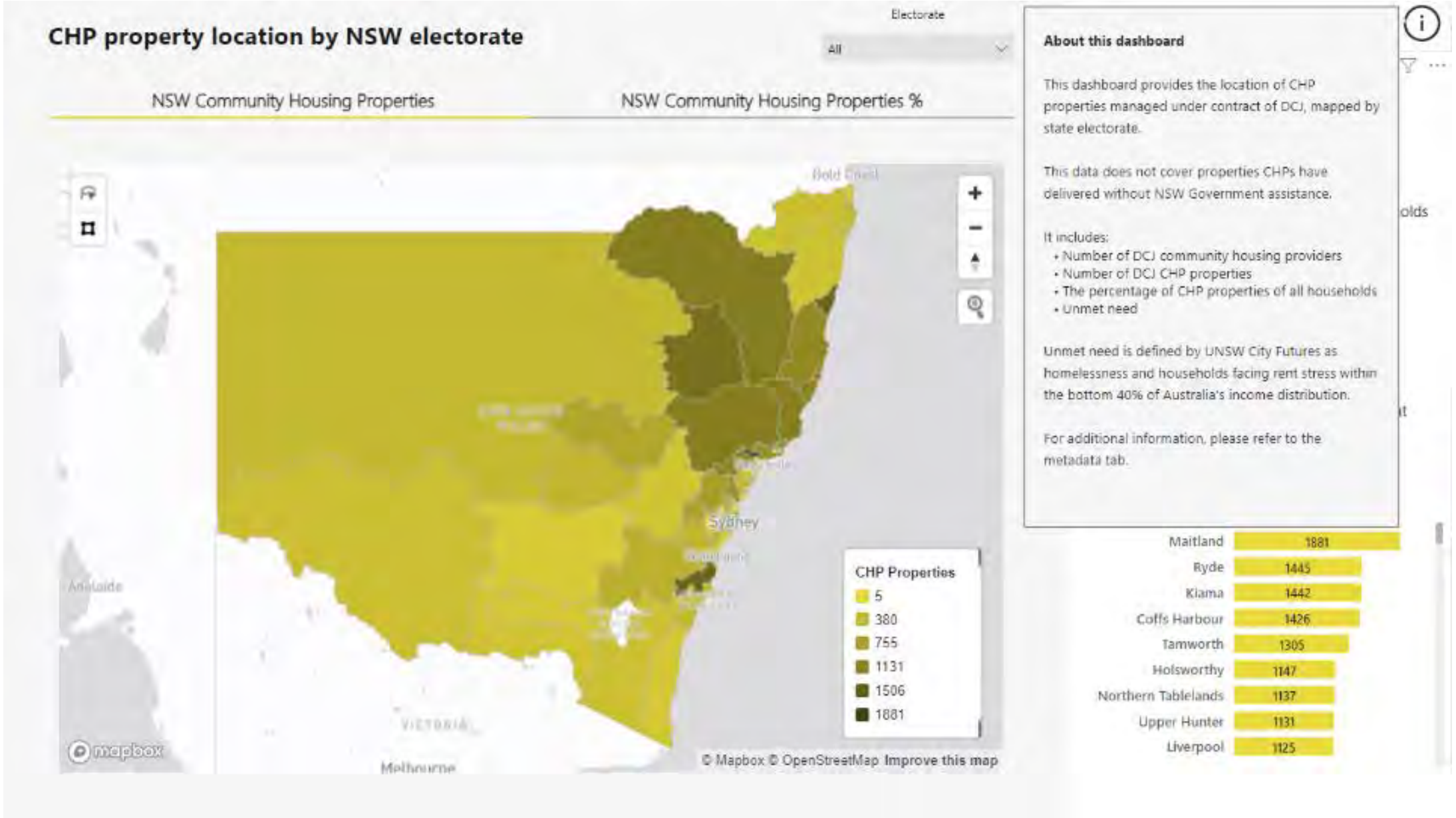
30.7%
% of renting households in rent stress

152,800
Unmet need
(Homelessness + Low income Rent Stress households)

Current unmet need



Reading dashboards – the ⓘ symbol

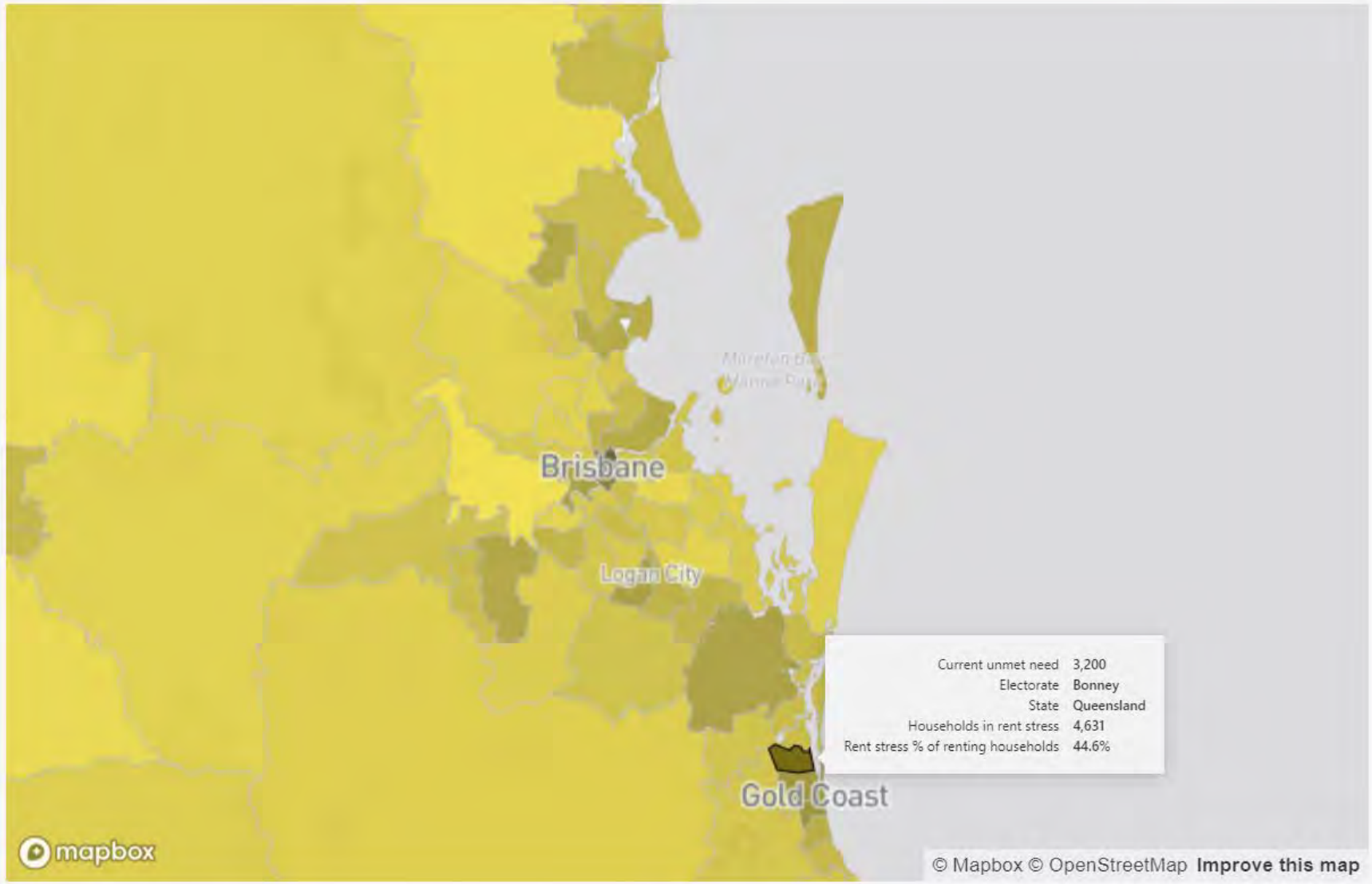


Housing need by electorate

State: Queensland

Electorate: All

% of renting households in rent stress | Households in rent stress | Unmet need



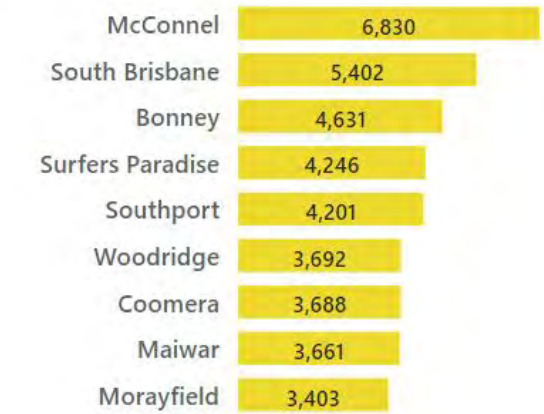
Housing need in numbers

199,480
Households in rent stress

30.7%
% of renting households in rent stress

152,800
Unmet need
(Homelessness + Low income Rent Stress households)

Households in rent stress



Road map

Next steps and further developments

- Further participation from different states and territories – House Keys Victoria under construction
- FY 2024 data – send when ready
  - FPR, CHAPR and CHRIS downloads for FY 23/24
  - Survey data to be added by CHIA NSW
- Tenant Insight Portal launched in February 2024
- Additional dashboards
- Member led developments
- Industry best practice workshops

Road map

Next steps and further developments

- Additional satisfaction survey content recently launched in a new Tenant Insight Portal:
  - a series of dedicated dashboards and maps for benchmarking tenant satisfaction survey results.
- Create Balance Sheets in Financial Dashboards
- Ongoing updates for tenant satisfaction results as soon as they finish.
- State specific data sources?
- House Keys Workforce

Is it hard to take part in House Keys?

It’s extremely easy to take part

- Designed to be as easy as possible

- Sign User Agreement
- Send three documents that you have already produced as part of Community Housing Registration via a secure link and provide basic information about location and property numbers
  - Compliance Return
  - Financial Performance Report
  - Community Housing Asset Performance Report (CHAPR)

- CHIA NSW checks, validates and loads data

Cost details

Cost recovery basis for CHIA NSW

- Hosting, security, ongoing development costs
- In house data analyst to set up and maintain
- Administration time
- Direct set up and prototyping costs of c. $150,000 covered by NSW DCJ Industry Development Strategy and CHIA NSW
- Some short term cost reductions if limited data available

- Tier 1: $7,000 per organisation, per year
- Tier 2: $2,500 per organisation, per year
- Tier 3: $800 per organisation, per year

Proposed grouped costing for Queensland

Based on at least three Queensland participants

- Including two Tier 1 CHPs

- Tier 1: $5,000 per organisation, per year
- Tier 2: $1,200 per organisation, per year
- Tier 3: $400 per organisation, per year

Tailoring for Queensland

Add the most value for Queensland sector

- Qld. specific additional data sources?
- Qld. specific program filters?
  - where the data is segmentable
- Other ABS data sets?
- Other customisation?

Contact details

- If you would like more information or have any questions, please contact
- adamw@communityhousing.org.au