

Registered agency:

Servants Community Housing

Category of registration:

Housing provider (registered as at 13 October 2008)

Date of annual review:

13 January 2014 (incorporating 2012-13 annual reporting)

Performance against Performance Standards:

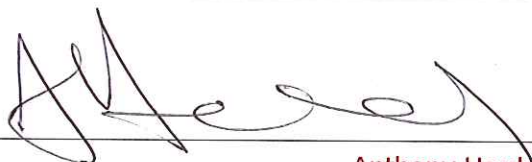
Governance	Met
Management of the Agency	Met
Probity	Met
Financial viability	Met
Risk management	Met
Tenancy management	Met
Housing management and maintenance	Met

Continuous Improvement:**Legislative compliance:****Performance improvement plan:**

Improve management of the agency through development and implementation of formal staff performance reviews	June 2013
Improve management of the agency through implementation of Operations Manual in Hamer Court	June 2013

Engagement profile and plan:

Engagement profile	Low agency
Schedule of meetings	Next meeting due September 2014

Anthony Hardy
Registrar of Housing Agencies

Key performance measures summary

The information is a guide and importantly, should only be considered within the context of the attached annual review report.

	KPM	Servants 2010-11	Servants 2011-12	Servants 2012-13	Similar agencies 2012-13
1	Regular board meetings (%)	100	100	100	100
2	Active board members (%)	97.3	90.6	89.5	85.1
3	Business plan and budget approved within reasonable timeframe	Yes	Yes	Yes	n/a
4	Staff turnover (%)	0	33.3	20	5.6
5	Senior staff turnover (%)	0	25	0	0
6	Turnaround time (days)	37	39	5	6
7	Void loss (%)	10.8	11.8	0.6	0.2
8	Rent outstanding from current tenants (%)	2.7	4.8	1.9	1
9	Arrears written off as bad debt (%)	2.6	13.6	2.7	0.6
10	Evictions (percentage of exits)	5.8	16.3	32	19.2
11	Tenancies maintained (%)	60.9	51.9	59.7	86.6
12	Current tenants owing more than 8 weeks (%)	5.6	6.3	1.6	0.5
13	Complaints from tenants/prospective tenants resolved within 30 days (%)	No complaints received	No complaints received	100	50
14	Tenants satisfaction – housing services (%)	100	N/A**	89.5	95.5
15	Tenants satisfaction – consideration of views (%)	100	N/A**	86.8	92
16	Urgent repairs resolved in 24 hours (%)	N/A***	N/A***	100***	97.1
17	Non-urgent repairs resolved within 14 days (%)	N/A***	N/A***	48.1***	94.2
18	Tenant satisfaction – maintenance (%)	100	N/A**	76.3	90.5

** SCH conducts a tenant survey every two years

*** DOH responsible for repairs and maintenance at the Hawthorn rooming house, Boroondara Council for the Kew property.

	Financial measures	Servants 2010-11	Servants 2011-12	Servants 2012-13
1	Current ratio (times)	5.7	2.8	4.1
2	Operating cash flow (\$)	(28,115)	41,242	109,245
3	Cash balance (\$)	197,251	205,278	294,801
4	Net assets (\$)	289,414	225,224	334,445
5	Income to expense	0.92	0.90	1.03

DISCLAIMER

Financial and non-financial reporting submitted to the Housing Registrar will be used for the annual regulatory review of the registered housing associations and providers. In completing this review, the Housing Registrar places reliance on the completeness and accuracy of information supplied to us by the agency and other parties. The information is used to inform our approach to regulation and to identify possible non-compliance with the legislative requirements and gazetted performance standards for further investigation.

The review report, and financial and other reporting templates assist us in our statutory duty of regulation of registered housing agencies. Our review report presents conclusions that we have reached regarding the agency's compliance. The Housing Registrar accepts no liability whatsoever for the accuracy or completeness of any information or assessment contained in the review report. No third party may rely on its contents, but must make its own investigations or enquiries.

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