



# Key Performance Measure Reporting

## Guidance Note

### Purpose

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This document provides detailed instructions for registered Community Housing Providers (CHPs) on the collection and reporting of Key Performance Measures (KPMs). It also provides standardised definitions for key terms and tips to support data collection and analysis.

### Key performance measures

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KPMs are the foundation for how the Community Housing Regulatory Authority (CHRA) undertakes its annual monitoring of registered CHPs. The measures collect a cross-section of data from CHPs about how they are performing against a series of key risk areas under the performance standards prescribed by the Public and Community Housing Management Act 1992 (PACHMA). CHRA uses this data as a way of identifying any potential performance issues or risks that may need to be investigated.

This data is also used to support public reporting of sector information on the CHRA website. Following the end of each reporting period, CHRA intends to publish

both an aggregated sector snapshot and select performance data of each individual provider. CHRA does not publish any commercially sensitive information or any data that may unfairly represent the performance of an individual provider.

KPM data is also used to fulfil some of the contractual performance reporting requirements for registered CHPs who have an income-related rent subsidy (IRRS) services agreement with the Ministry of Housing and Urban Development (HUD). For this purpose, CHRA shares data reported by those CHPs with the Contract Management team (CMT) for analysis.

### What data needs to be reported?

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Registered CHPs must include performance data relating to all properties they own or lease. This includes properties of which the property or tenancy management is contracted out to another organisation (including another registered CHP). Registered CHPs who undertake property or tenancy management on behalf of another organisation or person do not have to report performance data relating to those properties.

# Definitions

The following definitions apply to the key performance measures:

<b>Complaint</b>	Any expression of dissatisfaction (informal or formal) made where a response or resolution is expected
<b>Days</b>	Calendar days (including public holidays and weekends)
<b>Financial year</b>	Between 1 July and 30 June
<b>Households</b>	Tenancies; Not individual tenants in a tenancy
<b>Non-urgent repairs</b>	A state of disrepair unlikely to cause injury to people or property
<b>Rent</b>	Money regularly received under a rental agreement with the tenant (including IRRS); Does not include money paid by way of a bond or other charges
<b>Rent arrears</b>	Rent payments due that have not been paid
<b>Tenancy exits</b>	Tenancy ended for reasons other than an eviction (i.e. a tenancy termination)
<b>Tenanted property</b>	Properties with an active tenancy agreement in place
<b>Tenancy termination</b>	Tenancy ended due to eviction
<b>Tenantable vacancies</b>	<p>A vacant property ready to be occupied. This includes:</p> <ul style="list-style-type: none"><li>• Properties that required maintenance, repair, or cleaning, but that work has now been completed</li><li>• Properties that might be vacant because they are difficult to tenant (e.g. due to lack of suitable tenants or number of bedrooms)</li><li>• Newly acquired properties post-settlement</li></ul>
<b>Untenantable vacancies</b>	<p>A vacant property that requires maintenance, repair, or upgrading before it is ready to be occupied. This includes:</p> <ul style="list-style-type: none"><li>• Damaged or contaminated properties</li><li>• Properties vacated for maintenance, alterations, or improvements</li><li>• Properties where vacated tenants have left belongings or rubbish behind</li><li>• Newly constructed properties awaiting a Code Compliance Certificate</li></ul>
<b>Urgent repairs</b>	A state of disrepair likely to cause injury to people or property

# Key Performance Measure 1:

## Rent Arrears

### Purpose

KPM 1 measures the amount of rent arrears as a proportion of total rent charged and the timeliness of how rent arrears are being managed. Rent arrears are one indicator of how well a provider is performing with respect to the performance standards on managing financial risk exposure and maintaining a responsive tenancy management system.

### Guidance

#### **1.1. *Total rent charged between 1 July and 30 June***

- The reported figure should include all rent that was due during the reporting period, including rent charged to tenants who vacated the properties during that period.

#### **1.2. *Total rent outstanding as at 30 June***

- The reported figure should only include rent outstanding that was charged during the reporting period.
- The reported figure should exclude rent arrears owed by tenants who have vacated.

#### **1.3. *Number of households as at 30 June***

- The reported figure should count the number of households (tenancies) and not individual tenants.
- The reported figure should exclude households who vacated during the reporting period.

#### **1.4. *Number of households as at 30 June***

- The reported figure should exclude outstanding rent that was accumulated during the previous reporting period.
- The reported data should count households in arrears for more than 21 calendar days. This includes public holidays and weekends.
- The number of days in rent arrears can be calculated by dividing a tenant's outstanding rent with their daily rent charged.

# Key Performance Measure 2:

## Tenancy Turnover

### Purpose

KPM 2 measures the number of tenancy terminations and exits and well as the reason why those tenancies ended. CHRA is interested in tenancy turnover data as an indicator of how well CHPs are performing in relation to ensuring their tenancy management process is responsive and legally compliant.

### Guidance

#### **2.1. *Number of tenancy terminations (evictions) between 1 July and 30 June***

- The reported figure should include a count of evicted households who vacated during the reporting period. This includes tenants who vacated during the current reporting period following a termination notice issued in the previous period. Likewise, the reported figure should exclude households who have been issued a termination notice, but are not due to vacate until after 30 June.

#### **2.2. *Reasons for tenancy terminations (evictions) between 1 July and 30 June***

- The reported figure should only count one reason for each tenancy termination. A tenancy that was terminated for multiple reasons should be recorded against the primary reason.
- The count of reasons for tenancy termination should match the number of tenancy terminations reported under measure 2.1.

#### **2.3. *Number of tenancy exits between 1 July and 30 June***

- The reported figure should include a count of all tenancies which ended for reasons other than eviction. This includes tenancies which were ended due to abandonment or the death of a tenant.
- The reported figure should only include tenancies which ended during the reporting period.

#### **2.4. *Reasons for tenancy exits between 1 July and 30 June***

- The reported data should be the substantive accommodation a tenant entered after vacating the tenancy. Tenants who entered interim accommodation (e.g. staying with family) before entering substantive accommodation (e.g. private housing) should be recorded against the substantive accommodation.
- The count of reasons for tenancy exits should match the number of tenancy exits reported under measure 2.3.

# Key Performance Measure 3:

## Turnaround Time

### Purpose

KPM 3 monitors data on tenancy turnaround time. Tenancy turnaround time is an indicator of how well CHPs are meeting performance standards around ensuring their tenancy management and property and asset management are responsive. This data differentiates between tenantable and untenable properties in recognition that the turnover of a property is often an opportunity to undertake maintenance, renovation, or a deep clean.

### Guidance

#### **3.1. *Number of tenantable vacancies between 1 July and 30 June***

- The reported figure should include a count of all tenantable vacancies that ended during the reporting period. This includes vacancies which started during the previous reporting period and ended during the current reporting period.
- If one property was vacant more than once during the reporting period, each vacancy period should be counted separately.

#### **3.2. *Total tenantable days vacant between 1 July and 30 June***

- The reported figure should include a count of calendar days in which properties were tenantable and vacant during the reporting period. This should exclude vacant days before and after the reporting period.

#### **3.3. *Number of untenable vacancies between 1 July and 30 June***

- The reported figure should include a count of all untenable vacancies that ended during the reporting period. This includes vacancies which started during the previous reporting period and ended during the current reporting period.
- If one property was vacant more than once during the reporting period, each vacancy period should be counted separately.

#### **3.4. *Total untenable days vacant between 1 July and 30 June***

- The reported figure should include a count of calendar days in which properties were untenable and vacant during the reporting period. This should exclude vacant days before and after the reporting period.

# Key Performance Measure 4:

## Occupancy Rate

### Purpose

KPM 4 monitors occupancy rate and tenancy entries and exits (churn). Occupancy rate and tenancy churn are indicators of how responsive a provider's tenancy management processes are in practice. Occupancy rate is also an indicator of financial performance and risk.

### Guidance

#### **4.1. *Number of properties owned or leased as at 30 June***

- The reported figure should include all properties owned or leased (including vacancies). This includes properties of which the property or tenancy management is contracted out to another organisation (including another registered CHP). Registered CHPs who undertake property or tenancy management on behalf of another organisation or person should not report data relating to those properties.

#### **4.2. *Number of tenanted properties as at 30 June***

- The reported figure should count the total properties owned or leased minus current number of vacancies at 30 June.

#### **4.3. *Number of new tenancies between 1 July and 30 June***

- The reported figure should count the number of new tenancies that commenced during the reporting period. This includes tenants transferring from one tenancy to another within your organisation.
- The reported figure should exclude temporary relocations (e.g. if a tenant is temporarily housed elsewhere while their primary residence undergoes maintenance).

#### **4.4. *Number of tenancy exits between 1 July and 30 June***

- This data will auto populate based on the data reported against measures 2.1 and 2.3 (number of tenancy terminations and exits).

# Key Performance Measure 5:

## Complaint Resolution

### Purpose

KPM 5 monitors data around complaint volumes, resolution timeframes, and Tenancy Tribunal judgements. Complaints can be a normal part of a well-functioning tenancy management system. We are proposing to collect this data on the basis that the speed at which complaints are handled is an indicator of how well a CHP is maintaining a transparent, responsive, and legally compliant tenancy management process.

### Guidance

#### **5.1. *Number of complaints received between 1 July and 30 June***

- The reported figure should include the total number of complaints received from all sources. This includes complaints both resolved and unresolved. Multiple complaints made by a complainant regarding the same issue within 30 days may be counted as a single complaint.

#### **5.2. *Median days to resolve complaints between 1 July and 30 June***

- The reported figure should include all complaints resolved during the reporting period. This includes complaints received during the previous reporting period.
- Median resolution time can be calculated by using the MEDIAN function in excel or by sorting all complaints by resolution days and selecting the middle value. If there are two middle values, these can be added together and divided by two.

#### **5.3. *Source of complaints received between 1 July and 30 June***

- Multiple complaints made by a complainant regarding the same issue within 30 days may be counted as a single complaint.

#### **5.4. *Nature of complaints received between 1 July and 30 June***

- The reported figure should only count one reason for each complaint. A complaint that covers multiple issues should be counted against the primary focus of that complaint.

#### **5.5. *Number of Tenancy Tribunal judgements found against your organisation between 1 July and 30 June***

- The reported figure should count the number of judgements issued by the Tenancy Tribunal that required your organisation to take remedial action.

# Key Performance Measure 6:

## Repair Timeframes

### Purpose

KPM 6 monitors data on property repair timeframes. Repair timeframes are an indicator of how well repair and maintenance systems are performing and whether the tenancy management process is operating responsively.

### Guidance

#### **6.1. *Number of urgent repair requests received between 1 July and 30 June***

- The reported figure should include a count of all urgent repair requests received over the last financial year. Urgent repair requests relate to states of disrepair that are likely to cause injury to people or property.

#### **6.2. *Number of urgent repair requests completed within 24 hours between 1 July and 30 June***

- The reported figure should include a count of all repairs completed within 24 hours. This includes interim repairs that provide a temporary solution while substantive repairs are undertaken, but not partially completed repairs that do not provide an interim solution.

#### **6.3. *Number of non-urgent repair requests received between 1 July and 30 June***

- The reported figure should include a count of all non-urgent repair requests received over the last financial year. Non-urgent repair requests relate to states of disrepair that are unlikely to cause injury to people or property but are not part of planned or cyclical maintenance.

#### **6.4. *Number of non-urgent repair requests completed within 14 days between 1 July and 30 June***

- The reported figure should include a count of all repairs completed within 14 days. This includes interim repairs that provide a temporary solution while substantive repairs are undertaken, but not partially completed repairs that do not provide an interim solution.



# Key Performance Measure 7:

## Tenant Satisfaction

### Purpose

KPM 7 measures a set of standardised questions for registered CHPs to incorporate in an annual tenant satisfaction survey. The questions are intended to be answered on a scale from very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied, or no opinion.

### Guidance

#### 7.1. ***Number of tenant satisfaction surveys distributed between 1 July and 30 June***

- Number of households who received a survey through any means (e.g. via post, email) over the last financial year.

#### 7.2. ***Number of tenant satisfaction survey responses received between 1 July and 30 June***

- Number of survey responses received by your organisation over the last financial year.

#### 7.3. ***Responses to ‘Generally, how satisfied are you with the services provided by [organisation name]?’ between 1 July and 30 June***

- Number of tenants who answered from a scale of very satisfied to very dissatisfied.

#### 7.4. ***Responses to ‘How satisfied are you with the tenancy management services provided by [organisation name]?’ between 1 July and 30 June***

- Number of tenants who answered from a scale of very satisfied to very dissatisfied.

#### 7.5. ***Responses to ‘How satisfied are you with the way [organisation name] deals with repairs and maintenance?’ between 1 July and 30 June***

- Number of tenants who answered from a scale of very satisfied to very dissatisfied.

#### 7.6. ***Responses to ‘How satisfied are you that your views are being taken into account by [organisation name]?’ between 1 July and 30 June***

- Number of tenants who answered from a scale of very satisfied to very dissatisfied.