

**2022**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**Housing ACT Half-Yearly Performance Report  
(31 December 2021)**

**Presented by  
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Minister for Housing and Suburban Development  
February 2022**



# Housing ACT

## Statement of Performance

### For the Quarter Ended 31 December 2021

| <b>OUTPUT CLASS 1: SOCIAL HOUSING SERVICES</b>  |
|---|
| <b>OUTPUT 1.1: SOCIAL HOUSING SERVICES</b>  |
| <p><b>Description:</b></p> <p>The provision of safe, affordable and appropriate housing that supports tenants to sustain their housing long term through:</p> <ul style="list-style-type: none"> <li>• assessing an applicant’s eligibility for housing, priority category and their support needs;</li> <li>• allocating housing to eligible applicants and community housing providers and other community sector support providers that best meets the needs of tenants;</li> <li>• managing the public housing property portfolio to ensure that it best meets the needs of tenants; and</li> <li>• managing the social housing tenancies.</li> </ul> <p>Providing funding and support to the homelessness and community housing service providers to address homelessness and provide sustainable long term housing options.</p> |

| Measures  | 2021-22<br>Target | Dec YTD<br>Target | Dec YTD<br>Result | Var. % | Notes |
|---|-------------------|-------------------|-------------------|--------|-------|
| <b>Accountability Indicators</b>  |                   |                   |                   |        |       |
| a. Allocation of housing to those in greatest need (Percentage of public housing applications to priority and high need applicants) | 99%               | 99%               | 98%               | (1)    |       |
| b. Number of social housing properties  | 11,570            | 11,557            | 11,552            | -      |       |
| c. Percentage of public housing tenants receiving a rebate  | 95%               | 95%               | 94%               | (1)    |       |
| d. Number of client services visits   | 11,000            | 5,500             | 878               | (84)   | 1     |
| e. Satisfaction with provision of public housing  | 76%               | N/A               | N/A               | N/A    | 2     |
| f. Average cost per dwelling of public housing  | \$19,264          | \$18,837          | \$17,654          | (6)    | 3     |
| g. Satisfaction with provision of community housing   | 79%               | N/A               | N/A               | N/A    | 4     |
| h. Occupancy rate of public housing   | 96%               | 96%               | 96%               | -      |       |
| i. Percentage of public housing households with no rental debt  | 87%               | 87%               | 88%               | 1      |       |
| j. Percentage of rent received  | 98%               | 98%               | 101%              | 3      |       |
| <b>TOTAL COST (\$'000)</b>  | 255,952           | 124,865           | 116,557           | (7)    | 5     |
| <b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>   | 57,786            | 28,271            | 28,271            | -      |       |

# **Housing ACT**

## **Statement of Performance**

### **For the Quarter Ended 31 December 2021**

The above Statement of Performance should be read in conjunction with the accompanying notes.

#### **Notes – Explanation of Material Variance (=> 5%):**

1. The lower number of Client Service Visits is predominately due to the impacts of the August 2021 to October 2021 COVID-19 lockdown and the continued restrictions for a period relating to visitor density limits, in addition to Housing ACT continuing work practices that assist in ensuring staff can deliver services to clients in a safe environment.
2. The 2021-22 public housing satisfaction survey is expected to be undertaken during the fourth quarter of the financial year.
3. The lower Average Cost per Dwelling of Public Housing is largely due to delays in expenditure, such as repairs and maintenance, demolition and write-off of assets for redevelopment purposes to 31 December 2021, reflecting the impacts of the August 2021 to October 2021 COVID-19 lockdown. The COVID-19 lockdown impacted these types of expenditures through the shut down of construction for a period, restrictions on household visitors and density limits being imposed upon reopening. Expenditure has increased subsequent to the COVID-19 lockdown and easing of restrictions.
4. The 2021-22 community housing satisfaction survey is expected to be undertaken during the fourth quarter of the financial year.
5. The lower Total Cost is predominately due delays in expenditure, such as repairs and maintenance, demolition and write-off of assets for redevelopment purposes to 31 December 2021, reflecting the impacts of the August 2021 to October 2021 COVID-19 lockdown. The COVID-19 lockdown impacted these types of expenditures through the shut down of construction for a period, restrictions on household visitors and density limits being imposed upon reopening. Expenditure has increased subsequent to the COVID-19 lockdown and easing of restrictions. In addition, there has been delays in expenditure for a number of grant programs which are anticipated to commence in the third quarter of the 2021-22 financial year.