



Family &  
Community  
Services

# Community Housing Contract Compliance and Performance Management Framework

## Data Collection and Reporting Guidelines



## Document approval

The Community Housing Contract Compliance and Performance Management Framework: Data Collection and Reporting Guidelines has been endorsed and approved by:

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## Table of Contents

<b>1.</b>	<b>The purpose of this document .....</b>	<b>3</b>
<b>2.</b>	<b>What's different from previous years? .....</b>	<b>4</b>
<b>2.1</b>	<b>Unit record level data collection.....</b>	<b>4</b>
<b>2.2</b>	<b>Processes for data submission.....</b>	<b>4</b>
<b>2.3</b>	<b>Reporting timeframes .....</b>	<b>4</b>
<b>3.</b>	<b>Reporting requirements .....</b>	<b>6</b>
<b>3.1</b>	<b>Unit record level data collections.....</b>	<b>6</b>
<b>3.2</b>	<b>Annual Performance Survey.....</b>	<b>7</b>
<b>3.3</b>	<b>Annual Compliance Survey .....</b>	<b>7</b>
<b>3.4</b>	<b>Community Housing Leasing Programme reporting .....</b>	<b>7</b>
<b>3.5</b>	<b>Home Purchase Assistance reporting .....</b>	<b>8</b>
<b>3.6</b>	<b>Vested Assets Leverage Report .....</b>	<b>8</b>
<b>4.</b>	<b>What FACS will do with your data.....</b>	<b>9</b>
<b>4.1</b>	<b>Data validation.....</b>	<b>9</b>
<b>4.2</b>	<b>Feedback to providers.....</b>	<b>9</b>
<b>4.3</b>	<b>Privacy, confidentiality and the Statistical Linkage Key .....</b>	<b>9</b>
<b>5.</b>	<b>Where to go to for further information.....</b>	<b>11</b>
	<b>Appendix A: 2014/15 Reporting schedule .....</b>	<b>12</b>
	<b>Appendix B: Data specifications for “csv” files for unit record level data uploads .....</b>	<b>13</b>
	<b>Appendix C: Sample templates for “csv” files for unit record level data uploads .....</b>	<b>33</b>
	<b>Appendix D: Scope of unit record level data collections .....</b>	<b>38</b>
	<b>Appendix E: Glossary.....</b>	<b>40</b>
	<b>Appendix F: Annual Performance Survey.....</b>	<b>48</b>
	<b>Appendix G: Annual Compliance Survey .....</b>	<b>51</b>

## 1. The purpose of this document

The purpose of this document is to provide guidance for community housing providers in maintaining records and submitting data under the Contract Compliance and Performance Management Framework (the Framework).

Data is collected to meet three purposes.

Firstly, information is collected in order to inform the assessment of community housing providers' compliance and performance relating to assistance provided under the Community Housing Agreement, including related Assistance Agreements. Reporting requirements are tailored for each provider, based on the agreements entered into with FACS.

Secondly, each year FACS is required to submit data on the performance of the community housing sector to the Australian Institute of Health and Welfare (AIHW). The data is included in the Community Housing National Data Tables and the Steering Committee for the Review of Government Services Provision Report on Government Services (ROGS).

Thirdly, some additional information is also sought for use by FACS to improve its knowledge of community housing service provision and to enable FACS to better support and plan for the sector.

**2.** This document should be read in conjunction with the *Community Housing Contract Compliance and Performance Management Framework (2016)*.

## What's different from previous years?

### 2.1 Unit record level data collection

Since 2012/13 quarterly data has been required to be submitted at the unit record level. Generally, coming from community housing provider's system generated reports.

FaCS systems have been configured to calculate most figures required to meet contract performance reporting and NSW and Commonwealth reporting requirements on community housing in NSW. A small number of data items, not suited to the unit record level data format, continue to be collected separately to meet these requirements.

### 2.2 Data submission, system and processes

Family and Community Services (FaCS) uses a contract relationship management system called the Community Housing Information Management 'E' System (CHIMES). From 2013/14 community housing providers have had access to CHIMES via a 'provider portal'. This has enabled providers to:

1. Maintain their contact details;
2. Access FACS forms and applications;
3. Submit unit record level data reports generated directly from their tenancy management systems;
4. Access reports on their performance against benchmarks; and
5. Complete Performance Action plans where performance is outside the benchmark.

*4 & 5 were introduced in 2014/15*

Following workshops with community housing providers, from Quarter 1 2016/17 providers can now provide more detail about vacancies including some exemptions and enabling each vacancy to be measured against appropriate benchmark. Feedback on provider performance will be broken into the specific vacancy types to provide better insight into the factors that impact on the result.

Collection of additional data including the different income categories for Centrelink payments, and disability status for residents with special needs commenced or will commence in the upcoming quarters. This enables FACS to better understand client needs and facilitate service planning to support reform initiatives such as the National Disability Insurance Scheme.

### 2.3 Reporting timeframes

The submission of unit record level data and reporting under the Community Housing Leasing Programme (CHLP) is due by the last day of the month immediately following the end of the quarter.

Given the financial nature of information required for the Vested Assets Leveraging Report, the reporting due dates for this data is the same as above for quarters 1, 2 and 3, with an additional 14 days for the Quarter 4 submission.

It should be noted that data is uploaded overnight and the success (or failure) of a submission will not be made known to the submitter until the following morning. Providers are therefore encouraged to submit data well in advance of the due date, to ensure any submission errors are rectified beforehand with no detrimental impact on assessed performance.

2016/17 submission due dates are included in the 2014/15 Reporting schedule at **Appendix A**.

### 3. Reporting requirements

Reporting requirements are tailored to the nature of each provider's Community Housing Assistance Agreements with FACS and as such, not all data collections will be applicable for every provider. From time to time additional data collections may be undertaken for specific purposes.

Reporting requirements and data submission information for current FACS data collections are detailed below.

#### 3.1 Unit record level data collections

Each quarterly data submission for the unit record level data collection consists of four files. These files are to contain records relating to:

- **dwelling**s managed at any time during the quarter;
- **household**s housed at any time during the quarter;
- any **residents** in those households;
- any **tenancies** linking the households to dwellings during the quarter;
- any **vacancies** in the dwellings that occur (partially or fully) during the quarter

*Vacancy files are optional from Quarter 1 2016/17 and compulsory from Quarter 3 2016/17*

Each of the five unit record level files is required to be uploaded each quarter via the CHIMES provider portal. A guide to using the CHIMES provider portal can be found online in the CHIMES Library.

Files can only be successfully loaded if the file format matches that specified by FACS. Data specifications are included at Appendix B and sample templates of the CSV file format are included at **Appendix C**.

Successfully loaded data is processed overnight by CHIMES and the records are updated and/or created as appropriate. If the files do not meet the specified reporting requirements, an email outlining the error/s is issued to the relevant provider. These errors need to be addressed and the relevant file/s resubmitted until all file uploads are successful.

Automated checks of the file uploads look at each file individually. Comparisons across the files are conducted by FACS staff and where appropriate the file uploads may still need to be reject until problems are addressed.

There is provision for comments to be added along with the file upload. Where this is insufficient they can be added to an email that can be attached as a case to the data submission by FACS staff.

Detailed information on the scope of the unit record level data collection and use of the data in performance assessments is included in **Appendix D**.



When preparing data for submission, it is essential that providers refer to the definition of terms set out in the Glossary at **Appendix E**.

### **3.2 Annual Performance Survey**

A small number of data items, not suited to the unit record level data format, continue to be collected separately to meet performance reporting requirements.

Questions pertaining to rent charged and collected during the year and administration cost for the preceding financial year are asked each July (Quarter 4). This data is required for Commonwealth performance reporting and the questions are included in **Appendix F**. Questions pertaining to property audits are included for contract performance assessment purposes.

Questions pertaining to average maintenance expenditure during the year just finished are also collected on behalf of the NSW Land and Housing Corporation at this time.

The survey will be available for completion via the 'Surveys' tab on the CHIMES provider portal. Every question requires an answer. Providers should not guess or estimate an answer that cannot be verified with information from the organisation's own records.

The comments sections included throughout the online survey may be used to indicate gaps within providers' data management systems that may hinder accurate and complete submission of the data requested or to provide background information behind changes in the reported numbers from year to year.

When completing the surveys, it is essential that providers refer to the definition of terms set out in the Glossary at **Appendix E**.

### **3.3 Annual Compliance Survey**

A small number of data items, not suited to the unit record level data format, continue to be collected separately to meet contract compliance reporting requirements.

General questions pertaining to organisational operation over the preceding years are asked each October (Quarter 1). These questions assess contractual compliance and are included in **Appendix G**.

The survey will be available for completion via the 'Surveys' tab on the CHIMES provider portal.

### **3.4 Community Housing Leasing Programme reporting**

Reporting on leasehold portfolio funding under the Community Housing Leasing Programme (CHLP) is required to be completed each quarter via the 'CHLP' tab on the CHIMES provider portal.

This Programme also requires an annual return reporting on the past year and future plans for the general CHLP Programme and funding. **Appendix H**

Guidelines to assist providers to complete and submit CHLP data can be accessed in the CHIMES Library via the CHIMES provider portal.

### **3.5 Home Purchase Assistance reporting**

Reporting on property management under the Home Purchase Assistance Programme (HPA) is required to be completed each quarter via the 'HPA' tab on the CHIMES provider portal.

Guidelines to assist providers to complete and submit HPA data can be accessed in the CHIMES Library via the CHIMES provider portal.

### **3.6 Vested Assets Leverage Report**

Reporting on vested assets is required to be completed each quarter via the 'VAL Reports' tab on the CHIMES provider portal.

Guidelines to assist providers to complete and submit VALR data can be accessed in the CHIMES Library via the CHIMES provider portal.

## 4. What FACS will do with your data

### 4.1 Data validation

Data submitted as part of any data collection will be received by the Contract & Payment Systems Team within FACS. Upon receipt, FACS will undertake data validation, based on what is known of the relationship between data items and, along with some simple 'sanity' checks.

Any detected inaccuracies or anomalies will be queried with individual providers. However, whilst FACS will undertake this data validation, it is community housing providers' responsibility to ensure that submitted data is correct.

### 4.2 Feedback to providers

Once data validation processes have been completed and a final data set has been confirmed for all providers, an **'Aggregated' Performance Report** is made available to participating providers via the CHIMES provider portal. This report replicates the detail included in each provider's 'Individual' Performance Report, but is based on data from all reporting organisations. This enables comparison of individual results to those of all reporting organisations as a whole.

Results of compliance assessments indicate whether the community housing provider is COMPLIANT or NOT COMPLIANT in each of the 16 areas identified in the Common Terms and Conditions to the Community Housing Agreement. Providers will be contacted on an exception basis, should assessment show that they are not compliant with their contract.

### 4.3 Privacy, confidentiality and the Statistical Linkage Key

With the implementation of unit record level data collection, FACS now captures information at the individual tenant and household levels. This data is de-identified by the use of a Statistical Linkage Key (SLK), which is a string of characters and numbers that contains sufficient information to link records for statistical analysis. While formulated from basic identifying information, data used to create an SLK cannot be reconstituted to identify an individual.

The purpose of collecting the SLK is to enable FACS to match client records to undertake policy development, planning, evaluation and data modelling relating to the pathways of vulnerable people through the social service system and improve service provision. Whilst data analysis may start with individual records, the intent is that this data will be used to form an aggregated view of client movements and the operation of the broader service system. To this end, FACS will use the SLK to match with other data collections where the SLK is available, in particular with client collections for public housing, private rental assistance and temporary accommodation. This matching of data may be extended to other federal or state human services planning and research work in the future.

The SLK was introduced in 2013/14 as part of unit record level data collection and will be retained for future reporting. Further detail on the calculation and reporting of the SLK is contained within the Data Specifications at **Appendix B**.

Compliance and performance data, whether at the individual tenant level or aggregated level, is seen as a product or deliverable of the contract between parties to the Community Housing Agreement – FACS and each community housing provider. FACS will not, without the explicit consent of the community housing provider, give collected data to a third party.

It should be noted that to meet Commonwealth performance reporting purposes, unit record level data (including the SLK) will be provided to AIHW, in place of the previous NSW-aggregated data set. AIHW will have no capacity to identify individuals from the SLK.

NSW-aggregated data will be used to meet FACS corporate reporting requirements and may also be used for other purposes relating to the provision of social housing and human services.

## 5. Where to go to for further information

A dedicated page on the Community Housing section of the FACS website ([www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)) has been set up to bring together all information relating to community housing data collection and reporting.

Future publications and information relating to community housing data collection and reporting will be posted here.

For assistance in completing the unit record level data submission, annual surveys and CHLP reporting and submitting data through the CHIMES provider portal, please contact Jeffrey Maunder on (02) 8753 8313 or at [jeffrey.maunder@facs.nsw.gov.au](mailto:jeffrey.maunder@facs.nsw.gov.au).

For assistance in completing the Vested Assets Leverage Report please contact Lisa Firth on (02) 9716 2133 or at [lisa.firth@facs.nsw.gov.au](mailto:lisa.firth@facs.nsw.gov.au).

## Appendix A: 2016/17 Reporting schedule

Data collection / report	Reporting period	Report due	Process for data submission	Required of
<b>Unit Record Level Data Collection</b>	Qtr 1: 1 July 2016 - 30 September 2016	31 October 2016	File upload via CHIMES provider portal	Providers managing 30 or more general social housing properties
	Qtr 2: 1 October 2016 - 31 December 2016	31 January 2017	File upload via CHIMES provider portal	
	Qtr 3: 1 January 2017 - 31 March 2017	30 April 2017	File upload via CHIMES provider portal	
	Qtr 4: 1 April 2017 - 30 June 2017	31 July 2017	File upload via CHIMES provider portal	
<b>Compliance Online Survey</b>	2016/17 / point in time	31 October 2016	Data entry via CHIMES provider portal	Providers managing 30 or more general social housing properties
<b>Performance Online Survey</b>	2016/17	31 July 2017	Data entry via CHIMES provider portal	Providers managing 30 or more general social housing properties
<b>Community Housing Leasehold Programme reporting *</b>	Qtr 1: 1 July 2016 - 30 September 2016	31 October 2016	Data entry via CHIMES provider portal	Providers in receipt of Community Housing Leasehold Programme funding
	Qtr 2: 1 October 2016 - 31 December 2016	31 January 2017	Data entry via CHIMES provider portal	
	Qtr 3: 1 January 2017 - 31 March 2017	30 April 2017	Data entry via CHIMES provider portal	
	Qtr 4: 1 April 2017 - 30 June 2017	31 July 2017	Data entry via CHIMES provider portal	
	2016/17 Annual CHLP Survey	31 October 2017	Data entry via CHIMES provider portal	
<b>Vested Assets Leveraging Report</b>	Qtr 1: 1 July 2016 - 30 September 2016	31 October 2016	Data entry via CHIMES provider portal	Providers in receipt of vested assets
	Qtr 2: 1 October 2016 - 31 December 2016	31 January 2017		
	Qtr 3: 1 January 2017 - 31 March 2017	30 April 2017		
	Qtr 4: 1 April 2017 - 30 June 2017	14 August 2017 **		

\* These reporting parameters also apply to Home Purchase Assistance

\*\* An additional two weeks has been allowed for Vested Assets quarter 4 reporting

## Appendix B: Data specifications for “csv” files for unit record level data uploads

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings</b>					
<b>Dwelling identifier</b>	A dwelling identifier is required for all dwelling records. Dwelling identifiers must match dwelling identifiers in the Tenancy worksheet.	√	None (text)	30	Not restricted
<b>Unit No</b>			None (text)	10	Not restricted
<b>Street No</b>		√	None (text)	10	Not restricted
<b>Street Name</b>		√	None (text)	80	Not restricted
<b>Dwelling suburb</b>		√	None (text)	80	Not restricted
<b>Dwelling postcode</b>		√	Number	4	Not restricted
<b>LGA</b>	Local Government Area	√	None (text)	25	Acceptable LGAs ALBURY ARMIDALE DUMARESQ ASHFIELD AUBURN BALLINA BALRANALD BANKSTOWN BATHURST REGIONAL BAULKHAM HILLS BEGA VALLEY BELLINGEN BERRIGAN BLACKTOWN BLAND BLAYNEY BLUE MOUNTAINS BOGAN BOMBALA BOOROWA

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>LGA</b>	<b>Local Government Area (Cont)</b>	√	None (text)	25	Acceptable LGAs BOTANY BAY BOURKE BREWARRINA BROKEN HILL BURWOOD BYRON CABONNE CAMDEN CAMPBELLTOWN CANADA BAY CANTERBURY CARRATHOOL CENTRAL DARLING CESSNOCK CLARENCE VALLEY COBAR COFFS HARBOUR CONARGO COOLAMON COOMA-MONARO COONAMBLE COOTAMUNDRA COROWA SHIRE COWRA DENILQUIN DUBBO DUNGOG EUROBODALLA FAIRFIELD FORBES GILGANDRA GLEN INNES SEVERN GLOUCESTER



Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>LGA</b>	<b>Local Government Area (Cont)</b>	√	None (text)	25	Acceptable LGAs GOSFORD GOULBURN MULWAREE GREAT LAKES GREATER HUME SHIRE GREATER TAREE GRIFFITH GUNDAGAI GUNNEDAH GUYRA GWYDIR HARDEN HASTINGS HAWKESBURY HAY HOLROYD HORNSBY HUNTERS HILL HURSTVILLE INVERELL JERILDERIE JUNEE KEMPSEY KIAMA KOGARAH KU-RING-GAI KYOGLE LACHLAN LAKE MACQUARIE LANE COVE LEETON LEICHHARDT LISMORE

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>LGA</b>	<b>Local Government Area (Cont)</b>	√	None (text)	25	Acceptable LGAs LITHGOW LIVERPOOL LIVERPOOL PLAINS LOCKHART MAITLAND MANLY MARRICKVILLE MID-WESTERN REGIONAL MOREE PLAINS MOSMAN MURRAY MURRUMBIDGEE MUSWELLBROOK NAMBUCCA NARRABRI NARRANDERA NARROMINE NEWCASTLE NORTH SYDNEY OBERON ORANGE PALERANG PARKES PARRAMATTA PENRITH PITTWATER PORT STEPHENS QUEANBEYAN RANDWICK RICHMOND VALLEY ROCKDALE RYDE SHELLHARBOUR

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>LGA</b>	<b>Local Government Area (Cont)</b>	√	None (text)	25	Acceptable LGAs SHOALHAVEN SINGLETON SNOWY RIVER STRATHFIELD SUTHERLAND SHIRE SYDNEY TAMWORTH REGIONAL TEMORA TEMORA TENTERFIELD TUMBARUMBA TUMUT SHIRE TWEED UPPER HUNTER SHIRE UPPER LACHLAN URALLA URANA WAGGA WAGGA WAKOOL WALCHA WALGETT WARREN WARRINGAH WARRUMBUNGL SHIRE WAVERLEY WEDDIN WELLINGTON WENTWORTH WILLOUGHBY WINGECARRIBEE

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>LGA</b>	<b>Local Government Area (Cont)</b>	√	None (text)	25	Acceptable LGAs WOLLONDILLY WOLLONGONG WOOLLAHRA WYONG YASS VALLEY YOUNG
<b>Number of bedrooms</b>		√	Number	3	Not restricted
<b>Acquisition Date</b>		√	Date (dd/mm/yyyy)	na	Not restricted
<b>Disposal date</b>	<b>For current properties please leave blank otherwise must be recorded as DD/MM/YYYY</b>		Date (dd/mm/yyyy)	na	Not restricted
<b>Assistance Type</b>	<b>NOT Capital or Leasehold</b>	√	None (text)	25	Affordable Housing General Housing Transitional Housing Crisis Accommodation Other Housing NSW Other FaCS Non-FaCS  <a href="#">Affordable</a> <a href="#">General</a> <a href="#">Transitional</a> <a href="#">Crisis</a>
<b>dwelling Source</b>	<b>Owned Owned by your organisation</b> <b>Capital Leased from FACS/NSW LAHC</b> <b>Leasehold Leased from a third party</b> <b>FFS Managed on a Fee for Service basis for a third party organisation</b>	√	None (text)	25	Owned Capital Leasehold FFS
<b>Targeted? Yes/No</b>	<b>Is the letting of the dwelling targeted to any specific section of the community?</b>	√	None (text)	10	Yes No  <a href="#">Y</a> <a href="#">N</a>

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>Target Group</b>	If the letting of the dwelling targeted to any specific section of the community which group is it This may be a particular demographic group or people with specific needs or in specific circumstances or a combination of any or all of these.		None (text)	200	Not restricted
<b>Has Nomination rights</b>	Where a third party organisation holds nomination rights to the dwelling record a "Yes" here. Otherwise this is "No".	√	None (text)	10	Yes No  Y N
<b>Nomination Rights -Name</b>	Where a third party organisation holds nomination rights to the dwelling include their organisation name here	Mandatory where "Has nomination rights" = yes)	None (text)	50	Not restricted
<b>Nomination Rights -ABN</b>	Where a third party organisation holds nomination rights to the dwelling include the organisation's ABN here	Mandatory where "Has nomination rights" = yes	None (text)	15	Not restricted
<b>Sublet to Name</b>	If dwelling has been sublet to a third party include organisation name here	Mandatory where dwelling has been sublet	None (text)	50	Not restricted
<b>Sublet to ABN</b>	If dwelling has been sublet to a third party include organisation ABN here	Mandatory where dwelling has been sublet	None (text)	15	Not restricted
<b>Sublet Date</b>	If dwelling has been sublet to a third party include the date that the dwelling was sublet to them here	Mandatory where dwelling has been sublet	Date (dd/mm/yyyy)	na	Not restricted
<b>Disability Modifications</b>	If the dwelling has been modified for use by residents with a disability, what extent has it been modified to?		None (text)	30	None Fully Modified Bathroom only Visitable Accessible Adaptable  <a href="#">Accessible</a> <a href="#">Disabled</a> <a href="#">Non Disabled</a>

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwelling type</b>	Is it a house, a unit, a townhouse, a bedsit, a boarding house room etc	✓	See acceptable responses (text)	See acceptable responses	Cottage House Unit Townhouse Villa Duplex Bedsit Boarding house room
<b>Availability Status</b>		✓	See acceptable responses (text)	See acceptable responses	Tenantable Untenantable
<b>FaCS Programme (Where applicable)</b>		Mandatory if dwelling is part of the following Programmes” NRAS; Connect 100; SAHF; or DVRE	None (text)	See acceptable responses	Connect 100 SAHF DVRE DE2 Newcastle ARHP NRAS1A NRAS2A NRAS3A NRAS4A NRAS4Land
<b>NRAS Funded</b>	Some properties in other Programmes can also attract NRAS funding, indicate if NRAS funding is involved	Mandatory for NRAS properties only	None (text)	See acceptable responses	Yes No  Y N

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Dwellings (Cont)</b>					
<b>Market Rent</b>	The value of weekly market rent for the dwelling	√	Number	5 (& 2 decimal places)	Not restricted
<b>Method for determining Market Rent</b>		Mandatory for NRAS properties only	None (text)	See acceptable responses	NRAS compliance Rent & Sales Report Other
<b>Boarding unit or room</b>	Complete only if dwelling type is a centre, boarding house or boarding house room	Mandatory for centres & boarding houses only	None (text)	See acceptable responses	Self Contained Not self contained Unknown
<b>Number of tenancies normally assigned when at full capacity</b>	Complete only if dwelling type is a centre, boarding house or boarding house room	Mandatory for centres & boarding houses only	Number	3	Not restricted
<b>Number of rooms untenable</b>	Complete only if dwelling type is a centre, boarding house or boarding house room	Mandatory for centres & boarding houses only	Number	3	Not restricted

## Tenancies

<b>Tenancy (rental) unit identifier</b>	A tenancy identifier is required for all tenancy records.	√	None (text)	30	Not restricted
<b>Household identifier</b>	A unique identifier for households that occupy tenancy (rental) units. This identifier must match those listed on the Households worksheet.	√	None (text)	30	Not restricted
<b>Dwelling identifier</b>	Dwelling identifiers must be consistent with those listed in the Dwelling worksheet	√	None (text)	30	Not restricted

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Tenancies (Cont)</b>					
Is this an internal transfer?	A transfer is when a household has moved from one dwelling to another dwelling that the same organisation manages during the reporting period. This does not include households that have moved between rooms in a boarding house.	√	See acceptable responses (text)	10	Yes No Unknown  Y N U
Is this a transfer from Public Housing, The Aboriginal housing Office or another Community Housing Provider		√	See acceptable responses (text)	See acceptable responses	Public Housing Aboriginal Housing Office Community Housing Indigenous Community Housing No  PH AHO  CH ICH N
Tenancy Start date		√	Date (dd/mm/yyyy)	na	Not restricted
Tenancy End date	For current tenancies please leave blank otherwise must be recorded as DD/MM/YYYY		Date (dd/mm/yyyy)	Na	Not restricted



Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Tenancies (Cont)</b>					
<b>Termination reason</b>	<p><b>Primary reason must come from the list. Public Housing Codes in their entirety are preferred. However, sub categories can be your own but should relate to suggestions. Contact FaCS to discuss if you plan to use your own sub-categories</b></p>	Mandatory if tenancy end date is not null	Text	100	<p>See exit codes PH for definitions            DECEASED_S            DECEASED_H            LTCARE_AGE            LTCARE_OTH            STCARE            BRCH_EVICT            BRCH_NCAT            BRCH_ABAN            TENEXIT_NT            TENEXIT_SN            TENEXIT_RN            PROV_EXIT            PRISON            TRAN_MED            TRAN_OCC            TRAN_RISK            TRAN_OTH            MUTUAL_X            RELOC_PM            RELOC_HL            RELOC_TM            UNINHAB            RES_NCAT            RES_HBD            RES_CHG            RES_PTR            UNTENT_NEV            UNTENT_ERR</p> <p>Can be your own codes but must include:            Deceased            Long-term care            Short-term care            Breach            Tenant initiated exit            Provider initiated exit            Prison            Tenant requested transfer            Provider requested relocation            Uninhabitable            Re-sign            Untenanted</p>

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Tenancies (Cont)</b>					
<b>Where next housed</b>	Public Housing Codes are preferred but not required. However, primary reason must come from the list. Sub categories can be your own but should relate to suggestions. Contact FaCS to discuss if you plan to use your own sub-categories	Mandatory if tenancy end date is not null	Text	100	See exit codes PH for definitions SH_ACHP_LC SH_AHO SH_CHP SH_HNSW SH_SAME SMT_BHSE SMT_MOB SMT_RS SMT_SHS SMT_TEMP SMT_TRANS INST_AGE INST_MED INST_PRIS PRIV_OWN PRIV_REN BK_TO_CTRY DIS_ACCOM FAM_FRNDS INTERST_OS OTHER N_A UNKNOWN  Can be your own codes but must include:  Back to country Disability accommodation Family or friends Institutional care Interstate/overseas Private ownership Private rental Social Housing Short/medium term housing Other Not applicable Unknown
<b>Rent charged to tenant for last week of the reporting period EXCLUDING Commonwealth Rent Assistance</b>	The rent charged is the amount of money the household has been asked to pay. It may differ from the market rent and may not have been received. EXCLUDES CRA and charges for support provision, utilities, meals, cleaning, laundry or other facility costs.	✓	Number	5 (& 2 decimal places)	Not restricted

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Tenancies (Cont)</b>					
No. of bedrooms per tenancy	Complete only if dwelling type is a centre, boarding house or boarding house room	Mandatory for centres & boarding houses only	Number	3	Not restricted
Room No	Complete only if dwelling type is a centre, boarding house or boarding house room	Mandatory for centres & boarding houses only	None (text)	20	Not restricted
Rent Setting		Mandatory for NRAS properties only	None (text)	See acceptable responses	Discounted market rent Income based Other

### Households

Household identifier	A unique identifier for households that occupy tenancy (rental) units. This identifier must match those listed on the Residents worksheet.	✓	None (text)	30	Not restricted
At allocation, was the h'hold in greatest need?		✓	None (text)	10	Yes No Unknown Y N U
Housing status at allocation	Homeless (Households who at the time of allocation had 'no housing' or were residing in temporary or emergency accommodation) Unknown (To be used where households were housed prior to 30/6/2013 and the previous housing status was not recorded)	✓	None (text)	See acceptable responses	Homeless Aboriginal Housing Community Housing Public Housing Private Rental Home Ownership Other Unknown

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Households (Cont)</b>					
<b>Main income source of h'hold (use codes)</b>		√	See acceptable responses (text)	See acceptable responses	Aged Pension; Carer Payment; Disability Support Pension; Newstart Allowance; Parenting Payment; Veterans Affairs payments; Youth Allowance; or Other Centrelink Wages/Salaries Child support/Maintenance Superannuation/Annuity Workers' Compensation Other sources No income Unknown  <a href="#">Centrelink Government pension or allowance</a> <a href="#">Government allowance Pension U</a>
<b>Is the main language spoken by h'hold not English</b>		√	None (text)	10	Yes No Unknown  <a href="#">Y</a> <a href="#">N</a> <a href="#">U</a>
<b>Main language spoken at home</b>		√	See acceptable responses (text)	See acceptable responses	See Languages worksheet for full list

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Total gross h'hold income for last week of the reporting period EXCLUDING Commonwealth Rent Assistance</b>	<p>The value of weekly income from all sources (EXCLUDING CRA) before any deductions such as income tax, superannuation, etc for all household members. If unknown, record U.</p> <p>NB. This will generally be as recorded at the last rent review.</p>	√	Number	5 (& 2 decimal places)	Not restricted
<b>Total assessable h'hold income for last week of the reporting period EXCLUDING Commonwealth Rent Assistance</b>	<p>The value of weekly income from all sources (EXCLUDING CRA) as specified and used by the agency to establish eligibility of a household for receipt of housing assistance. If unknown, record U</p>	√	Number	5 (& 2 decimal places)	Not restricted
<b>Total Commonwealth Rent Assistance for last week of the reporting period</b>	<p>The weekly amount of Commonwealth Rent Assistance (CRA) the income unit is entitled to receive in the fortnight prior to data extraction. If unknown, record U</p>	√	Number	5 (& 2 decimal places)	Not restricted
<b>HASI Code</b>	<p>High, Medium or Low is preferred but older method of using the release numbers (ie HASI 1, HASI 2, HASI 3, HASI 4a, HASI 4b, 1, 2, 3, 4a or 4b) is currently acceptable if your system has yet to be updated.</p>		Text	10	High Medium Low  <a href="#">HASI 1</a> <a href="#">HASI 2</a> <a href="#">HASI 3</a> <a href="#">HASI 4a</a> <a href="#">HASI 4b</a> 1, 2, 3, 4a or 4b
<b>Supported</b>	<p>Do you have a current signed support arrangement in place for this household?</p>	√	None (text)	10	Yes No Unknown  <a href="#">Y</a> <a href="#">N</a> <a href="#">U</a>

## Residents

<b>Resident identifier</b>	A unique identifier for the individual residents that make up the household occupying tenancy (rental) units.	√	None (text)	30	Not restricted
<b>Household identifier</b>	Household identifiers must be consistent with those listed in the 'Tenancy' worksheet. Each person within the same household will have the same household identifier.	√	None (text)	30	Not restricted
<b>Statistical Linkage Key (SLK)</b>	<p>The Statistical Linkage Key (SLK) uses an industry standard to formulate client record IDs. It provides a means of compiling a fuller picture of the assistance being provided to clients across different parts of the human services sector in order to better target services.</p> <p>This is a standard system and is already in use amongst other parts of the human services sector.</p> <p>The general standard for the formulation of an SLK is:</p> <p>S2 + S3 + S5 + + G2 + G3 + dd + mm+ yyyy + Sex</p> <p>Where:</p> <p>Family name (2nd, 3rd and 5th letters of the surname) S2, S3 &amp; S5</p> <p>Given name (2nd and 3rd letters of given name) G2 &amp; G3</p> <p>Date of birth by day, month and four-digit year</p> <p>Sex (1= male, 2 = female)</p> <p>For more information please see this link: <a href="http://meteor.aihw.gov.au/content/index.phtml/itemId/349510">http://meteor.aihw.gov.au/content/index.phtml/itemId/349510</a></p>		Set format (see left)		
<b>Is this the principal tenant</b>		√	None (text)	10	Yes No Y N

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable</a> in blue)
<b>Residents (Cont)</b>					
Relationship to principal tenant		Mandatory where resident is not the principal tenant	See acceptable responses (text)	See acceptable responses	Partner Child Other
Date of birth	If DOB is unknown, but age is known enter DOB as the 1st of January of the corresponding year.	✓	Date (dd/mm/yyyy)	na	Not restricted
Gender		✓	None (text)	10	Male Female Unknown  M F U
Does this resident identify themselves as indigenous?		✓	None (text)	10	Yes No Unknown  Y N U
Does this resident have a disability?	<p>Does this resident have a physical/diverse, sensory/speech, intellectual/learning or psychiatric impairment. Only report if self identified by the household.</p> <p>If the nature of the disability is known this would be the preferred format but if not Yes or No is acceptable.</p> <p>AIHW codes can be used if preferred. These are:                      D10 = Physical / diverse                      D20 = Intellectual / learning                      D30 = Psychiatric                      D40 = Sensory / speech disability                      D50 = Other/Disability type unknown                      N = None                      U = Disability status unknown</p>	✓	See acceptable responses	See acceptable responses	Physical / diverse Intellectual / learning Psychiatric Sensory / speech disability Multiple Other/Disability type unknown No Disability status unknown  D10 D20 D30 D40 D50 N U Yes No Unknown
Does this resident have a non-English speaking background?	Was the resident born overseas and have a first language other than English or does one of their parents have those characteristics.	✓	None (text)	10	Yes No Unknown  Y N U

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Residents (Cont)</b>					
Left Household	To be completed where the resident has left the household	Mandatory if the resident has left the household	Date (dd/mm/yyyy)	na	Not restricted
Gross income for last week of the reporting period EXCLUDING Commonwealth Rent Assistance	The value of weekly income from all sources (EXCLUDING CRA) before any deductions such as income tax, superannuation, etc for this household member.  NB. This will generally be as recorded at the last rent review.	✓	Number	5 (& 2 decimal places)	Not restricted
Assessable income for last week of the reporting period EXCLUDING Commonwealth Rent Assistance	The value of weekly income from all sources (EXCLUDING CRA) as specified and used by the agency to establish eligibility of this household member for receipt of housing assistance.  NB. This will generally be as recorded at the last rent review.	✓	Number	5 (& 2 decimal places)	Not restricted
Commonwealth Rent Assistance for last week of the reporting period	The weekly amount of Commonwealth Rent Assistance (CRA) the resident is entitled to receive in the fortnight prior to data extraction.	✓	Number	5 (& 2 decimal places)	Not restricted
<b>Vacancies</b>					
Vacancy Identifier	A tenancy identifier is required for all vacancy records. This is likely to need to be generated for the purpose of the report. If your system doesn't have an appropriate identifier concatenating the Dwelling ID and the vacate date would achieve one.	✓	None (text)	30	Not restricted
Dwelling identifier	Dwelling identifiers must be consistent with those listed in the Dwelling worksheet	✓	None (text)	30	Not restricted



Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Vacancies (Cont)</b>					
<b>Date vacated</b>	The date that the last tenancy ended FaCS will start counting from the next day for measuring the length of vacancies	✓	Date (dd/mm/yyyy)	na	Not restricted
<b>Date tenanted</b>	The date that the dwelling became tenanted Can be left blank where the property was tenanted upon vacate If not applicable please leave blank otherwise must be recorded as DD/MM/YYYY  NOTE: If blank but the dwelling has been relet this entry will be considered the same as the date vacated and the 14 day benchmark will automatically apply.	Mandatory if the work to return the dwelling to tenantedness has been completed.	Date (dd/mm/yyyy)	na	Not restricted
<b>Date 1st offered</b>	The date that the dwelling was first offered to a potential tenant If not applicable please leave blank otherwise must be recorded as DD/MM/YYYY Does not form part of the benchmarking calculation but does provide context where properties might be hard to let. If not known can be left blank can be left blank  NOTE: If blank but the dwelling has been relet this entry will be considered the same as the date tenanted.	Mandatory if dwelling has been offered to potential tenants.	Date (dd/mm/yyyy)	na	Not restricted
<b>Date tenanted</b>	If not applicable please leave blank otherwise must be recorded as DD/MM/YYYY	Mandatory if dwelling has been relet.	Date (dd/mm/yyyy)	na	Not restricted

Item	Comment	Mandatory	Required format	Maximum Length	Acceptable Responses (Preferred in black <a href="#">acceptable in blue</a> )
<b>Vacancies (Cont)</b>					
<b>Exemption</b>	If the vacancy is to be precluded from benchmarking calculations an exemption reason will need to be recorded here.		Text	100	Awaiting sale Awaiting/undergoing redevelopment Leasehold awaiting return to owner Requires/required LaHC decision Requires/required major rebuild Requires/required insurance assessment Other  Can be your own codes but must start with something that FACS can align with the options shown to the left.
<b>Exemption agreed</b>	Where the dwelling is: Awaiting sale; Awaiting/undergoing redevelopment; Leasehold awaiting return to owner; Requires/required LaHC decision; or Requires/required major rebuild the exemption is automatically approved.  However, where the reason is outside these categories exemption needs to be sought from FaCS. Please use this field to record the result	Mandatory if exemption reason is other	None (text)	10	Yes No Pending  Y N
<b>FaCS Agreement CHIMES case No</b>	A FaCS contract relationship manager will supply a case number along with notification of the FaCS decision	Mandatory if exemption reason is other & approved for exemption	Number	5	Not restricted

## Appendix C: Sample templates for “csv” files for unit record level data uploads

### DWELLINGS

Dwelling Identifier	Unit No	Street No	Street Name	Dwelling Suburb	Dwelling Postcode	LGA	NumberOfBedrooms	Acquisition date	Disposal Date	Assistance Type	Property Source
65	1	130	Cat Street	JONESTOWN	2955	Animalia	1	2/06/1976		General Housing	Capital
85	2	15	Dog Road	JONESTOWN	2955	Animalia	2	30/09/2010		Affordable Housing	Owned
271	2	5	Canary Lane	PRASSADS LAKE	2288	Birdsville	2	3/05/2014		General Housing	Capital
301		62	Carrot Crescent	SMITHVILLE	2995	Vegeton	3	8/08/1988		General Housing	Capital
512	2	5	Bike Court	BROWNVALE	2940	Helmeton	2	15/06/2011	12/05/2015	General Housing	Leasehold
666	20	12	Scooter Street	BROWNVALE	2940	Helmeton	1	4/12/1961		General Housing	Capital
1360	6	40	Mouse Ave	JONESTOWN	2955	Animalia	2	17/10/2008		General Housing	Capital
1933	7	33	Moose Street	JONESTOWN	2955	Animalia	3	12/12/2012		Crisis Accommodation	Capital
1998		4	Parsnip Street	SMITHVILLE	2995	Vegeton	3	29/02/2004		Crisis Accommodation	Leasehold
2056		12	Zucchini Dr	SMITHVILLE	2995	Vegeton	5	5/08/2015		Transitional Housing	Leasehold

### DWELLINGS (Cont)

Targeted	Target Group	Has Nomination rights	Nomination Rights -Name	Nomination Rights -ABN	Sublet to Name	Sublet to ABN	Sublet Date	Disability Modifications	Dwelling Type	Availability Status
Yes	Aged	No						None	Unit	Tenantable
No		No						Bathroom only	Unit	Tenantable
No		No						None	Unit	Tenantable
No		No			Vege Diggers Union	95 123 123 123	1/01/1995	None	House	Tenantable
No		No						None	Unit	Tenantable
Yes	SEPP5/Over 55yr or Disability	No						Bathroom only	Unit	Tenantable
No		No						None	Unit	Tenantable
Yes	Domestic Violence Clients	Yes	DV NSW	51 326 110 595				None	Unit	Tenantable
Yes	Homeless Families with Male	No						None	House	Tenantable
Yes	Drug & alcohol dependent homeless women	Yes	Drug & Alcohol Womens Network	77 923 300 282				None	House	Tenantable

### DWELLINGS (Cont)

FaCS Programme	NRAS Funded	MarketRent	Method for determining Market Rent(NRAS)	Boarding unit or room	Number of Tenancies at full capacity	Number Rooms Untenantable
		\$200.00				0
NRAS		\$350.00				0
		\$140.00				0
		\$240.00				0
		\$220.00				0
		\$152.00				0
		\$250.00				0
		\$290.00				0
		\$265.00				0
Connect 100		\$400.00				0

## HOUSEHOLDS

HouseholdId	Greatest Need	Housing Status at Allocation	Main Source Income	Non English speaking	Main Language	GrossHHIncomeExclCra	GrossAssessHHIncomeExclCra	TotalCRA	HASI Code	Supported (Y or N)
49	Y	Homeless	Centrelink	No	English	356	356	60.5		No
1583	Y	Private Rental	Centrelink	No	English	524.1	524.1	56.6		No
2290	Y	Private Rental	Centrelink	No	English	404.2	373.6	61.5		No
2737	Y	Public Housing	Centrelink	No	English	373.6	373.6	61.5		No
4416	N	Private Rental	Centrelink	No	English	528.39	528.39	70.91		No
4565	Y	Homeless	Centrelink	No	English	356	356	60.5		No
4618	N	Public Housing	Wage/Salaries	No	English	1355.14	1355.14			No
4666	Y	Homeless	Centrelink	No	English	300.65	300.65			Yes
4712	N	Homeless	Centrelink	No	English	1228.04	1228.04	66.46		No

**RESIDENTS**

Residentid	Householdid	SLK	Principal Tenant	RelationshipToPrincipal	DOB	Gender	Indigenous	DisabilityStatus	Non English Background	Left Household	Gross Income LWeek	Assessable Income LWeek	CRA
T-49	49	wxtaw251219442	Yes		25/12/1944	F	No	Intellectual	No		356	356	60.5
H-4089	1583	ogfea210519692	No	Partner	21/05/1969	F	No	Psychiatric	No		262.05	262.05	0
T-1583	1583	sbnty040619641	Yes		4/06/1964	M	No	Physical	No		262.05	262.05	56.6
T-2290	2290	yrzri280319382	Yes		28/03/1938	F	No	None	No		404.2	373.6	61.5
T-2737	2737	umabr070219452	Yes		7/02/1945	F	No	Multiple	No		373.6	373.6	61.5
H-6106	4416	hmgac131219961	No	Child	13/12/1996	M	No	None	No		0	0	0
T-4416	4416	avbic220119612	Yes		22/01/1961	F	No	Physical	No		528.39	528.39	70.91
T-4565	4565	orhda070719742	Yes		7/07/1974	F	No	None	No		356	356	60.5
H-6552	4618	ar2fb041219852	No	Child	4/12/1985	F	No	None	No	15/06/2016	698.41	698.41	0
T-4618	4618	ar2ek210819642	Yes		21/08/1964	F	No	None	No		656.73	656.73	0
H-6641	4666	xpram201120041	No	Child	20/11/2004	M	No	None	No		0	0	0
H-6642	4666	xpray260420072	No	Child	26/04/2007	F	No	Physical	No		0	0	0
H-6643	4666	xprha010420102	No	Child	1/04/2010	F	No	None	No		0	0	0
T-4666	4666	xpral021119852	Yes		2/11/1985	F	No	None	No		300.65	300.65	0
H-6679	4712	atvel200819832	No	Partner	20/08/1983	F	Yes	Unknown	No		220.04	220.04	0
H-6680	4712	envgl110120021	No	Child	11/01/2002	M	Yes	Unknown	No		0	0	0
H-6681	4712	oxdsm181120022	No	Child	18/11/2002	F	Yes	Unknown	No		0	0	0
H-6682	4712	rclvy310320042	No	Child	31/03/2004	F	Yes	Unknown	No		0	0	0
H-6683	4712	enfja050420041	No	Child	5/04/2004	M	Yes	Unknown	No		0	0	0
H-6684	4712	rcett290920051	No	Child	29/09/2005	M	Yes	Unknown	No		0	0	0
T-4712	4712	enhwd140619841	Yes		14/06/1984	M	No	Unknown	No		1008	1008	66.46

### TENANCIES

TenancyUnitId	HouseholdId	DwellingId	Internal Transfer	Tenancy Transfer	Tenancy Start Date	Tenancy End Date	Termination reason	Where next housed	Rent Charged Excl CRA	Number Of Bedrooms	Room No	Rent Setting
82	49	65	No	No	11/11/1998				89			Income Based
458	1583	301	No	No	13/06/2002				131			Income Based
714	2290	512	No	No	2/12/1997				85.5			Income Based
1028	2737	666	Yes		27/10/2006				85.5			Income Based
2158	4565	271	No	No	20/07/2012				79.5			Income Based
2223	4618	1360	No	Public Housing	12/11/2012				250			Income Based
2233	4416	85	Yes		16/11/2012				116.04			Income Based
2289	4666	1933	No	No	17/01/2013				1			Income Based
2344	4712	1998	No	No	12/04/2013	1/05/2013	RELOC_M	SH_CHP	198.54			Income Based

### VACANCIES

Vacancy Identifier	Dwelling Identifier	Date vacated	Date tenantable	Date 1st offered	Date tenanted	Exemption Reason	Exemption agreed	FaCS Agreement No
15-2016-6-25	15	25/06/2016				Awaiting sale		
60-2016-4-3	60	3/04/2016				Undergoing redevelopment Leasehold awaiting return to owner		
88-2016-9-10	88	10/09/2016				Required LaHC decision		
19-2016-7-5	19	5/07/2016	20/09/2016	22/09/2016	29/09/2016	Requires major rebuild		
715-2015-11-14	715	14/11/2015						
2009-2016-8-5	2009	5/08/2016	3/09/2016	7/09/2016	16/09/2016	Other - Crime scene required police clearance	Yes	4789
1658-2016-7-5	1658	5/07/2016	3/08/2016	7/08/2016	26/09/2016	Other - Hard to let	No	4875
1399-2016-6-20	1399	20/06/2016	25/06/2016	29/06/2016	3/07/2016			
1644-2016-7-20	1644	20/07/2016	14/08/2016	15/08/2016	16/08/2016			
10583-2016-6-27	10583	27/06/2016	10/07/2016	18/07/2016	25/07/2016			
7-2016-8-10	7	10/08/2016	25/09/2016					
296-2016-8-1	296	1/08/2016	2/08/2016	4/08/2016	5/08/2016			
1399-2016-9-15	1399	15/09/2016						
265-2016-9-29	265	29/09/2016	29/09/2016	30/09/2016	30/09/2016			

## Appendix D: Scope of unit record level data collections

Assistance Type & Property Source	Unit record level files					Included in Performance Assessment
	Dwelling	Household	Resident	Tenancy	Vacancy	
Crisis accommodation - Capital dwellings owned by FACS Housing NSW	Required	Required	Required	Required	Required	No
Crisis accommodation - Leasehold dwellings funded by FACS Housing NSW	Required	Required	Required	Required	Required	No
Affordable housing - Capital dwellings owned by FACS Housing NSW	Required	Required	Required	Required	Required	Yes
Affordable housing - Capital dwellings acquired by organisations through leveraging properties vested by FACS Housing NSW	Required	Required	Required	Required	Required	Yes
Affordable housing - Capital dwellings acquired by organisations with incentives from the NRAS & SHGF	Required	Required	Required	Required	Required	Not currently†
Affordable & general social housing - Capital dwellings acquired by organisations to meet the contractual obligations of the SAHF programme	Required	Required	Required	Required	Required	No‡
General social housing - Capital dwellings owned by FACS Housing NSW	Required	Required	Required	Required	Required	Yes
General social housing - Leasehold dwellings funded by FACS Housing NSW	Required	Required	Required	Required	Required	Yes
General social housing - Dwellings vested to organisations by FACS Housing NSW	Required	Required	Required	Required	Required	Yes
Capital dwellings owned by FACS Housing NSW used for transitional housing*	Required	Required	Required	Required	Required	Yes
Leasehold dwellings funded by FACS Housing NSW used for transitional housing*	Required	Required	Required	Required	Required	Yes
Capital dwellings owned by organisations other than FACS Housing NSW	Required	Optional	Optional	Optional	Optional	No
Dwellings managed on a fee-for-service basis for other organisations	Required	Optional	Optional	Optional	Optional	No



‡ The applicability of the Framework to affordable housing properties is currently under review.

\* For the purposes of contract performance assessment transitional properties are included under general social housing.

♪ The SAHF programme is independent of the Community Housing Contract Compliance and Performance Management Framework but it does rely on unit record level data for its own contract performance components

## Appendix E: Glossary

Term	Definition
<b>Affordable housing</b>	<p>Subsidised rental accommodation for people on a very low, low or moderate income managed in accordance with <i>NSW Affordable Housing Guidelines</i>. Included are:</p> <ul style="list-style-type: none"> <li>properties owned jointly in a partnership arrangement between FACS and another organisation such as local government, religious group, community organisation</li> <li>properties owned by the NSW Land and Housing Corporation but tenanted and managed by tenant-managed housing co-operatives</li> </ul>
<b>Assessable income</b>	See <b>household income</b> .
<b>Capital dwellings</b>	<p>Community housing owned by the NSW Land and Housing Corporation and allocated by FACS to a community housing organisation:</p> <ul style="list-style-type: none"> <li>Includes properties owned jointly in a partnership arrangement between FACS and another organisation such as local government, religious group, community organisation</li> <li>Includes properties owned by the NSW Land and Housing Corporation but tenanted and managed by tenant-managed housing co-operatives</li> </ul> <p>EXCLUDES privately-owned properties leased by community housing organisations.</p>
<b>Community housing</b>	Rental housing that is managed by a not-for-profit community housing provider.
<b>Community Housing Provider</b>	<p>An organisation that receives assistance from the NSW Land and Housing Corporation to provide housing for people on very low, low and moderate incomes and people with additional needs. Community housing providers manage social housing, affordable housing, co-operative housing, transitional housing and/or crisis accommodation.</p>
<b>Commonwealth Rent Assistance (CRA)</b>	<p>A non-taxable rent supplement paid through Centrelink to individuals and families who rent in the private rental market or in non-Government authority housing.</p> <p>Community housing providers set rents according to the Community Housing Rent Policy. For social housing, it is generally based on 25% of the household income plus 100% CRA, up to the market rent.</p> <p>For the purposes of this data collection, CRA is to be EXCLUDED from rent collected and household income.</p>
<b>Crisis accommodation</b>	<p>Short term accommodation (generally three months or less) for people who are homeless or people who are at risk of homelessness (does not involve a residential tenancy agreement and is not subject to the FACS Community Housing Rent Policy). It includes:</p> <ul style="list-style-type: none"> <li>Crisis accommodation – <b>capital dwellings</b> owned by the NSW Land and Housing Corporation</li> <li>Crisis accommodation – <b>leasehold dwellings</b> funded by FACS.</li> </ul>

<b>Term</b>	<b>Definition</b>
<b>Days vacant</b>	<p>The total time a tenancy (rental) unit is vacant comprises the days covering the period between the day after the tenancy (rental) unit was vacated up to (not including) the date the tenancy (rental) unit is occupied. The calculation of days is based on 7 calendar days per week. Weekends and public holidays are included.</p> <p>If the tenancy (rental) unit was vacant for zero days (i.e. vacated and re-tenanted on the same day) this is to be counted as 1 vacancy episode lasting for zero days.</p>
<b>Disability</b>	<p>Includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being.</p> <p>Disabilities can be:</p> <ul style="list-style-type: none"><li>• <u>Intellectual</u>, including difficulties in learning and understanding to the extent that they require help or supervision</li><li>• <u>Psychiatric</u>, being either a "mental illness" where the person requires help or supervision, or a nervous condition that restricts the person's everyday activities</li><li>• <u>Sensory</u>, being sight problems not corrected by glasses or contact lenses, hearing problems or speech problems</li><li>• <u>Physical</u>, such as limited use of arms or fingers, legs or feet; a disfigurement or deformity; blackouts or fits, or any long-term illness or condition which restricts their everyday activities.</li></ul>
<b>Dwelling</b>	<p>Dwellings can be reported as residential units, flats, detached and semi-detached cottages generally intended for a single household to live in. (Including some dwellings that may contain more than one household, e.g. boarding or rooming houses.)</p> <p>Alternatively, dwellings can be reported as individual residential units of any type including individual rooms.</p> <p>The primary determinant as to how dwellings let by the room are reported is how the dwellings are recorded in a provider's tenancy management system.</p> <p>FaCS prefers the latter if both options are available.</p>
<b>Expenditure, property management</b>	<p>Include property maintenance, rates and utilities, rent (on leasehold properties), bad debts, property insurance and other property related expenses</p>
<b>Expenditure, administration</b>	<p>Include salaries and other operating costs</p>

<b>Term</b>	<b>Definition</b>
<b>General (social) housing</b>	<p>Subsidised long term rental accommodation for people on very low and low incomes, who are eligible for social housing. The tenancies are bound by the residential tenancy agreement and subject to the FACS Community Housing Rent, Eligibility and Access policies.</p> <p>It includes:</p> <ul style="list-style-type: none"><li>• General social housing - <b>capital dwellings</b> owned by the NSW Land and Housing Corporation</li><li>• General social housing - <b>leasehold dwellings</b> funded by FACS</li><li>• General social housing - <b>dwellings vested</b> to organisations by FACS</li></ul>
<b>Greatest need household</b>	<p>A needy household which has an urgent need for housing that cannot be obtained in the private rental market because of environmental conditions or circumstances. Generally these circumstances are relieved by the allocation of housing. The following kinds of urgent need categories have been developed for Commonwealth reporting:</p> <ul style="list-style-type: none"><li>• People who are homeless or imminently homeless; those living in <b>crisis accommodation</b></li><li>• People whose life or safety is at risk in their current accommodation</li><li>• People whose health condition is aggravated by their housing</li><li>• People whose housing is inappropriate to their needs</li><li>• People with <b>very high rental housing costs</b> i.e. those who paid more than 40% of their income in rent at time of allocation.</li></ul>
<b>Head tenant</b>	See <b>principal resident</b> .
<b>Highly overcrowded</b>	See <b>occupancy standard</b> .
<b>Homeless</b>	<p>People with 'no housing' or who are residing in temporary or emergency accommodation. It includes applicants living in accommodation provided by a specialist homelessness service or some other form of emergency accommodation; or were totally without permanent shelter (e.g. wandered from place to place, slept out on the street); or lived in shelter that was unlawful such as those who were forced to squat in derelict buildings; or stayed temporarily with friends or relatives in the short-term.</p>
<b>Household</b>	<p>For the purpose of this data collection, a household equals a tenancy agreement. Counting the number of tenancy agreements is a practical proxy for calculating the number of households.</p> <p>A tenancy agreement is defined as a formal written agreement between a household (a person or a group of people) and a housing provider specifying details of a tenancy for a particular tenancy (rental) unit.</p> <ul style="list-style-type: none"><li>• A single person can be a household within a dwelling if they have a tenancy on their own.</li><li>• Multiple tenancy agreements within one dwelling should be treated as distinct households.</li></ul>

<b>Term</b>	<b>Definition</b>
<b>Household income</b>	<p>The total value in dollars of all income derived from all assessable sources involving all household members. <u>It excludes any <b>Commonwealth Rental Assistance (CRA)</b> received by the household.</u></p> <ul style="list-style-type: none"> <li>• Assessable means as assessed for the purposes of determining rent under the Community Housing Rent Policy.</li> <li>• This should be calculated on gross income, that is, all income before tax or anything else is taken out.</li> <li>• Should be based on “assessable income” for rent for the period closest to the end of the relevant financial year.</li> </ul>
<b>Housing Pathways</b>	<p>The system for applying for a social housing property in NSW. Under the system, applicants fill out a single application form to apply for social housing managed by FACS and community housing providers. Details of this application are recorded on the NSW Housing Register.</p>
<b>Income</b>	<p>See <b>household income</b></p>
<b>Indigenous household</b>	<p>A household containing one or more resident members who are people of Aboriginal or Torres Strait Islander descent and/or who identify (have an historical and cultural affiliation) as being an Aboriginal or Torres Strait Islander.</p>
<b>Leasehold dwellings</b>	<p>Properties leased from private sector landlords by a community housing organisation:</p> <ul style="list-style-type: none"> <li>• Includes properties leased from the private sector for which FACS provides a leasing subsidy.</li> <li>• EXCLUDES capital properties leased from the NSW Land and Housing Corporation.</li> </ul>
<b>Market rent</b>	<p>See <b>rent, market.</b></p>
<b>Moderately overcrowded</b>	<p>See <b>occupancy standard.</b></p>
<b>Has Nomination rights</b>	<p>Arrangements where a third party organisation (generally a support provider) holds nomination rights to select occupants to the dwelling.</p>
<b>Non English speaking household</b>	<p>A household that contains a member from a non-English speaking background. A person from a non-English speaking background is born overseas and has a first language other than English, or has a parent with those characteristics.</p>

<b>Term</b>	<b>Definition</b>
<b>Occupancy standard</b>	<p>Occupancy is measured using the Canadian Occupancy Standard below.</p> <ul style="list-style-type: none"> <li>• No more than two people shall share a bedroom</li> <li>• Parents and couple may share a bedroom</li> <li>• Children under 5 yrs, either of the same or opposite sex may share a bedroom</li> <li>• Children under 18 years of the same sex may share a bedroom</li> <li>• A child aged 5-17 years should not share a bedroom with a child under 5 years of the opposite sex</li> <li>• Single adults 18 years and over and any unpaired children require a separate bedroom</li> <li>• <b>Moderately overcrowded:</b> Where there is one bedroom less than is needed to satisfy the occupancy standard for the household type.</li> <li>• <b>Highly overcrowded:</b> Where two or more additional bedrooms would be needed to satisfy the occupancy standard.</li> <li>• <b>Underutilised:</b> Where there are two or more bedrooms over and above the number needed to satisfy the occupancy standard.</li> </ul>
<b>Occupied dwelling</b>	A dwelling occupied by a household. See also <b>dwelling</b> and <b>household</b>
<b>Older person household</b>	Where one or more of the <b>principal residents</b> or <b>head tenants</b> is aged 75 years or over; this definition relates to <b>special needs</b> .
<b>Principal resident</b>	Generally the person (or persons) who sign/s the tenancy agreement and often the head of the household; this person resides in the dwelling; also referred to as the <b>head tenant</b> .
<b>Property audit</b>	An assessment of the condition of properties against the FACS Asset Standards.
<b>Rent, market</b>	The rent that would be charged for a dwelling in the private rental market. To establish market rent, community housing providers must use rent data, relevant to the type and location of the property, published quarterly in the Rent and Sales Report by FACS. See NSW Community Housing Rent Policy for the treatment of properties identified to record rents that differ markedly from the Rent and Sales Report data.
<b>Rent, household</b>	The agreed amount of rent in dollars that the household is currently charged by the provider (will be less than “ <b>market rent</b> ” in most cases), <b><u>excluding rent received from the Commonwealth Rent Assistance (CRA).</u></b>

<b>Term</b>	<b>Definition</b>
<b>Rent, charged</b>	<p>The aggregation of all rents charged or chargeable to tenants during the financial year. Generally, rent charged to tenants is much lower than market rent.</p> <ul style="list-style-type: none"> <li>• Include rent charged that may or may not have been received (i.e. include rent in arrears)</li> <li>• Exclude rent chargeable to <b>vacant dwellings</b></li> <li>• Exclude rent charged from the <b>Commonwealth Rent Assistance (CRA)</b>.</li> </ul>
<b>Reporting period</b>	<p>The period of time covering a particular set of results.</p>
<b>Special needs household</b>	<p>A household comprised of members of groups within the community who experience particular difficulty accessing the private rental market because of some personal circumstance or characteristic common to the group.</p> <p>They include:</p> <ul style="list-style-type: none"> <li>• <b>Indigenous households</b></li> <li>• <b>Non-English speaking households</b></li> <li>• Households in which one or more members have a <b>disability</b></li> <li>• Households where one or more of the principal residents or head tenants is an <b>older person</b> or a <b>young person</b>.</li> </ul> <p>See also definitions of terms in <b>bold</b>.</p>
<b>Statistical Linkage Key (SLK)</b>	<p>A string of characters and numbers from a resident's name, data of birth and gender, that contain sufficient information to link records for statistical analysis.</p> <p>See also <b>Appendix B: Data specifications for "csv" files for unit record level data uploads</b></p>
<b>Tenantable dwellings</b>	<p>Dwellings which are available to the community housing provider for tenanting. It may include dwellings for which there is no demand or suitable applicant. All occupied dwellings are counted as tenantable. The following <b>vacant dwellings</b> are not tenantable if:</p> <ul style="list-style-type: none"> <li>• Maintenance has not been completed</li> <li>• The dwellings are no longer under the administration of the community housing provider, e.g. properties being disposed of</li> <li>• The dwellings are not yet available to the provider, e.g. they are under construction or being purchased.</li> </ul>
<b>Tenantable vacancies</b>	<p>See Vacancies - Tenantable</p>
<b>Transfers</b>	<p>Households moving from either public housing, Aboriginal Housing Office accommodation or a community housing provider to another community housing provider.</p> <p>For the purposes of this data collection it includes new households having transferred to the community housing provider in the current reporting period as a result of:</p> <ul style="list-style-type: none"> <li>• Individual circumstances</li> <li>• The Property Transfer Programme</li> <li>• <b>Housing Pathways</b> transfers</li> <li>• 'Transfer of assistance' from one community/indigenous housing provider to another (e.g. transfer of the management of leases).</li> </ul>

<b>Term</b>	<b>Definition</b>
<b>Transitional housing</b>	<p>Short term accommodation (generally from three to eighteen months) for people exiting or transitioning from crisis or temporary accommodation. Transitional housing does use a residential tenancy agreement, and is subject to FACS's Community Housing Rent Policy.</p> <p>It includes</p> <ul style="list-style-type: none"><li>• Capital dwellings owned by the NSW Land and Housing Corporation</li><li>• Leasehold dwellings funded by FACS</li></ul>
<b>Underutilised</b>	See <b>occupancy standard</b>
<b>Untenantable vacancies</b>	See Vacancies - Untenantable
<b>Vacant dwellings</b>	<p>Dwellings not occupied. These may be <b>tenantable</b> or untenantable and include:</p> <ul style="list-style-type: none"><li>• Dwellings where maintenance has been completed but no household occupies the dwelling yet</li><li>• Dwellings where maintenance has not been completed</li><li>• Newly acquired dwellings awaiting acceptance of tenancy.</li></ul>
<b>Vacancy episode</b>	<p>Each occurrence of the tenancy (rental) unit being vacated and re-tenanted.</p> <p>Includes tenantable vacancies and untenantable vacancies. (See below)</p> <p>If the tenancy (rental) unit is vacant (i.e. is yet to be re-tenanted) on the last day of the reporting period, this vacancy episode is not counted in turnaround performance calculations for the quarter.</p> <p>If the tenancy (rental) unit was vacant for zero days (i.e. vacated and re-tenanted on the same day) this is counted as 1 vacancy episode.</p>



<b>Term</b>	<b>Definition</b>
<b>Vacancies - Exemptions</b>	<p>Vacancy episodes in dwellings subject to third party nomination rights are precluded from contract performance benchmarking calculations.</p> <p>Where a third party organisation holds nomination rights their organisation name and ABN need to be supplied in order to receive an exemption.</p> <p>These vacancy episodes are still calculated separately, by provider and across the community housing sector, in order to gauge the impact of such arrangements.</p> <p>There are some other cases where individual vacancy episodes are not counted in contract performance benchmarking calculations such as:</p> <ul style="list-style-type: none"><li>• Dwellings awaiting sale</li><li>• Dwellings awaiting/undergoing redevelopment</li><li>• Dwellings where the death of a tenant has resulted in the need for a forensic clean</li><li>• Leasehold dwellings awaiting return to owner</li><li>• Dwellings that require/required LaHC decision</li><li>• Dwellings that require/required major rebuild</li><li>• Dwellings awaiting insurance assessment</li></ul> <p>Other cases can be looked at on a case by case basis (Contact your FaCS performance officer for details).</p>
<b>Vacancies - Tenantable</b>	<p>All vacancy episodes are measured in the same way. That is they measure the period between the day after the tenancy (rental) unit was vacated up to (not including) the date the tenancy (rental) unit is occupied.</p> <p>Vacancy episodes are grouped into untenable and tenantable vacancies for benchmarking.</p> <p>Tenantable vacancies are vacancy episodes where the dwelling only required only minor works (up to 7 calendar days) to be rendered tenantable following vacation.</p>
<b>Vacancies - Untenable</b>	<p>All vacancy episodes are measured in the same way. That is they measure the period between the day after the tenancy (rental) unit was vacated up to (not including) the date the tenancy (rental) unit is occupied.</p> <p>Vacancy episodes are grouped into untenable and tenantable vacancies for benchmarking.</p> <p>Untenable vacancies are vacancy episodes where the dwelling required moderate to major works (more than 7 calendar days) to be rendered tenantable following vacation.</p>
<b>Very high rental cost</b>	<p>Where a household is paying 40% or more of their <b>household income</b> in rent; this definition is used for Commonwealth reporting and does not necessarily imply that households paying 30-40% of income on rent are living in affordable housing situations.</p>
<b>Young person household</b>	<p>Where the <b>principal resident</b> or <b>head tenant</b> is aged 24 years or under. This definition relates to <b>special needs</b>.</p>

## Appendix F: Annual Performance Survey

The Annual Performance Survey seeks data relating to the assistance provided by FACS, As such, properties within the scope of the data collection are those dwellings owned by the NSW Land and Housing Corporation or funded by FACS, whether wholly or partially, and properties with ownership vested to you by FACS that cannot be drawn from unit record level data.

<b>5.1.1 Rents</b>		
<b>Rents:</b>	The following two questions relate to the financial year that has just ended. It covers all 'general social housing' as defined in Appendix E: Glossary of the Data Collection and Reporting Guideline Note this excludes any rent collected from CRA See also definitions of 'rent charged' and 'rent, household' in Appendix E.	
<b>Rents Charged:</b>	For general social housing & transitional housing households over the financial year that just ended, what was the total rent charged?	<b>Amount Rent Charged:</b>
<b>Rents Collected:</b>	Of the rent charged to general social housing & transitional housing households over the financial year that just ended, what was the total rent collected?	<b>Amount Rent Collected:</b>
<b>Comments about Rent</b>	Please provide any additional information that will help FACS understand the rent data you have just provided.	<b>Rent Comments:</b>
<b>5.1.2 Maintenance</b>		
<b>Maintenance:</b>	The following questions relate to the date of your last property audit.  For more information, please see 'property audit' in Appendix E: Glossary for more information.	
<b>Maintenance Numbers:</b>	At the time of the last property audit, how many dwellings did your organisation have responsibility to maintain?	<b>Number of Dwellings with maintenance responsibility</b>
<b>Property Standard Dwellings</b>	At the time of the last property audit, how many of the dwellings that you had maintenance responsibility met the NSW LAHC property standards?	<b>Number of Properties at Standard</b>
<b>Comments about Maintenance</b>	Please provide any additional information you think will help us understand the maintenance data you have just provided.	<b>Maintenance Comments</b>
<b>5.1.3 Maintenance on Capital Dwellings</b>		
<b>Capital Property</b>	These questions cover the financial year that has just ended. It is only concerning expenditure	

**Maintenance Expenditure** on capital dwellings, which are properties owned by the NSW Land and Housing Corporation. You should excluded expenditure on other properties such as those you lease on the private market or properties with ownership vested to you by FACS.

**Definition of Planned Maintenance** Planned maintenance is planned to take place at defined intervals. It is often used in the context of the regular servicing of mechanical systems. Planned maintenance is organised and carried out with forethought, control and the use of records (usually driven by property condition surveys) to a pre-determined plan. The terms cyclical and planned are sometimes used interchangeably. Sometimes cyclical is defined as a subset of planned. The intention is to capture responsibilities that exclude major structural and improvement work that typically come with asset ownership

Examples of common cyclical and planned repairs are:

- External painting
- Heating, air condition, lift servicing
- Guttering/drainage cleaning/clearing
- Kitchen/bathroom replacement
- Hot water system replacement

**Definition of Responsive Maintenance** Responsive maintenance includes minor repairs or routine maintenance undertaken generally in response to a request from a tenant. It would usually include the same type of repairs required to an empty property to bring it to a lettable standard and work on any communal areas. Typical examples are reglazing, fixing leaking pipe work and minor electrical repairs.

<b>Planned Maintenance Expenditure</b>	What was your average per property expenditure on planned maintenance?	<b>Amount on Planned Maintenance</b>
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<b>Responsive Maintenance Expenditure</b>	What was your average per property expenditure on responsive maintenance?	<b>Amount on Responsive Maintenance</b>
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<b>Comments about Capital Maintenance</b>	Please provide any additional information you think will help us understand the data you have just provided on maintenance to capital properties.	<b>Capital Property Maintenance Comments</b>
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**5.1.4 Operating Costs**

**Operating Costs** The following questions relate to the financial year PRIOR to the financial year that has just ended. It captures property management costs and administration costs that were not available when you completed your return last year.

For more information please see Appendix E: Glossary. Note that definitions for property management and administration costs are listed under the term 'Expenditure'.

<b>Property Management Expenditure</b>	For the financial year PRIOR to the financial year just finished, what was your expenditure on property management costs?	<b>Amount on Property Management</b>
<b>Administration Expenditure</b>	For the financial year PRIOR to the financial year just finished, what was your expenditure on Administration costs?	<b>Amount on Administration</b>
<b>Comments about Operating Costs</b>	Please provide any additional information you think will help us understand the data you have just provided on operating costs.	<b>Operating Costs Comments</b>

**5.1.5 Completing the survey**

<b>Person to contact</b>	Please give us the name of someone we can talk to if we have any questions about this survey?	<b>Contact Name</b>
<b>Telephone of contact person</b>	What is the telephone number of the contact person?	<b>Contact Telephone</b>
<b>Email of Contact person</b>	What is the email address of the contact person?	<b>Contact Email</b>
<b>Have You Finished the Survey</b>	Please click this box to show that you have finished entering the data and FACS can begin its analysis.	<b>Survey Is Complete</b> 

## Appendix G: Annual Compliance Survey

The Annual Compliance Survey seeks data relating to the assistance provided by FACS, As such, properties within the scope of the data collection are those dwellings owned or funded by FACS and properties vested by FACS pertaining governance & risk that aren't captured in other data collections.

### 5.1.6 Organisational Change

**Any material changes?** Has your organisation undergone any material or significant changes to its business operation over the financial year just ended?

**YES material changes comments** If the answer is YES, please provide details of any change in the box below

### 5.1.7 Public Liability Insurance

**Public liability insurance?** Does your organisation have a current and valid public liability insurance policy that meets the requirements stipulated in your Community Housing Agreement?

**NO public liability insurance comments** If NO, please provide further information.

### 5.1.8 Workers compensation

**Workers compensation insurance?** Does your organisation have a current and valid workers' compensation insurance policy?

**NO workers comp. insurance comments** If NO, please provider further information.

### 5.1.9 Loss & Damage Insurance

**Loss & damage insurance?** Does your organisation have a current and valid loss and damage insurance policy for the full replacement value of your organisation's property portfolio?

**NO loss & damage insurance comments** If NO, please provide further information.

NOTE: It is expected full replacement value of a property portfolio will become available from a loss or damage claim, including property replacement for the pay out option.

### 5.1.10 Sub-contracting

**Sub-contracted Agreement?** In relation to the NSW community housing business, has any part of the Community Housing Agreement been sub-contracted?

**YES sub-contracting comments** If YES, please explain what parts of the Agreement have been sub-contracted.

NOTE: Also include a list of any cases where expressed consent has been sought from the Department of Family & Community Services

### 5.1.11 Fire Safety

**Carried out annual fire safety checks?** Was a fire safety inspection or an Annual Fire Safety Statement attesting to the properties' compliance completed within the last 12 months?

**NO fire safety checks comments** If NO, please provide further information.

<b>Tested all smoke alarms?</b>	Were all smoke alarms tested and found to be working within the past 12 months?	
<b>NO all smoke alarms tested comments</b>	If NO, please provide further information.	
<b>Rectified other fire safety problems?</b>	Where an inspection identified other fire safety non-compliance items, were all of these rectified?	
<b>NO other fire problems rectified comment</b>	If NO, please provide further information.	
<b>5.1.12 Completing the survey</b>		
<b>Person to contact</b>	Please give us the name of someone we can talk to if we have any questions about this survey?	<b>Contact name</b>
<b>Telephone of contact person</b>	What is the telephone number of the contact person?	<b>Contact telephone</b>
<b>email of contact person</b>	What is the email address of the contact person?	<b>Contact email</b>
<b>Have you finished the survey?</b>	Please click this box to show that you have finished entering the data and FACS can begin its analysis.	<b>Survey is complete</b> <input type="checkbox"/>

## Appendix H: Annual CHLP Update

The Annual CHLP Update seeks data relating to the assistance provided by FACS by way of funding through the Community Housing Leasing Programme.

This annual return is used for reporting on the past year and future plans for the general CHLP Programme and funding.

Some of the fields below are pre-populated using data supplied in the quarterly returns during the year.

<b>5.1.13 Property Numbers</b>			
Quota	148		Quarter 1 Reported Number
			Quarter 2 Reported Number
			Quarter 3 Reported Number
			Quarter 4 Reported Number
<b>5.1.14 1. Analysis of housing need met by the portfolio</b>			
<b>Q1A S&amp;D Analysis</b>	• What are the outcomes of your organisation's supply and demand analysis?		
A1A S&D Analysis			
<b>Q1B S&amp;D Processes</b>	• What processes and tools were used to analyse supply and demand information?		
A1B S&D Processes			
<b>5.1.15 2. Significant shifts in portfolio configuration</b>			
<b>Q2A Changes Bedrooms or LGAs</b>	• Have any major changes occurred across bedroom categories and/or LGAs between Q1 and Q4?		
A2A Changes Bedrooms or LGAs			
<b>5.1.16 3. Level of spent/unspent funds</b>			
<b>3A Total grant</b>		<b>Grant per property</b>	\$0.00
<b>3B Leasing Subsidy</b>		<b>Leasing subsidy per property</b>	
<b>3C Portfolio Management Costs</b>		<b>Management costs per property</b>	
<b>3D Repairs &amp; Maintenance</b>		<b>Maintenance costs per property</b>	
<b>3E Other Expenses</b>		<b>Other costs per property</b>	
<b>3F Total Surplus/Deficit</b>	\$0.00	<b>Surplus/Deficit per property</b>	

<b>Q 3.1 Other Expenses</b>	If you have reported other expenses please add a comment below to indicate the nature of the expense
<b>3.1 Other expenses comment</b>	
<b>5.1.17 4. Future strategic directions and development for the portfolio</b>	
<b>Q4A Challenges</b>	• What are the key challenges in managing your CHLP portfolio?
<b>A4A Challenges</b>	
<b>Q4B Location specific issue</b>	Are there any location specific issues emerging for your CHLP portfolio?
<b>A4B Location Specific Issues</b>	
<b>Q4C Strategic Direction</b>	What are the key strategic directions for your CHLP portfolio over the next 12-24 months?
<b>A4C Strategic direction</b>	
<b>Q4D Additional comments</b>	Do you have any additional comments about your CHLP portfolio?
<b>A4D Additional comments</b>	
<b>5.1.18 Submission Details</b>	
<b>Update submitted by</b>	<b>Update Submission Date</b>