

WHO WE HEARD FROM



including 23 organisations registered as Tier 1 organisations under NRSCH or Victorian Housing Associations (larger organisations)

15 (22%)
of respondents manage housing in more than one jurisdiction (including 8 Tier 1 & Vic HA organisations)

9 (13%)
of the 67 organisations, manage only social housing & none manage only affordable housing

OF THE 67 ORGANISATIONS

17 (25%) **RURAL AUSTRALIA**



36 (54%) **REGIONAL TOWNS**



48 (72%) **METROPOLITAN**



WHAT WE HEARD

CUSTOMER SERVICE

63 (94%) (SEE QUESTION 8 GRAPH)
community housing organisations identified expenditure made specifically to meet the challenges caused by the COVID-19 crisis



39 (58%)
of respondents closed some or all their offices in response to COVID-19



Nearly half of all respondents took steps to make it easier for customers to contact them online

HUMAN RESOURCES

COMPARED TO BEFORE 24 MARCH 2020

45 (67%)
of all 67 respondents allowed frontline staff to work from home



47 (70%)
allowed non-frontline staff to work from home

9 (13%)
of the 67 respondent organisations reported receiving Job Keeper assistance, an additional



7 (10%)
reported applying for Job Keeper assistance

QUESTION 8 SINCE 24 MARCH 2020, HAS YOUR ORGANISATION RESPONDED TO THE COVID-19 CRISIS WITH ANY OF THE FOLLOWING ACTIONS?



FINANCIAL IMPACTS

26 (39%) community housing organisations reported experiencing an overall increase in operating expenditure since the beginning of the COVID-19 pandemic, **16** (24%) reported an overall decrease

23 (34%) of the 67 community housing organisations expressed concern or strong concern about increases in their operational costs in the final quarter of 2019-20 and **25** (37%) expressed concern or strong concern about the first quarter of 2020-21

33 (49%) of the 67 community housing organisations expressed concern or strong concern about the impact of COVID-19 on their operating revenue in the final quarter of 2019-20 and **37** (55%) expressed concern or strong concern about the first quarter of 2020-21

20 (30%) of the 67 community housing organisations expressed concern or strong concern about the impact that changes in property valuations caused by COVID-19 will have on their financial health



SOCIAL HOUSING IMPACTS

Wage to Job Seeker was the most highly reported reason for change in income for social housing tenancies

27 (55% of 49 organisations) expressed either concern or strong concern about the impact of changes in market rents on demand for social housing.

21 (43%) were concerned or very concerned about the impact of changes in market rents on social housing rental revenues



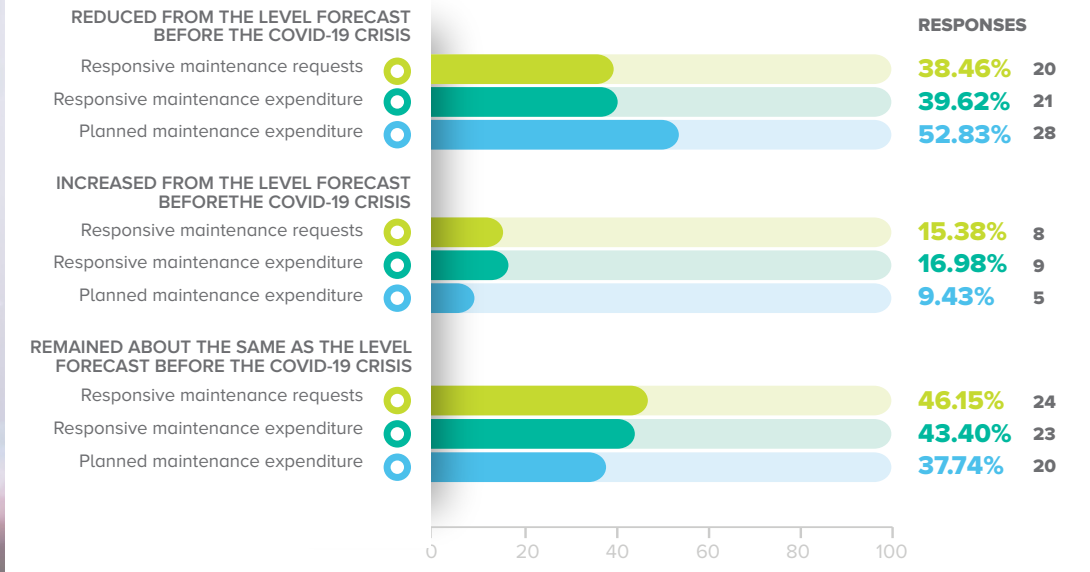
AFFORDABLE HOUSING IMPACTS

Wage to Job Seeker was the most highly reported reason for change in income for affordable housing tenancies

23 (56% of 41 organisations) expressed either concern or strong concern about the impact of changes in market rents on demand for affordable housing.

26 (63% of 42 organisations) were concerned or very concerned about the impact of changes in market rents on affordable housing rental revenues

QUESTION 28 PLEASE SELECT WHICH OF THE FOLLOWING STATEMENTS ARE TRUE FOR YOUR ORGANISATION IN MAY 2020



ASSET PROGRAMS (SEE QUESTION 28 GRAPH)

20 (30%)

of the 67 respondents reported a reduction in responsive maintenance requests, 21 (31%) reported a reduction in responsive maintenance expenditure, and 28 (42%) reported a reduction in planned maintenance expenditure.



OF THE 37 ORGANISATIONS REPORTING A PROPERTY DEVELOPMENT PROGRAM

15 (41%) made no changes to their program

9 (24%) reviewed their program

10 (27%) placed at least some of their program on hold

3 (8%) fast tracked at least some of their program due to covid-19

27 (40%)

of the 67 respondents reported a COVID-19 related change to their management of vacant properties and 33 (49%) reported a change in letting of vacant properties due to COVID-19



HOUSING MANAGEMENT

49 (73%)

of the 67 respondents had put in place specific measures to check-in with potentially vulnerable tenants since the start of the COVID-19 crisis



OF THE 67 RESPONDENTS REPORTING (SEE Q33 GRAPH)

14 (21%) experienced an increase in domestic & family violence incidents involving their tenancies



18 (27%) experienced an increase in nuisance and annoyance complaints



16 (24%) reported an increase in households in rent arrears



14 (21%) reported an increase in the gross dollar value of rent arrears

26 (39%)

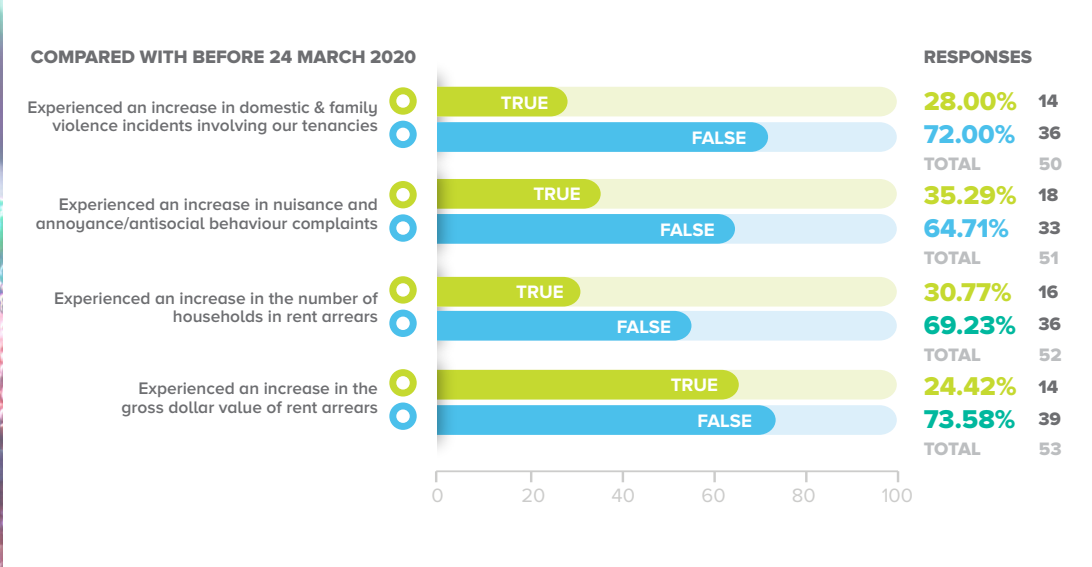
of all 67 respondents maintained at least some tenant or community engagement activities, 20 (30%) maintained at least some of their usual tenant training and/or support programs, and 25 (37%) reported unchanged access to support services

19 (28%)

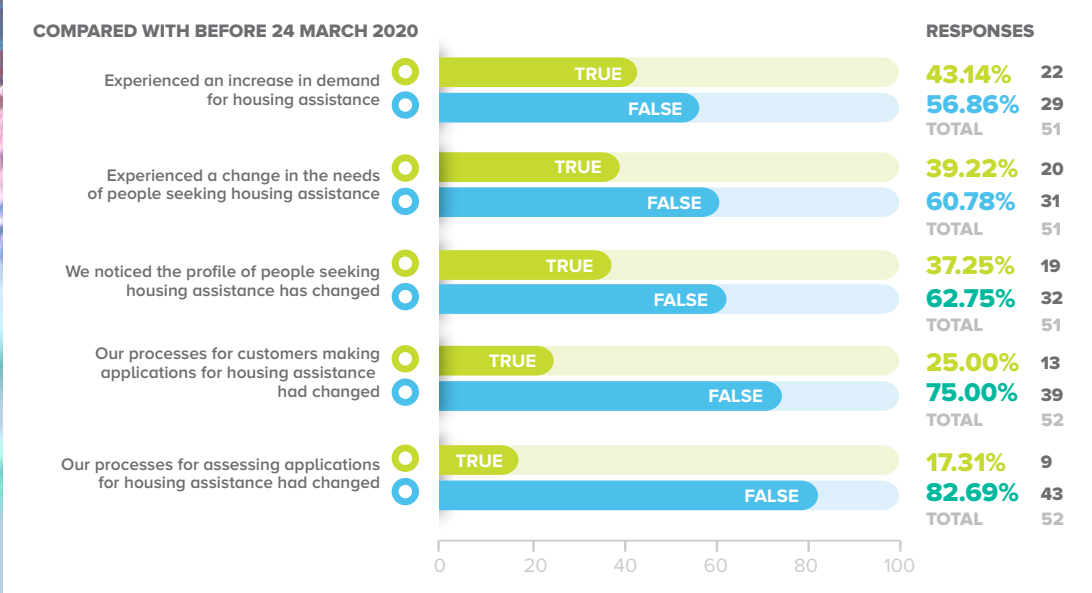
of all 67 respondents reported encountering specific challenges with management of shared or group accommodation



QUESTION 33 PLEASE INDICATE IF THE FOLLOWING STATEMENTS ARE TRUE OR FALSE FOR YOUR ORGANISATION IN MAY 2020.



QUESTION 38 PLEASE INDICATE IF THE FOLLOWING STATEMENTS ARE TRUE OR FALSE FOR YOUR ORGANISATION IN MAY 2020?



HOUSING DEMAND (SEE QUESTION 38 GRAPH)

22 (33%)
of all 67 respondents reporting experiencing an increase in housing demand and 20 (30%) noticed a change in needs of the people seeking assistance

13 (19%)
of the 67 respondents reporting making changes to customer processes for applying for housing assistance and 9 (13%) reported making changes to assessment processes

NOTE: Percentages shown in the graphs are based on the number of respondents attempting the individual question and will vary from percentages in the text which are calculated on the total number of respondents who completed the survey (67).

The Community Housing Industry Association (CHIA) is the federated industry peak for not for profit community housing organisations (CHOs) across Australia.

