

## HOUSING

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives
<p><b>Customer Service</b></p> <p>To provide a social housing service which is affordable, accessible, appropriate and efficient.</p> <p>Tenants are provided with a high level of support in accordance with the Council's Tenant Support Policy.</p> <p>To promote a harmonious living environment at Council housing complexes.</p>	<ul style="list-style-type: none"> <li>Open space management provides a high level of tenant amenity as measured through an annual tenant satisfaction survey (<i>Target: 50% of respondents indicate satisfactory or better</i>).</li> </ul>	Annual Tenant Survey	<ul style="list-style-type: none"> <li>80% overall tenant satisfaction as measured through an annual tenant satisfaction survey.</li> <li>Tenants are visited at least annually (in accordance with Council policy) by a Housing Officer to ensure that they can:                             <ol style="list-style-type: none"> <li>continue to live independently</li> <li>that the asset has been maintained at an appropriate level.</li> </ol> </li> <li>Inter tenant written complaints minimised with less than 10% of tenants complaining about their neighbours on an annual basis.</li> </ul>	Annual Tenant Survey  Housing Statistics  Complaints Register	<ul style="list-style-type: none"> <li>98% occupancy is achieved across the portfolio and the service is provided at no cost to ratepayers.</li> <li>Cost per tenant for tenancy administration and support being no more than \$606 pa per tenant.</li> </ul>	Housing Statistics  Accounting System	A3, F1, F2, F3, F5, F6, F7  A3, F1, F2, F3, F5, F6, F7
<p><b>Community Engagement</b></p> <p>All housing "partnerships" flourishing.</p>				Survey	<ul style="list-style-type: none"> <li>"Partnership" arrangements return minimum 1.5% average return on capital across the board.</li> </ul>	Accounting System	A2, A3, A5
<p><b>Compliance with Legislation</b></p> <p>Council complies with all legal requirements relating to the provision of social housing.</p>			<ul style="list-style-type: none"> <li>Tenants are treated fairly in terms of the Residential Tenancies Act with less than 1% of tenants lodging claims against the Council through the Tenancy Tribunal during the year.</li> </ul>	Exception Reporting	<ul style="list-style-type: none"> <li>Target of nil penalties or fines against the Council.</li> </ul>	Exception Reporting	A3