

Tracking our progress

2019-23

Our 5 year scorecard

Bridge Housing is proud to present our 5 year scorecard outlining our results against our Key Performance Indicators (including the Benchmarks from the National Regulatory System for Community Housing).

KEY PERFORMANCE INDICATORS	BENCHMARK	2019	2020	2021	2022	2023
Resident Satisfaction						
Overall satisfaction with the organisation	75%*	87%	82%	78%	81%	78%
Our Homes						
Total number of homes		2,334	3,541	3,587	3,579	3,632
Arrears	2.5%*	1.7%	1.2%	1.2%	1.4%	1.3%
Rent loss via void	2.5%*	0.2%	0.2%	0.1%	0.2%	0.2%
Rent loss via vacancy	2.5%*	0.2%	0.1%	0.1%	0.0%	0.0%
Void days	28 days*	27	25	25	25	25
Vacant days	14 days*	14	11	11	12	13
Eviction rate	10%*	2.6%	2.8%	1.5%	2.7%	1.5%
Our Staff						
Staff engagement		81%	84%	83%	79%	82%
Ratio of staff to lettable properties		1:36	1:40	1:37	1:38	1:35
Staff turnover %		18%	15%	20%	28%	20%
Number of full time equivalent staff		66	85	93	91	99

KEY PERFORMANCE INDICATORS	BENCHMARK	2019	2020	2021	2022	2023
Our Finances						
Staff cost as a percentage of total revenue		15.4%	16.0%	16.1%	17.1%	18.3%
Property costs as a percentage of total revenue		68.9%	70.6%	68.6%	70.6%	67.6%
Administration cost as a percentage of total revenue		6.2%	6.2%	6.9%	6.8%	6.6%
Profitability ratio – operating EBITDA/operating revenue		9.2%	6.6%	7.3%	4.3%	5.2%
Liquidity ratio – current assets/ current liabilities		0.9	1.6	1.5	1.3	1.0
Cash flow ratio – operating cash inflows/operating cash outflows		1.1	1.2	1.1	1.2	1.2
Interest cover ratio – operating EBITDA/interest expense		3.3	4.0	3.1	1.7	2.8
Loan to value ratio		9.6%	35.0%	30.8%	26.1%	25.3%
Return on assets – EBITDA/ assets		1.5%	1.3%	1.0%	0.5%	0.7%
Cash at end of year		\$3.9m	\$46.7m	\$49.6m	\$46.2m	\$26.2m
Operating EBITDA		\$3.94m	\$3.73m	\$4.56m	\$2.61m	\$3.30m
Net profit		\$4.46m	\$0.52m	-\$1.53m	\$1.78m	\$15.59m

**Benchmarks established by the National Regulatory System for Community Housing (NRSCH). See Registration Return Guide, www.nrsch.gov.au*

