

# SA Community Housing Performance Report

2023 – 2025



**Government of South Australia**  
SA Housing Trust

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# Message from the Registrar

I am pleased to present the SA Community Housing Performance Report 2023-2025. This sector report shows how Community Housing Providers (CHPs) have performed against key performance measures during the 2023-2024 financial year. It also highlights the sector's size, property portfolio, and the regulatory activities of the Registrar and staff during 2024-2025.

CHPs in SA continued to report strong service delivery results in 2023-2024 across a range of performance measures involving tenant satisfaction surveys, repair requests completed on-time, and low rent arrears. Vacancy turnaround times also improved significantly for the sector, reflecting efficiencies in tenant reletting practices.

The 2023-2024 financial year saw an increase in rental revenues for the sector from adjustments made to government support payments. The sector also increased spending on maintenance, property related costs, and staffing, leaving a modest improvement in their operating results. A dip in liquidity levels was also observed in the sector as CHPs manage cashflows for new funding and development activities.

During 2024-2025 there has been a significant increase in registration activity, primarily driven by new funding opportunities from the Federal Government's Housing Australia Future Fund Facility (HAFFF) to increase social and affordable housing supply across Australia. In SA, new registrations have come from established organisations that were managing 313 affordable housing properties in SA, as well as new subsidiaries of existing registered CHPs who will build 364 social and affordable housing properties in SA.

I would in particular like to acknowledge the SA Housing Trust in supporting the regulatory work of the Registrar as we assist the Federal Government's Housing Australia initiatives.

I also wish to acknowledge the ongoing efforts from peak bodies and Community Housing Providers in working with the Registrar's Office. Their engagement is instrumental in providing regulatory assurance and building confidence in the performance of the sector in SA.

**Craig Thompson**  
Registrar for SA Community Housing



# National Regulatory System for Community Housing (NRSCH)

## Our vision

A well governed, well managed, scalable and sustainable community housing sector that meets the housing needs of tenants and provides assurance for government and investors.

## Our objectives

- To provide a consistent regulatory environment to support the growth and development of the community housing sector
- To pave the way for future housing product development
- To reduce the regulatory burden on housing providers working across jurisdictions
- To provide a level playing field for providers seeking to enter new jurisdictions

## Our regulatory principles

### Proportionate

reflecting the scale and scope of regulated activities

### Accountable

able to justify regulatory assessments and be subject to scrutiny

### Consistent

based on standardised information and methods

### Transparent

clear and open processes and decisions

### Flexible

avoiding unnecessary rules about how housing providers organise their business and demonstrate compliance with the National Regulatory Code

### Targeted

focused on the core purposes of improving tenant outcomes and protecting government and investors' confidence



# Sector Report overview

**The National Regulatory Code (NRC) requires registered CHPs to be well-governed, financially viable and to perform in compliance with standards to deliver quality housing services.**

The NRC sets out the performance requirements that registered CHPs must comply with in providing community housing under the Community Housing Providers National Law (the "National Law"). It does not prescribe how CHPs should run their business but rather focuses on the achievement of outcomes in the following areas:

→ **Tenant and housing services**

→ **Housing assets**

→ **Community engagement**

→ **Governance**

→ **Probity**

→ **Management**

→ **Financial viability**

Tier 3 providers are reported separately from Tier 1 and Tier 2 providers as some of the key metrics used to measure performance do not provide a meaningful picture when applied to Tier 3 providers because of their diversity and size. Presenting Tier 3 comparative data with Tier 1 and Tier 2 CHPs without detailed explanation may provide a false representation of the performance of Tier 3 providers. Some of these issues include:

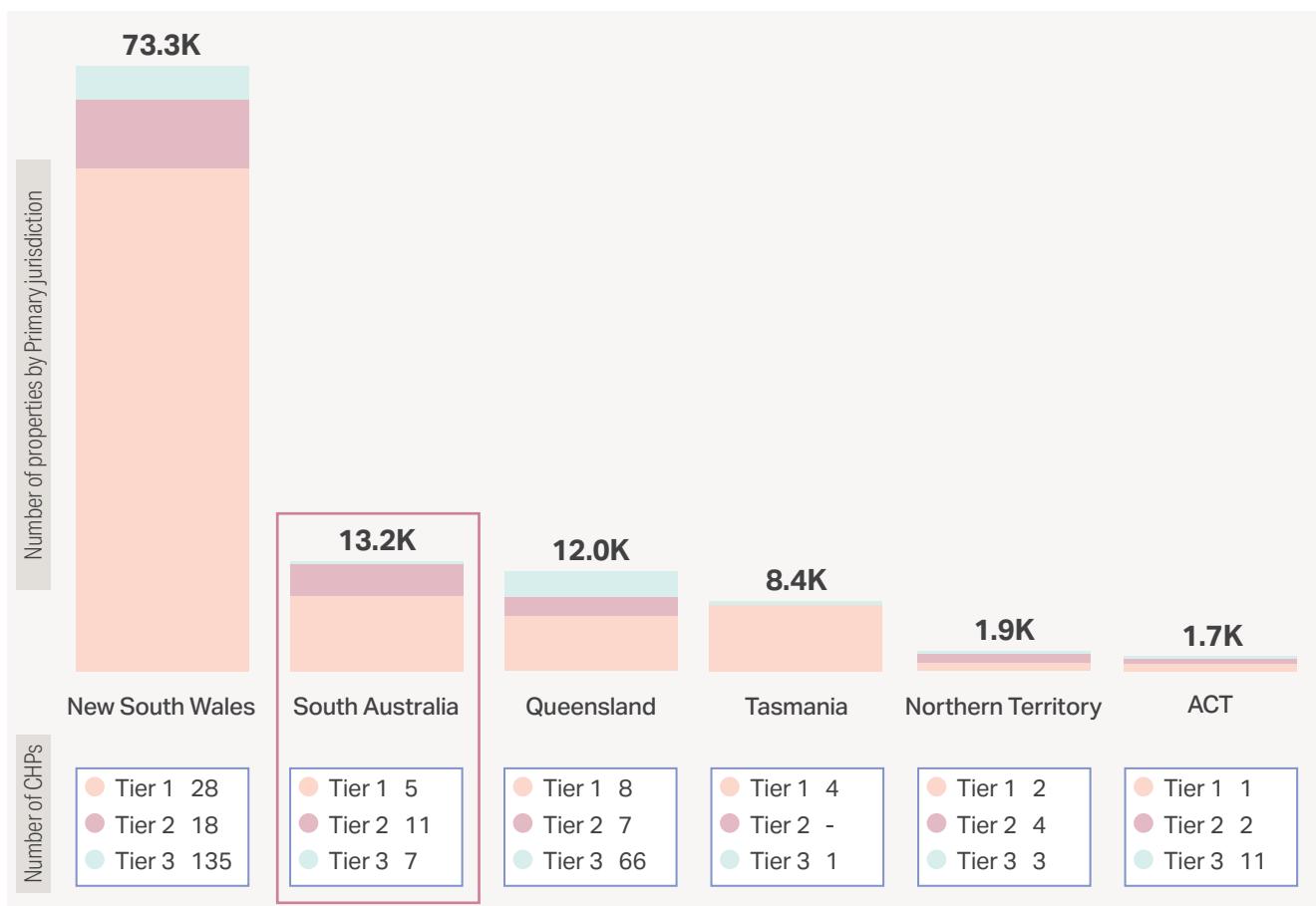
→ Nomination rights and specialist services may mean that properties are vacant for longer to ensure the right tenant is matched to the property

→ CHPs with small portfolios may skew results. For example, a single vacancy can have an adverse impact on occupancy rates

Another key distinction is the regularity of NRSCH compliance assessments. Tier 1 and Tier 2 providers are required to be assessed for compliance annually. Tier 3 providers are assessed once every two years.



# Community housing properties by Primary Jurisdiction



The bar chart above highlights that SA's registered Tier 1 and Tier 2 CHPs hold the second highest number of jurisdictional properties within the NRSCH. During the year, SA recorded an increase in the number of properties managed by registered CHPs, driven by new provider registrations and the merger of an existing CHP. These developments contributed to a notable growth in the total jurisdictional property count under the NRSCH in SA.

The NRSCH is a national federated regulatory framework that governs CHPs across NSW, QLD, SA, TAS, the ACT, and the NT. Each participating jurisdiction has enacted mirror legislation under the Community Housing Providers National Law.

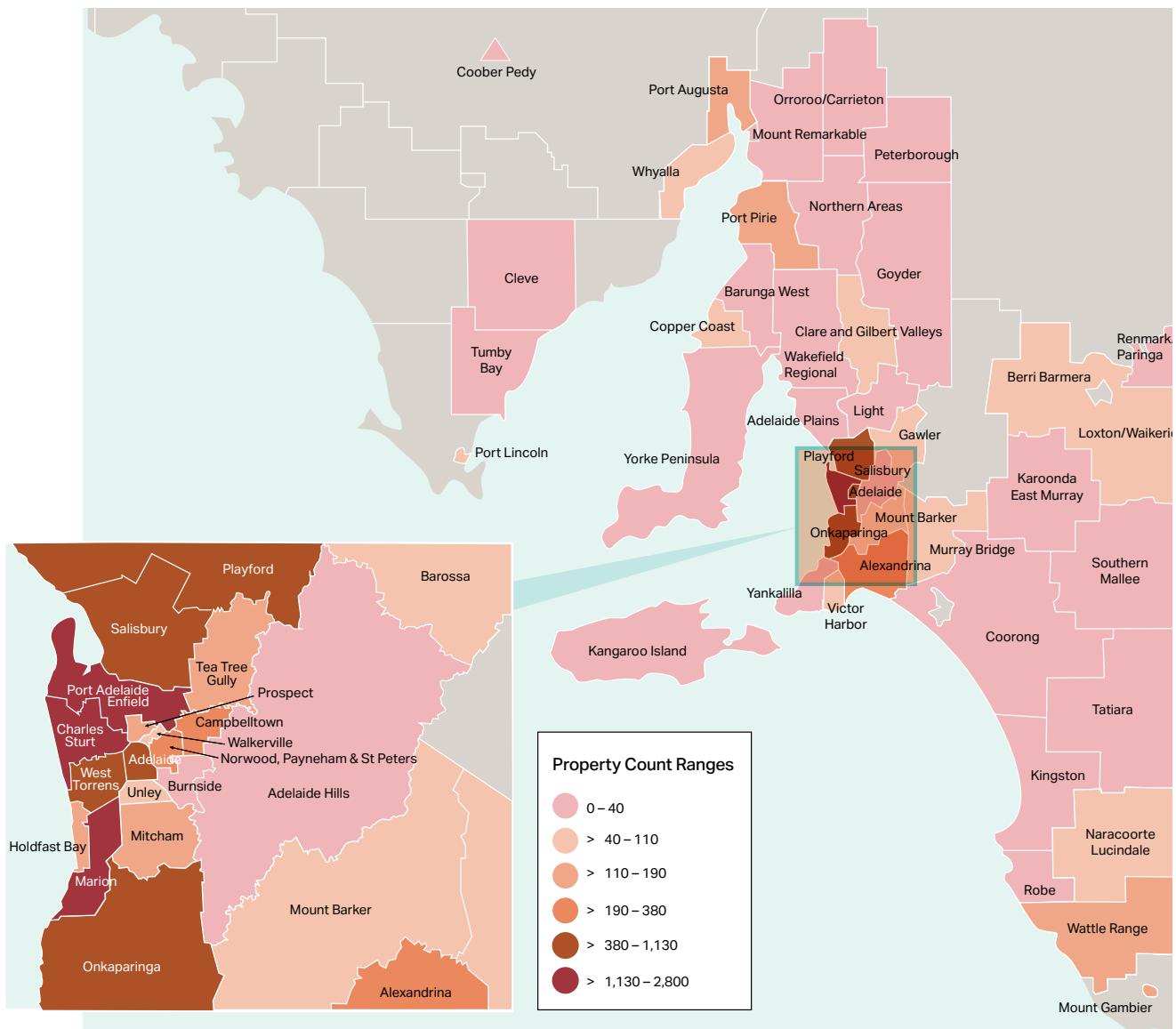
Victoria and WA are not participating jurisdictions in the NRSCH and have not been included in the bar chart.

In SA, this legislation is implemented through the *Community Housing Providers (National Law) (South Australia) Act 2013*.

CHPs are classified into tiers based on their risk profile, which considers factors such as the number of properties managed and the scale of development activities. These tier levels determine the intensity of regulatory engagement and oversight, with higher tiers subject to more rigorous monitoring due to their broader operational scope and associated risks.



# Community housing properties in SA



This map illustrates the distribution of community housing properties across SA Local Government Areas (LGAs) with more than 200 properties, highlighting the City of Charles Sturt as having the highest count at nearly 2,000 properties.

## LGA's with more than 200 properties (81% of all properties)

Local Government Area	Property Count
City of Charles Sturt	1,983
City of Marion	1,818
City of Port Adelaide Enfield	1,753
City of Playford	1,059
City of Salisbury	726
City of Onkaparinga	714
City of Adelaide	682
City of West Torrens	518
Campbelltown City Council	366
The City of Norwood Payneham and St Peters	265
Alexandrina Council	230



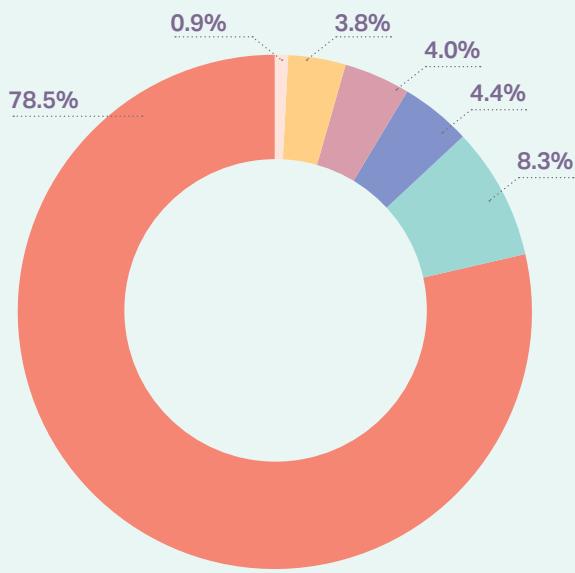
# 13.9K

Community Housing properties in SA<sup>1</sup>.

## 90%

Community Housing properties in SA are regulated by the SA Registrar

### SA Properties by Program Type



- Long term Community Housing
- Other
- SDA
- NRAS
- Short/Medium term
- Affordable

<sup>1</sup> CHPs may have properties in SA but are not registered as the primary jurisdiction in SA

### CHP SA Property ownership

51%  
Managed

49%  
Owned (wholly or partly)

The community housing sector is a key provider of housing services in South Australia, supporting nearly 14,000 households across metropolitan, regional, and remote areas. Community housing offers secure rental accommodation for low-to-moderate income households and those with additional needs.

The donut chart provides a breakdown of community housing properties by program type and ownership. It shows that 79% of properties are delivered under long-term housing programs, with an even split between properties that are managed and those that are owned.

### Housing programs include:

- Long term community housing – properties rented out for more than 12 months, mostly to those on low incomes.
- NRAS and Affordable housing – properties rented at affordable rates, often to those on moderate income levels.
- Short to medium term housing – Aimed at bridging the gap between homelessness and longer-term housing, and often with support services.
- Specialist Disability Accommodation (SDA) – Housing for people with disability and high support needs, allowing increased accessibility and better support delivery.



# Sector information

CHPs are not-for-profit organisations that own, manage, and develop their own properties from the rents that they collect.

This report provides data and analysis for CHPs where SA is the primary jurisdiction. The data contained in the report is provided by CHPs as part of their scheduled compliance returns to assess their compliance with the National Regulatory Code (NRC).

## SA Registered CHPs by tier at 30 June 2025

Tier	Number of CHPs	Change from last year
<b>Tier 1</b>	6	1
<b>Tier 2</b>	14	5
<b>Tier 3</b>	7	0
<b>Total</b>	<b>27</b>	<b>6</b>

New registrations during the year 2024-2025 were primarily from the establishment of Special Purpose Vehicles (SPVs).

The increase in SPV registrations and new entrants under the NRSCH reflects the funding opportunities and requirements associated with the Housing Australia Future Fund Facility (HAFFF). The HAFFF is a \$10 billion initiative by the Australian Government aimed at supporting the delivery of social and affordable housing through long-term funding arrangements.

To access this funding, many CHPs have established SPVs to meet eligibility criteria, manage project-specific risks, and align with the governance and financial structuring expectations set by Housing Australia.



# Regulatory activities

## Assessing ongoing compliance of providers

This section relates to SA's compliance related activities during 2024-2025.

Once registered, CHPs must submit a minimum set of evidence supporting their ongoing compliance with the National Regulatory Code (NRC), described as a standard compliance assessment.

The NRC sets out seven performance outcomes, which are:

- **PO1 Tenant and housing Services**
- **PO2 Housing assets**
- **PO3 Community engagement**
- **PO4 Governance**
- **PO5 Prouity**
- **PO6 Management**
- **PO7 Financial viability**

The frequency of standard compliance assessments depends on the CHP's Tier. Tier 1 and Tier 2 CHPs have a standard compliance assessment undertaken annually, whilst Tier 3 CHPs have an assessment every two years.

During 2024-2025, 17 out of the 27 SA registered CHPs completed a standard compliance assessment. The table below shows that most compliance assessments completed in 2024-2025 were for Tier 1 and Tier 2 CHPs.

Tier	Standard Compliance Assessments
Tier 1	5
Tier 2	9
Tier 3	3
Total	17



## Compliance assessment against each performance outcome

Performance Outcome	Compliance		Improvement Opportunities Raised <sup>1</sup>	Recommendations raised <sup>1</sup>
Tenant and Housing Services	93%	7%	2	1
Housing Assets	86%	14%	6	2
Community Engagement	100%		–	–
Governance	93%	7%	3	1
Probity	100%		–	–
Management	100%		1	–
Financial Viability	86%	14%	5	2
● Compliant ● Compliant with Recommendations			17	6
<sup>1</sup> Excludes Tier 3 improvement opportunities and recommendations				

The table above shows that most Tier 1 and Tier 2 CHPs were assessed as fully compliant across the performance outcomes with only 6 recommendations raised.

Recommendations raised mostly related to strategic development planning and financial oversight and monitoring. Most improvement opportunities related to the misclassification of repair priorities and liquidity management within the Housing Assets and Financial Viability performance outcomes.

For Tier 3 CHPs, three of the seven registered CHPs completed a standard compliance assessment whereas one CHP completed a targeted assessment during 2024-2025, and all were issued with recommendations.

Evidence submitted by CHPs is assessed against each performance outcome under the NRC. The possible results of the assessment for any performance outcome are:

### Compliant

The CHP has submitted sufficient evidence to demonstrate ongoing compliance with the performance outcome.

### Compliant with recommendations

The CHP has submitted evidence to demonstrate a minimum level of compliance with a performance outcome but needs to take further action to fully comply.

### Improvement opportunities

Observations made where the provider is compliant but may need to take action to maintain compliance in the future. They may relate to low level risk areas, or activities affected by environmental issues.



# Complaints

The NRSCH requires registered CHPs to have accessible and efficient complaints management systems.

Registered CHPs are required to maintain complaint registers that document the dates and outcomes of all complaints received. In 2023–2024, Tier 1 and Tier 2 CHPs recorded a total of 695 complaints submitted directly from tenants or members of the public. This represents approximately 5.4% of all tenancies within the sector, noting that this figure may include multiple complaints from individual tenants.

The SA Registrar holds the authority to investigate complaints concerning the compliance of registered CHPs with the NRC, particularly in relation to their complaints management systems.

The table below outlines the number and sources of complaints received by the SA Registrar, offering insight into their origin. Complaints are most commonly initiated through direct contact from tenants or referred a Member of Parliament, a trend that has remained consistent over recent years.

Complaint Origin	FY 2024	FY 2025
Tenant	79	32
Ministerial Office	29	42
Member of the Public	0	9
Other	0	8
<b>Total</b>	<b>108</b>	<b>91</b>

↓16%

Decrease in complaints handled by the SA Registrar during 2024–2025.

Of the total complaints received by the SA Registrar, 93% were assessed as unsubstantiated, either due to a lack of supporting evidence or because available evidence disproved the complaint.

The majority of complaints related to anti-social behaviour or housing service issues, and were referred back to the CHPs to be managed through their internal complaint resolution processes.



# Reporting methodology

## SA consolidated result

This report provides a SA consolidated result for each NRSCH metric. The metrics are an indicator of a CHP's performance. The SA consolidated result is calculated based on the sum of the underlying data for all Tier 1 and Tier 2 providers regulated under the NRSCH.

For example, the SA consolidated result for tenant satisfaction with housing services is 86%, this is calculated by summing all satisfied tenant survey responses divided by the sum of all tenant surveys returned:  $4,051 / 4,692 = 86\%$ .

The SA consolidated result reflects the overall performance of the sector, which is a departure from previous reporting practices where individual CHP performance and median results were reported.

The Tier 1 and Tier 2 performance visual is also derived using the same methodology as the SA consolidated result, split by tier.

## Provider performance

The NRSCH has established metrics and indicators for operational and financial measures. Data submitted by CHPs is used to calculate the key performance metrics.

The threshold is used as an indicative guide to assessing performance. The key performance metrics do not determine compliance by themselves, but, rather, provide a starting point to assess performance.

A **green light** indicates that the CHP has met the threshold range.

An **amber** or **red** traffic light indicates that the data does not meet the threshold range. This does not mean the CHP has 'failed' a performance requirement or outcome, rather, this will prompt the Registrar to seek contextual and other factors contributing to the result.

The diagram below shows the percentage of CHPs that reported performance in each of the threshold ranges.

To illustrate, the turnaround time for untenantable vacancies presented below shows 50% of Tier 1 and Tier 2 providers performed in the **"green"** threshold range ( $\leq 28$  days average turnaround), 42% of CHPs performed in the **"amber"** threshold range (29 – 35 average turnaround) and 8% of CHPs performed in the **"red"** threshold range ( $\geq 36$  days average turnaround):

### Untenantable turnaround

#### Provider performance

50%

42%

8%



## Tenants satisfied with housing services

**86%**

4,051 tenants satisfied with housing services (-3% change from last year)

**4,692**

Tenant surveys returned to inform housing services satisfaction

## CHP performance against thresholds

**100%**

### **NRSCH Thresholds:**

Tenant satisfaction with housing services

**Green light**     $\geq 75\%$  satisfied

**Amber light**    50% – 74% satisfied

**Red light**     $< 50\%$  satisfied

Tenant satisfaction surveys are a key indicator of consumer experience with SA's registered CHPs.

Tenant satisfaction with housing services in SA remained high with an average satisfaction rate of 86% across the sector - representing a 3% decrease from the previous year. Notably, all CHPs met the green traffic light threshold this year, compared to 93% of CHPs in the previous year who achieved satisfaction rates above 75%.

Similar with prior years, SA's Tier 1 CHPs performed well against the national average.

## Tenants satisfied with maintenance

**85%**

3,626 tenants satisfied with maintenance (no change from last year)

**4,271**

Tenant surveys returned to inform maintenance satisfaction

## CHP performance against thresholds

**100%**

### **NRSCH Thresholds:**

Tenant satisfaction with maintenance

**Green light**     $\geq 75\%$  satisfied

**Amber light**    65% – 74% satisfied

**Red light**     $< 65\%$  satisfied

Performance Outcome 2 (Housing Assets) requires CHPs to plan and undertake responsive, cyclical and life-cycle maintenance. Tenant satisfaction with maintenance services is a key indicator of how well CHP properties are being maintained.

Tenant satisfaction with maintenance across SA's community housing sector has remained at 85%, unchanged from the year prior.

All registered CHPs achieved green traffic light results, with 100% recording satisfaction rates above the 75% threshold.

### **Tier 1**

**86%**  
(SA)

**83%**  
(National)

### **Tier 2**

**88%**  
(SA)

**87%**  
(National)

### **Tier 1**

**85%**  
(SA)

**76%**  
(National)

### **Tier 2**

**85%**  
(SA)

**87%**  
(National)



Tenants satisfied with the condition of their property

**86%**

3,799 Tenants satisfied with the condition of their property (-2% change from last year)

**4,421**

Tenant surveys returned to inform housing condition

CHP performance against thresholds

**100%**

**NRSCH Thresholds:**

Tenant satisfaction with housing condition

**Green light**     $\geq 75\%$  satisfied

**Amber light**    65% – 74% satisfied

**Red light**     $< 65\%$  satisfied

Tenant satisfaction with the condition of their property is a key indicator of whether CHPs are delivering a satisfactory level of housing amenity under Performance Outcome 2 (Housing Assets).

Tenant satisfaction with property condition decreased by 2% compared to the previous year, yet remained well above the 75% threshold, with all CHPs achieving green traffic light ratings consistent with previous years.

SA's Tier 1 CHPs performed better than national averages as shown below.

**Tier 1**

**85%**  
(SA)

**80%**  
(National)

**Tier 2**

**89%**  
(SA)

**91%**  
(National)



## Responsive to urgent repairs

**94%**

13,018 urgent repairs completed on time (-2% change from last year)

**13,902**

Urgent repair requests

### CHP performance against thresholds

**93%**

**7%**

#### **NRSCH Thresholds:**

Urgent repairs completed on-time

**Green light**     $\geq 90\%$  on-time

**Amber light**    79% – 89% on-time

**Red light**     $< 79\%$  on-time

## Responsive to non-urgent repairs

**91%**

21,300 non-urgent repairs completed on time (-1% from last year)

**23,396**

Non-urgent repair requests

### CHP performance against thresholds

**93%**

**7%**

#### **NRSCH Thresholds:**

Non-urgent repairs completed on-time

**Green light**     $\geq 80\%$  on-time

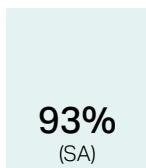
**Amber light**    70% – 79% on-time

**Red light**     $< 70\%$  on-time

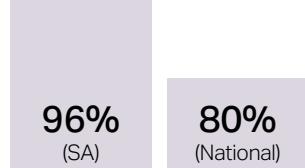
Completion of urgent repair requests is a key indicator under Performance Outcome 2 (Housing Assets), reflecting how responsive a CHP is in addressing high-priority repairs—such as incidents involving emergency services or maintenance issues that may impact a tenant's health, wellbeing or safety. Completion timeframes are either set through contractual arrangements or defined by the CHP.

Overall, an average of 94% of urgent repairs were completed on time in SA, with a slight decline from last year. However, the number of CHPs that achieved a green traffic light for meeting completion timeframes has increased from the prior year.

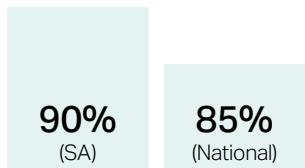
#### **Tier 1**



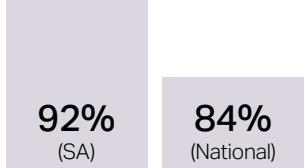
#### **Tier 2**



#### **Tier 1**



#### **Tier 2**



## Tenantable turnaround times

**10 days**

Average turnaround time for tenantable unit relets (-4 days from last year).

**2814** vacant days for tenantable units.

**289**

Relets for tenantable units

## Untenantable turnaround times

**25 days**

Average turnaround time for tenantable unit relets (-4 days from last year).

**20,685** vacant days for untenantable units.

**831**

Relets for untenantable units

## CHP performance against thresholds

**69%**

**31%**

### **NRSCH Thresholds:**

Tenantable turnaround times

**Green light**     $\leq 14$  days

**Amber light**    15 – 29 days

**Red light**     $>29$  days

## CHP performance against thresholds

**50%**

**42%**

**8%**

### **NRSCH Thresholds:**

Untenantable turnaround times

**Green light**     $\leq 28$  days

**Amber light**    29 – 35 days

**Red light**     $>35$  days

Performance Outcome 6 (Management) requires CHPs to show efficient vacancy management. One key indicator is tenantable turnaround time, which measures the average number of days it takes to relet a property that is in a fit and habitable condition for a new tenant.

The sector averaged 10 days to relet tenantable properties, which reduced from 14 days in the previous year. This reduction reflects the continued efforts of SA's Tier 1 CHPs to improve tenancy allocation practices. Additionally, Tier 2 CHPs continue to reclassify vacancies in the appropriate categories. Overall, SA's CHPs continued to perform favourably against national comparisons.

### **Tier 1**

### **Tier 2**

**9**  
(SA)

**23**  
(National)

**10**  
(SA)

**31**  
(National)

### **Tier 1**

### **Tier 2**

**30**  
(SA)

**33**  
(National)

**16**  
(SA)

**81**  
(National)



## Eviction Rates

**6%**

Eviction to exits rates (-1% change from last year)

**1,649**

Tenancy exits for the year.

**95** Tenancy evictions for the year

From 1 July 2025, eviction rates will be reported separately for short-term and long-term housing arrangements, recognising the differences in accommodation types – such as transitional housing, where eviction rates varies significantly from those in long-term housing.

In SA, Tier 1 CHPs recorded eviction rates above the national average, while Tier 2 CHPs reported rates below the national benchmark.

## CHP performance against thresholds

**91%**

**9%**

### NR SCH Thresholds:

Eviction rate

**Green light**     $\leq 10\%$

**Amber light**     $11\% - 12\%$

**Red light**     $> 12\%$

### Tier 1

**7.5%**  
(SA)

### Tier 2

**5.7%**  
(National)

**2.1%**  
(SA)

**4.8%**  
(National)

Evictions as a percentage of exits is a key indicator under Performance Outcome 1 (Tenant and Housing Services), reflecting the proportion of tenancies that end unsuccessfully.

An eviction is defined as a warrant or order for vacant possession and the subsequent termination of a tenancy through the South Australian Civil and Administrative Tribunal (SACAT). Evictions typically result from breaches of tenancy agreements, often due to issues such as rent arrears or anti-social conduct. Tenancy exits refer to the ending of a tenancy and include both voluntary and involuntary terminations, including evictions.

As shown in the diagram above, 91% of CHPs recorded eviction rates below the green traffic light threshold of 10%, marking an improvement from the previous year when only 82% met the threshold.



## Houses occupied

**100%**

Occupancy rate for tenantable units  
(+1% change from last year)

**36**

Vacant tenantable units (30 June 2024)

## CHP performance against thresholds

**100%**

### NRSCH Thresholds:

Occupancy rate

**Green light** >=97%

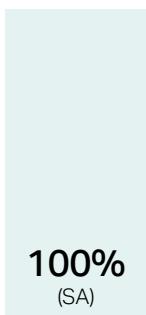
**Amber light** <97%

Occupancy rate as an indicator to assess how CHPs manage their tenantable properties under Performance Outcome 6 (Management).

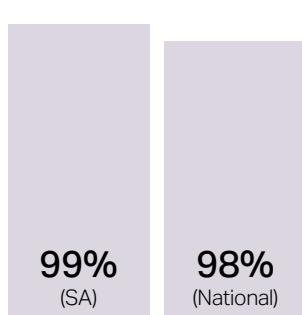
All CHPs met the green traffic light threshold, with more than 97% of tenantable properties occupied.

Occupancy rates in previous financial years have consistently remained close to 100%, reflecting strong performance across the sector.

### Tier 1



### Tier 2



## Rent outstanding

**1%**

Rent outstanding as a percentage of total potential rent. (No change from last year)

## CHP performance against thresholds

**93%**

**7%**

### NRSCH Thresholds:

Rent outstanding

**Green light** <= 2.5%

**Red light** >2.5%

Rent outstanding refers to the amount of rent owed by tenants as a percentage of total potential rental income. It is a key performance indicator under Performance Outcome 6 (Management), used to assess the effectiveness of a CHP's rent collection and arrears management policies and practices.

As in the previous year, rent arrears from current and former tenants in SA's community housing sector represented just 1% of total potential rent.

93% of SA's CHPs maintained rent arrears within the 2.5% green traffic light threshold, demonstrating effective arrears management.

SA's CHPs continue to report comparatively low rent arrears when benchmarked against national performance.

### Tier 1



### Tier 2



# A financially viable sector

**This report provides an overview of the financial performance of the community housing sector.**

Financial viability is one of seven performance outcomes specified in the National Regulatory Code.

The assessment of financial viability is an integrated process involving a review of audited financial statements, financial performance reports which includes the budget and forecasts, business planning documents such as operational and strategic plans and other information that supports financial analysis.

Financial viability is assessed against three broad criteria:

1. Ensuring a viable capital structure (PO7a)
2. Maintaining appropriate financial performance (PO7b), and
3. Managing financial risk exposure (PO7c).

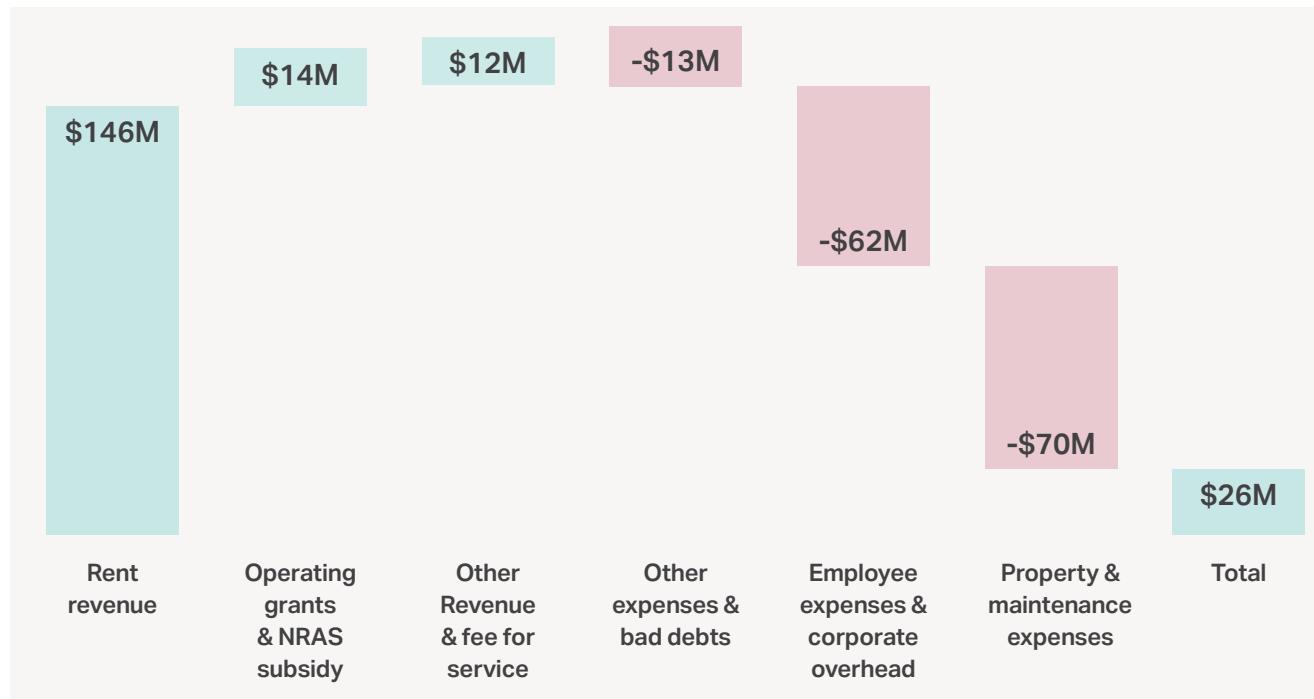


# Profitability analysis

The waterfall chart for 2023–2024 illustrates rent, staffing and property related expense are the main operational inflows and outflows for CHPs. Rent revenue rose to \$146 million, up from \$132 million in the previous year, reflecting continued growth in the sector.

Property and maintenance expenses remained the largest expenditure category, increasing to \$70 million, compared to \$62 million in 2022–2023.

The year concluded with an Operating EBITDA result of \$26 million, representing a modest improvement over the prior year's \$23 million and indicating improved financial performance despite rising costs.



Operating EBITDA is a measure of operational profitability, showing the available surplus after operational costs to service debt or reinvest in operations.

\* Before depreciation, amortisation and tax

Operating EBITDA  
\$26M

Interest expense  
\$5M



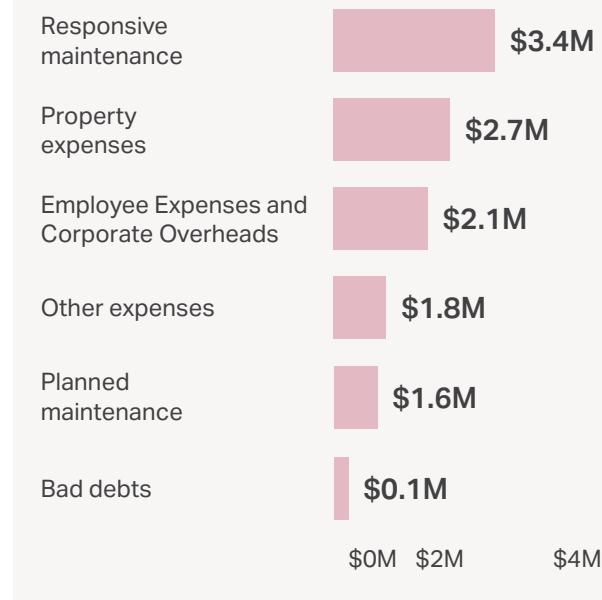
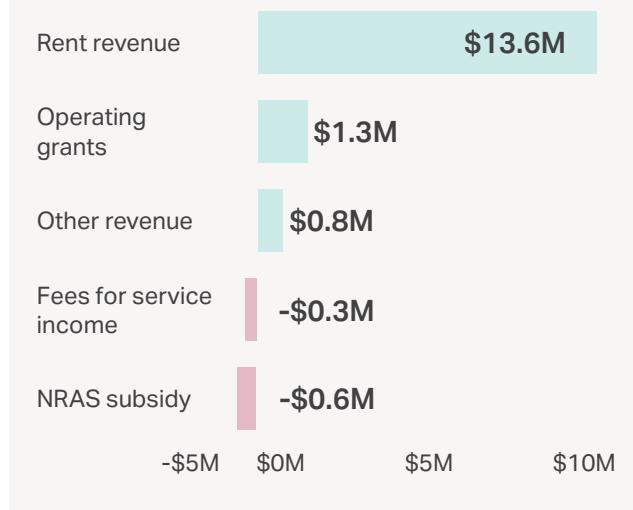
Rent revenue increased by \$13.6 million in 2023–2024, primarily driven by higher government-supported rent contributions and additional income from newly tenanted properties following the completion of developments.

Operating grants also rose, largely due to increased revenue from Specialist Disability Accommodation (SDA) funding.

Expenditure increased primarily due to a \$3.4 million rise in responsive maintenance and a \$2.7 million increase in property related costs, with maintenance pressures driven by rising trade contractor expenses, supply chain disruptions, ageing housing stock, and changes to the accounting treatment of maintenance expenses.

## Variance from previous year

### Variance from previous year



Legend: ● Inflow ● Outflow



# Tier 1 and Tier 2 financial performance

## Maintenance expenses - actuals and forecast



Registered CHPs are required to plan and undertake responsive, cyclical and life cycle maintenance to maintain property conditions to standard.

Current forecasts reflect a strong sector-wide commitment to investing in the upkeep of housing assets. This trend is also impacted by inflationary cost pressures and increased trade contractor expenses.

## Property expenses - actuals and forecast



Property expenses are comprised of insurance premiums, rates and other related expenses such as utilities, property management fees and rental expenses.

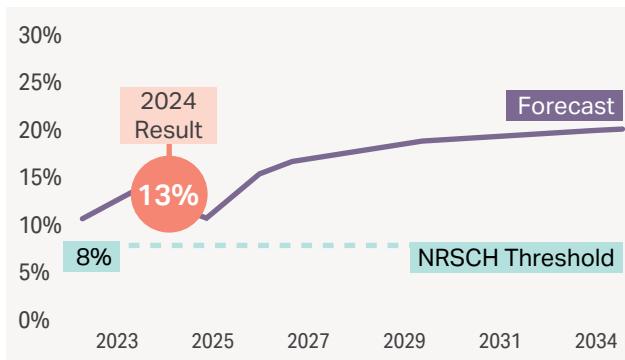
Forecasted property expenses are also expected to increase in line with inflationary pressures.



# Strong financial performance

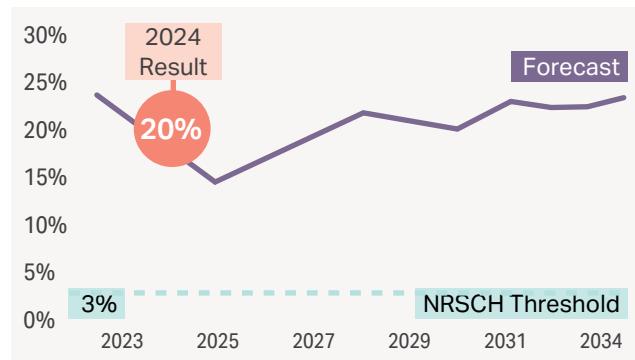
## Operating EBITDA margin - Tier 1

### Tier 1 consolidated result and forecast



## Operating EBITDA margin - Tier 2

### Tier 2 consolidated result and forecast



### CHP performance against thresholds

80% 20%

#### NRSCH Thresholds:

Tier 1 Operating EBITDA Margin

Green light >8% Red light < 8%

### CHP performance against thresholds

89% 11%

#### NRSCH Thresholds:

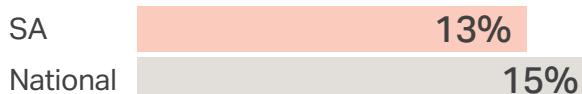
Tier 2 Operating EBITDA Margin

Green light >3% Red light < 3%

The Operating EBITDA margin is a key measure of profitability and is monitored under the NRSCH to ensure that CHPs maintain sufficient margins to absorb one-off events or adverse economic conditions.

Tier 1 CHPs recorded an increase in their consolidated margin from 11% in 2022–2023 to 13% in 2023–2024, with most remaining well above the NRSCH green traffic light threshold of 8%. However, a dip is forecasted in 2024–2025, primarily due to inflationary pressures which have driven up operating costs across the sector.

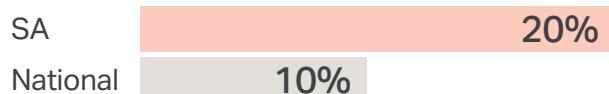
The diagram above illustrates that 80% of SA's Tier 1 CHPs performed above the green traffic light threshold, while the bar chart below compares their performance with other Tier 1 CHPs nationally.



The chart above illustrates forecasted Operating EBITDA Margin trends for Tier 2 CHPs. The NRSCH sets a lower green light threshold of 3% for Tier 2 CHPs, which most are projected to exceed over the long term.

In 2023–2024, Tier 2 CHPs achieved a consolidated Operating EBITDA Margin of 20%, significantly above the regulatory threshold.

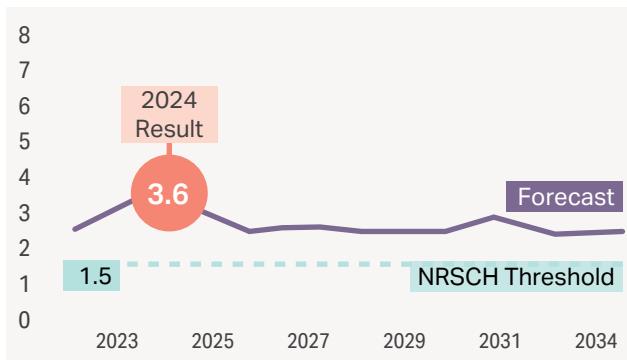
Despite a short-term decline in forecasted EBITDA margin, a majority of Tier 2 CHPs are expected to perform well above the 3% threshold in the long term, indicating strong financial viability of SA's Tier 2 CHPs.



# Debt costs covered

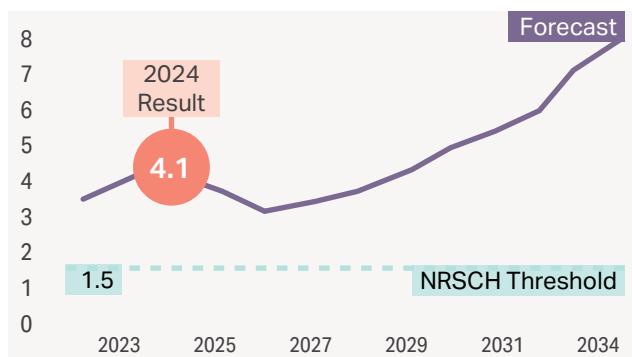
## Interest Cover - Tier 1

### Tier 1 consolidated result and forecast



## Interest Cover - Tier 2

### Tier 2 consolidated result and forecast



### CHP performance against thresholds

80%

20%

#### NRSCH Thresholds:

Tier 1 Interest Cover

Green light >1.5 Red light < 1.5

### CHP performance against thresholds

75%

25%

#### NRSCH Thresholds:

Tier 2 Interest Cover

Green light >=1.5 Red light < 1.5

The Interest Coverage Ratio (ICR) measures how many times a CHP can cover its interest payments from available earnings, and remains a key indicator of the ability to service loan obligations.

In 2023-2024, Tier 1 CHPs reported a consolidated ICR of 3.6, well above the 1.5 NRSCH green traffic light threshold. The diagram above indicates 80% of Tier 1 CHPs achieved above threshold results.

In the medium term, forecasts indicate a slight decline in ICR from 2025-2026 onwards, attributed to increased financing activity supported by the Housing Australia Future Fund Facility (HAFFF). SA's Tier 1 CHPs performed comparably with the national average.

SA	3.6
National	3.4

In 2023-2024, Tier 2 CHPs achieved a consolidated ICR of 4.1 times—well above the NRSCH benchmark of 1.5 times and an improvement on the previous year. The improvement in ICR was primarily driven by one provider's accounting treatment of interest payments.

Forecasts indicate consistently high and improving ICRs over the medium to long term.

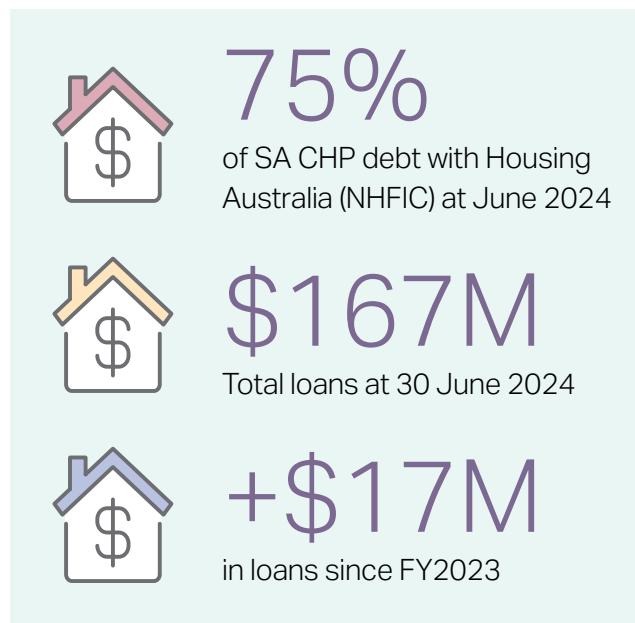
The diagram above shows that 75% of Tier 2 CHPs performed above the threshold, with SA's Tier 2 CHPs outperforming the national average.

SA	4.1
National	3.1



# Community housing debt

In 2023–2024, total community housing provider (CHP) debt increased from \$150.1 million to \$167 million. This growth was primarily driven by Tier 1 CHPs, whose debt rose from \$137.6 million to \$159 million. Housing Australia (formerly NHFIC) remains the largest financier, primarily through its Affordable Housing Bond Aggregator facility, which enables CHPs to access low-cost, long-term, fixed-rate, interest-only loans. The increase also reflects continued borrowing from other sources, such as from an intercompany entity. Overall, the rise in debt signals sustained investment in housing development across the sector.



## Outstanding CHP Debt

● Housing Australia (NHFIC) ● Other Financier

### Tier 1

Housing Australia (NHFIC)

Other financier

\$124.9M

\$34M

\$158.9M

### Tier 2

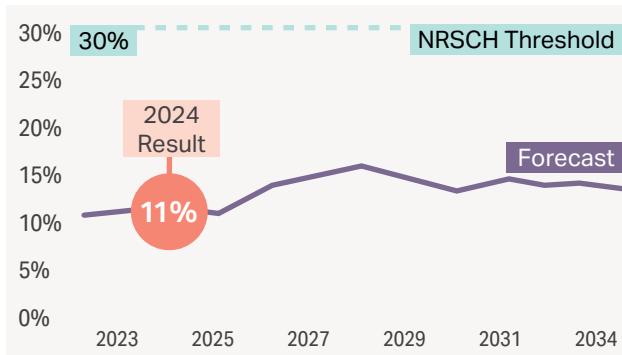
\$7.8M



# Debt risks mitigated by providers

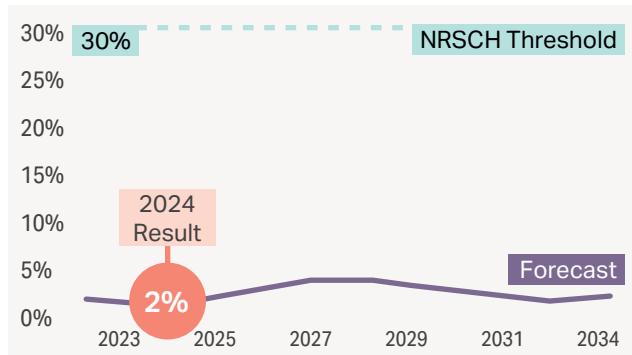
## Gearing Ratio - Tier 1

### Tier 1 consolidated result and forecast



## Gearing Ratio - Tier 2

### Tier 2 consolidated result and forecast



## CHP performance against thresholds

100%

### NRSCH Thresholds:

Tier 1 Gearing Ratio

Green light <=30% Red light > 30%

The gearing ratio is a key financial indicator used to assess whether a CHP is maintaining a sustainable level of debt. It is monitored under the NRSCH to ensure that each provider's capital structure supports long-term financial viability. The gearing ratio is calculated as total payable loans divided by total assets.

In 2023–2024, Tier 1 CHPs reported a consolidated gearing ratio of 11%, well within the green threshold. This reflects the low debt profile for Tier 1 CHPs at this stage.

The bar chart below shows that SA's Tier 1 CHPs have consistently maintained a lower gearing ratio compared to the national average.

SA

11%

National

23%

## CHP performance against thresholds

100%

### NRSCH Thresholds:

Tier 2 Gearing Ratio

Green light <=30% Red light > 30%

Similar to the previous year, Tier 2 CHPs reported a consolidated gearing ratio of just 2%, well below the NRSCH green traffic light threshold of 30%. This indicates a very low level of debt and exposure for these CHPs.

Tier 2 CHPs are forecast to maintain low gearing levels over the long term, consistent with last year's projections.

The bar chart below shows that SA's Tier 2 CHPs have consistently demonstrated more conservative gearing levels compared to the national average.

SA

2%

National

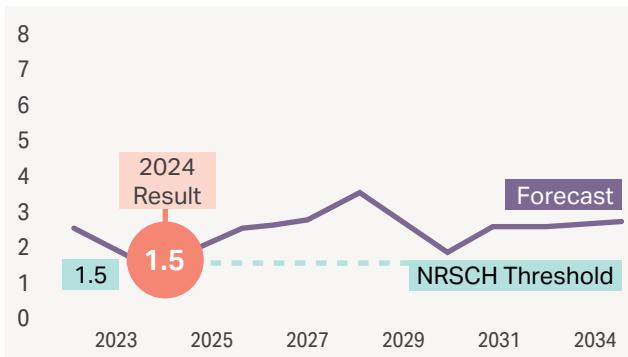
3%



# Sufficient liquidity

## Working Capital Ratio - Tier 1

### Tier 1 consolidated result and forecast



### CHP performance against thresholds

60%   40%

#### NRSCH Thresholds:

Tier 1 Working Capital Ratio

Green light >1.5 Red light <1.5

The working capital ratio is a key liquidity measure monitored under the NRSCH to ensure providers can meet short-term obligations and withstand financial shocks.

In 2023–2024, Tier 1 Community Housing Providers (CHPs) reported a consolidated working capital ratio of 1.5 times. However, the proportion of providers performing above the NRSCH green traffic light threshold of 1.5 times declined from 80% in the previous year to 60%, reflecting tightening liquidity levels across the sector.

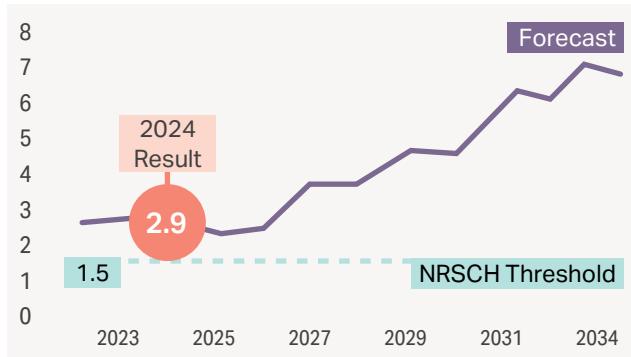
Liquidity is forecast to improve in the lead-up to 2027–2028 as CHPs accumulate funds to repay Housing Australia debt. Following this, a forecasted dip in liquidity is expected due to scheduled loan repayments, before gradually recovering over the long term. SA's Tier 1 CHPs had a lower working capital compared to national averages.

SA   1.5

National   2.0

## Working Capital Ratio - Tier 2

### Tier 2 consolidated result and forecast



### CHP performance against thresholds

89%   11%

#### NRSCH Thresholds:

Tier 2 Working Capital Ratio

Green light >=1.5 Red light <1.5

In 2023–2024, Tier 2 Community Housing Providers (CHPs) recorded a consolidated working capital ratio of 2.9 times. This reflects strong liquidity, with 89% of providers exceeding the NRSCH green traffic light threshold of 1.5 times.

However, tightening liquidity levels are forecast in the short term, with improvement expected over the longer term. These movements are influenced by the funding mix for development activity which rely on early equity contributions before sale and other operating returns are realised. Nonetheless, the sector continues to deliver above-threshold performance, underscoring its long-term financial sustainability.

Similar to prior year, SA's Tier 2 CHPs had a higher working capital compared to national results.

SA   2.9

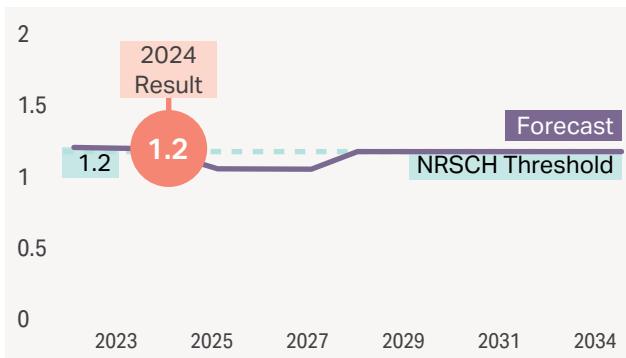
National   2.0



# Sound cash flows

## Operating Cash Flow Adequacy - Tier 1

### Tier 1 consolidated result and forecast



### CHP performance against thresholds

60%

40%

### NRSCH Thresholds:

Tier 1 Working Capital Ratio

Green light  $\geq 1.2$  Red light  $< 1.2$

Operating cash flow adequacy assesses a CHP's capacity to generate sufficient cash inflows from core operations to meet its operational cash outflows. This metric is a key indicator of financial sustainability, particularly in the context of loan financing and development activity.

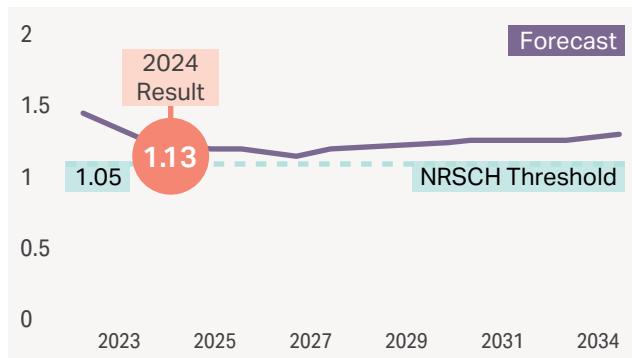
For Tier 1 CHPs, a benchmark ratio of 1.2 or above is recommended to mitigate their development risks. A ratio above 1.0 indicates that operating cash inflows are sufficient to cover outflows.

In 2023–2024, Tier 1 CHPs achieved a consolidated operating cash flow adequacy ratio of 1.2, with 60% performing above the green threshold. Forecasts suggest that all Tier 1 CHPs will trend between 1.0 and 1.2 in the coming years, maintaining adequate coverage of operational cash requirements, with some maintaining sufficient buffers for development-related pressures.

SA	1.2
National	1.2

## Operating Cash Flow Adequacy - Tier 2

### Tier 1 consolidated result and forecast



### CHP performance against thresholds

78%

22%

### NRSCH Thresholds:

Tier 2 Working Capital Ratio

Green light  $\geq 1.05$  Red light  $< 1.05$

Tier 2 CHPs recorded a consolidated operating cash flow adequacy ratio of 1.13 in 2023–2024, exceeding the NRSCH green light threshold of 1.05.

The forecast indicates a steady upward trend over the medium to long term, suggesting that Tier 2 CHPs are well-positioned to maintain adequate cash flow to support ongoing operations.

In 2023–2024, 78% of Tier 2 CHPs performed above the green threshold, indicating solid financial performance across the majority of providers.

SA	1.13
National	1.09



# Housing developments in the sector



85

Community housing developments completed in 2023-2024



350+

Community housing developments underway in 2024-2025

## The NRSCH assesses how CHPs plan, monitor and deliver their housing development programs.

In the 2023–2024 period, community housing development activity experienced a slowdown with Tier 1 CHPs completing 70 dwellings and Tier 2 CHPs completing 15. This was largely due to providers anticipating future funding opportunities through the Housing Australia Future Fund Facility (HAFFF) and the National Housing Accord. Broader sector challenges such as rising construction costs, labour shortages, and high interest rates also contributed to the reduced activity.

However, with at least 350 developments under construction or completed in 2024–2025, the sector is now experiencing a significant increase in activity, driven by the rollout of HAFFF-supported projects.

Table 1 highlights housing developments primarily related to social housing where 82% of all housing developments in 2023–2024 were delivered by Tier 1 CHPs.

**Table 1: Housing outputs by type and tier in 2023-2024**

Type of housing	T1	T2
<b>Social</b>	34	15
<b>Affordable</b>	36	0
<b>Sold to market</b>	0	0
<b>Total</b>	<b>70</b>	<b>15</b>

Of the total housing properties developed by Tier 1 Community Housing Providers (CHPs), the majority were located in Adelaide's northern and north-western suburbs, with the remainder situated in the southern and north-eastern areas.

Townhouses and detached houses were the primary focus of these developments, comprising 84% of the total accommodation delivered by Tier 1 providers as shown in Table 2 below.

**Table 2: Housing outputs by type of accommodation and tier in 2023-2024**

Split by type of accommodation	T1	T2
<b>Units/apartments</b>	11	3
<b>Townhouses/houses</b>	59	12
<b>Total</b>	<b>70</b>	<b>15</b>





## Appendix – Non-financial metrics

### Definitions

#### **Housing Services Satisfaction**

Tenants expressing satisfaction with the overall quality of housing services as a percentage of surveys returned

#### **Maintenance Satisfaction**

Tenants who express satisfaction with maintenance services as a percentage of those answering the question

#### **Housing Condition Satisfaction**

Tenants who express satisfaction with overall condition of the housing unit as a percentage of those answering the question

#### **Urgent Repairs on-time**

Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year

#### **Non-urgent repairs on-time**

Non urgent repairs completed within jurisdictional requirements as a percentage of non urgent repairs requested including requests outstanding from the previous year

#### **Tenantable turnaround time**

Average calendar days vacant (tenantable) determined with reference to the total number of actual vacant tenantable properties relet

#### **Untenantable turnaround time**

Average calendar days vacant (untenantable) determined with reference to the total number of actual vacant untenantable properties relet

### **Eviction rate**

Tenants evicted as a percentage of the total number of exits for the year

### **Occupancy Rate**

Occupied units as a percentage of the total number of tenancy units

### **Rent Outstanding**

Rent outstanding from current and ex tenants as a percentage of total potential rental income

## Appendix – Financial metrics

### Definitions

#### **Operating EBITDA margin**

Operating EBITDA (Operating Earnings before interest, tax, depreciation and amortisation) / Operating Revenue

#### **Working Capital Ratio**

Current Assets less unspent capital grants / Current Liabilities less (capital grants received in advance and accommodation bonds)

#### **Operating Cashflow Adequacy Ratio**

Operating Cash Inflows / Operating Cash Outflows

#### **Interest Cover**

Operating EBITDA / Financing costs and lease interest paid

#### **Gearing Ratio**

Total repayable debt / Total assets



## Appendix – Acronyms & Abbreviations

### **CHP**

Community Housing Provider- A non-government entity that provides community housing.

### **FPR**

Financial Performance Report- Used to collect financial information from CHPs that are structured to collect information by different business segments in addition to a provider's consolidated accounts.

### **HAFFF**

Housing Australia Future Fund Facility – A long-term investment fund established to support the delivery of social and affordable housing across Australia. It aims to provide sustainable funding to increase housing supply and improve housing outcomes, particularly for vulnerable groups.

### **LGA**

Local Government Authority – Local Government Authorities (LGAs) in South Australia are elected councils established under the Local Government Act 1999. They manage local services like infrastructure, planning, and waste. Each LGA operates independently to meet the needs of its community.

### **NHFC**

National Housing Finance and Investment Corporation (now known as Housing Australia)- Operates three finance programs and offers finance to CHPs through one of these programs, the Affordable Housing Bond Aggregatory loans.

### **NRC**

National Regulatory Code- The seven performance outcomes that registered housing providers must comply with as a registered community housing provider: Tenant and housing services, Housing Assets, Community

Engagement, Governance, Probity, Management, and Financial Viability.

### **NRSCH**

National Regulatory System for Community Housing- A national system of registration, monitoring and regulation of community housing providers to encourage the development, viability and quality of community housing to promote confidence in the good governance of registered community housing providers.

### **OHR**

Office of Housing Regulation- The administrative business unit within the SA Housing Authority headed up by the South Australian Registrar appointed under the *Community Housing Providers (National Law) (South Australia) Act 2013*.

### **SPV**

Special Purpose Vehicle - a separate legal entity created for a specific financial or operational purpose, often used to isolate risk or manage complex projects. In South Australia, SPVs are commonly used in infrastructure and housing projects to ring-fence liabilities and streamline funding.

### **SACAT**

South Australian Civil and Administrative Tribunal – an independent tribunal that resolves disputes and reviews decisions across areas like housing, guardianship, mental health, and government administration. It operates under the *South Australian Civil and Administrative Tribunal Act 2013* and promotes accessible, fair, and efficient justice.



# Appendix – Tier 1 and Tier 2 CHPs

Registered Tier 1 and Tier 2 CHPs in South Australia as of 30 June 2025 that have South Australia as their primary jurisdiction.

Entity Name	Entity Type	Current Tier
<b>Unity Housing Company Ltd</b>	Company limited by guarantee	Tier 1
<b>Housing Choices South Australia Ltd</b>	Company limited by guarantee	Tier 1
<b>Junction and Women's Housing Ltd</b>	Company limited by guarantee	Tier 1
<b>UnitingSA Housing Ltd</b>	Company limited by guarantee	Tier 1
<b>Anglicare SA Housing Ltd</b>	Company limited by guarantee	Tier 1
<b>HCSA Wirra Mikangka Ltd</b>	Company limited by guarantee	Tier 1
<b>Cornerstone Housing Limited</b>	Company limited by guarantee	Tier 2
<b>Minda Housing Limited</b>	Company limited by guarantee	Tier 2
<b>Common Equity Housing South Australia Ltd</b>	Company incorporated with shares	Tier 2
<b>Uniting Country Housing Ltd</b>	Company limited by guarantee	Tier 2
<b>Julia Farr Housing Association Inc.</b>	Incorporated association	Tier 2
<b>Access 2 Place Ltd as trustee for the Disability Housing Trust of South Australia</b>	Charitable Trust	Tier 2
<b>YourPlace Housing Ltd</b>	Company limited by guarantee	Tier 2
<b>Salvation Army Housing</b>	Company limited by guarantee	Tier 2
<b>Westside Housing Company Ltd</b>	Company limited by guarantee	Tier 2
<b>Adelaide Workers' Homes Incorporated</b>	Incorporated association	Tier 2
<b>Thrive Tonsley (Stage 1) Ltd</b>	Company limited by guarantee	Tier 2
<b>Junction Tide Ltd</b>	Company limited by guarantee	Tier 2
<b>Tonsley Affordable Ltd</b>	Company limited by guarantee	Tier 2
<b>Junction St Clair Ltd</b>	Company limited by guarantee	Tier 2



# Appendix – Tier 3 CHPs

Registered Tier 3 CHPs in South Australia as of 30 June 2023 that have South Australia as their primary jurisdiction.

Entity Name	Entity Type	Current Tier
<b>Carrington Cottages Limited</b>	Company limited by guarantee	Tier 3
<b>SYC</b>	Company limited by guarantee	Tier 3
<b>MERZ Housing Co-operative Incorporated</b>	Incorporated association	Tier 3
<b>Town &amp; Country Housing Incorporated</b>	Incorporated association	Tier 3
<b>Southern Housing Support Co-operative Incorporated</b>	Incorporated association	Tier 3
<b>North East Housing Co-operative Incorporated</b>	Incorporated association	Tier 3
<b>Pennylane Housing Co-operative Incorporated</b>	Incorporated association	Tier 3





**Government  
of South Australia**

SA Housing Trust