

Queensland State Regulatory System for Community Housing (QSRSCH)

Guide to Completing your Community Housing
Asset Performance Report (CHAPR)

Information for **State Providers**



**Queensland
Government**

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Introduction

This document is one of a series of guides that have been developed to assist community housing providers through the registration and compliance assessment.

Other guides in this series include:

- **QSRSCCH Guide to Completing your Return for State Providers**
This document is designed to help you understand what information should be recorded and how the system validates and analyses the data. It contains hints and tips to help you complete and check your return.
- **QSRSCCH Compliance Guide for State Providers**
This document is designed to help you understand the compliance process and requirements.
- **QSRSCCH Financial Viability Guidance Note**
This document provides guidance on meeting performance and evidence requirements under Performance Outcome 7 – Financial Viability.
- **Navigating the Community Housing Regulatory Information System (CHRIS) for State Providers**
This document provides guidance to state housing providers completing a registration or standard compliance return using the online regulatory system known as CHRIS.
- **Metrics Information Sheet for State Providers**
This document outlines the data required to be submitted in each return and how this is calculated into metric thresholds.

This guide provides detailed instructions on the completion of the CHAPR. The CHAPR is completed at registration and at each compliance assessment.

The guidance is directly aligned with the Queensland State Regulatory Code performance outcomes and the evidence guidelines. It should be read and used in conjunction with other published documents which contain more detailed information about specific parts of the QSRSCCH.

Critical supporting documents include:

- **Queensland State *Housing Act 2003* and Queensland State Regulatory Code.**
- **Evidence Guidelines** – this document describes the performance indicators and potential evidence sources for assessing providers against the Queensland State Regulatory Code performance outcomes and requirements for state-based providers.
- **Enforcement Guidelines for Registrars** – provides guidance on the performance and legal requirements that providers must meet under the Queensland State *Housing Act 2003* and the Queensland State Regulatory Code and, if necessary, how the Registrar will respond to compliance.

This guide includes some material from these documents where it is appropriate for clarity or consistency. For most part relevant material is referenced rather than repeated.

This guide will be periodically revised to respond to changes in the community housing sector and the regulatory environment.

Community Housing Asset Performance Report (CHAPR)

Overview

The CHAPR is used to collect information about the number, location and characteristics of providers' community housing assets, and where applicable the scope and scale of its property development activity.

The information is used to help Analysts determine eligibility to register and also as contextual background for assessing providers' capacity to comply with or compliance with performance outcome 2 (asset management).

How to Access the CHAPR

The CHAPR is located on page 10 (of 11) of the Return.

From the *Returns* page select *Start Return*.

Select *Go to page > CHAPR* or select *Next* to move through the pages of the return.

Figure 1: Extract from CHAPR – Ownership, maintenance liability and type of accommodation

Community Housing Asset Performance Report (CHAPR)						
	Save	Back				
Ownership						
	ACT	INTL	NSW	NT	QLD	SA
Owned (Wholly Or Partly)						
Managed On Behalf Of Another Entity						
	0	0	0	0	0	0
Maintenance liabilities of assets owned or managed						
	ACT	INTL	NSW	NT	QLD	SA
No Responsibility For Maintenance						
Responsive Repairs Only						
Responsive And Cyclical/Planned						
All Responsibilities (Incl Structural)						
	0	0	0	0	0	0
Type of accommodation of asset owned or managed						
	ACT	INTL	NSW	NT	QLD	SA
Long Term						
Transitional						
Crisis						
	0	0	0	0	0	0

The remainder of this document describes the information collected in the CHAPR and provides additional detail to assist in its completion. If at any point you require further assistance contact your Analyst.

Ownership

Enter the number of properties owned (wholly or partly) and those managed on behalf of another entity and where they are located.

If you do not own or manage any properties at the time you are completing the CHAPR please enter a zero (0) against owned (wholly or partly) and managed on behalf of another entity.

The information that is entered into the Ownership table is pulled through the account page when the assessment is approved.

Figure 1 is an extract from the CHAPR showing the information requirements for ownership, maintenance liabilities of assets owned or managed, and type of asset owned or managed.

Maintenance liabilities of assets owned and managed

Enter the number of properties owned (wholly or partly) and those managed on behalf of another entity and where they are located.

Maintenance liability includes responsive, cyclical / planned or full maintenance responsibilities including structural. A provider's contract or service agreement would generally specify maintenance responsibilities. Full maintenance responsibilities are typically associated with ownership.

Type of accommodation of asset owned or managed

Types of accommodation include long term (i.e. no maximum or fixed term), transitional (i.e. typically from at least 6 months to two years maximum) and crisis (i.e. usually not more than 12 months and often less).

If you operate all three types of accommodation you will need to enter data for each. If your organisation operates more than one type of accommodation within Queensland, such as long-term and transitional, an automatic calculation will add these figures together to arrive at the total figure.

Class of assets owned and managed

Community housing assets must be entered on the Community Housing Asset Performance Report in one of the following classifications used in the *Housing Act 2003* and the QSRSC:

- land vested in the provider by or under the community housing legislation of Queensland
- land acquired by the provider wholly or partly with funding provided by the Housing Agency of Queensland
- land vested in the provider on which the Housing Agency of Queensland has constructed housing or made other improvements
- funds provided to the provider by the Housing Agency of Queensland for the purposes of community housing
- any other asset of the provider that is of a class of assets declared as community housing assets for the purposes of the *Housing Act 2003* and the QSRSC.

Providers may choose to identify other assets as community housing which are not captured by the five categories listed above. This may include properties managed with assistance from another agency of government or without any government assistance. Some providers will wish to record these as community housing as they are managed in a way that is consistent with its other community

housing assets. These properties can be recorded on the summary asset data form in a sixth category 'other'.

Figure 2: Extract from CHAPR – Class of assets owned and managed

	ACT	INTL	NSW	NT	QLD	SA
Class A						
Class B						
Class C						
Class D						
Class E						
Other						
	0	0	0	0	0	0

Class of assets owned and/or managed

Jurisdictional definitions

The Community Housing Asset Performance Report requires the provider to state what class of asset each asset is as defined by the National Law. The classes are specified in Section 4 (a-e) of the National Law as follows:

- **Class a:** land vested in the provider by or under the community housing legislation of a participating jurisdiction.
- **Class b:** land acquired by the provider wholly or partly with funding provided by a Housing Agency of a participating jurisdiction.
- **Class c:** land vested in the provider on which a Housing Agency of a participating jurisdiction has constructed housing or made other improvements.
- **Class d:** funds provided to the provider by a Housing Agency of a participating jurisdiction for the purposes of community housing.
- **Class e:** any other asset of the provider that is of a class of assets declared by the community housing legislation of a participating jurisdiction as community housing assets for the purposes of this Law.
- **Other:** any other community housing asset of the provider that does not fit into the classifications above.

Further guidance on **Class e** assets is available from the relevant jurisdiction and is accessible through the NRSCH website at www.nrsch.gov.au or the jurisdiction Registrar's website. If you have any queries, please contact the assigned Analyst.

Age of portfolio

Figure 3: Extract from CHAPR – Age of portfolio

Age of portfolio - Responsive and cyclical/planned						
	ACT	INTL	NSW	NT	QLD	SA
(R) 0-9 Years						
(R) 10-19 Years						
(R) 20-29 Years						
(R) 30-39 Years						
(R) 40+ Years						
	0	0	0	0	0	0

Age of portfolio - All responsibilities (including structural)						
	ACT	INTL	NSW	NT	QLD	SA
(L) 0-9 Years						
(L) 10-19 Years						
(L) 20-29 Years						
(L) 30-39 Years						
(L) 40+ Years						
	0	0	0	0	0	0

Summary details (all tiers)

Figure 4: Extract from CHAPR –Summary details (all tiers)

Summary of details (all tiers)

Note: the term 'leased' refers here to a property leased by the provider from another person, agency or entity as opposed to a property owned by the provider.

	ACT	INTL	NSW	NT	QLD	SA
Net Leases – Tenancy Units						
Net Leases – Ended not Renewed						
Net Leases – Commenced						
Changed Assets - Disposed						
Changed Assets - Developed						
Changed Assets - Vested						
Changed Assets - Acquired						

Planned growth – five years

All providers whose portfolio is planned to change over the next five years should complete this section about the type and scale of changes.

This is only completed if the provider is engaged in community housing development or acquisition activity. Providers should note that development includes major refurbishment of properties as well as new dwelling construction. Major refurbishment would typically involve extensive external and internal building work and is unlikely to be carried out with tenants in occupation.

Figure 5: Extract from CHAPR – Planned Growth – five years*Planned growth – five years*

For properties expected to be delivered the provider will have made some sort of contractual commitment to deliver. This contract may be with a government agency such as National Rental Affordability Scheme (NRAS), vesting, or may be with a third party. Finance to deliver the program will have either been secured or negotiations will be far advanced. See the Registration Application Guidance for further details.

	ACT	INTL	NSW	NT	QLD	SA
Total Tenancy Units Planned Next 5 Years						
Total Tenancy Units Vested Next 5 yrs						
Total Tenancy Units Acquired Next 5 Year						
	0	0	0	0	0	0
Total Units Planned Major Refurbishment						
Are these additional refurbished units?	--No! ▼	--No! ▼	--No! ▼	--No! ▼	--No! ▼	--No! ▼
Net New Leases Planned						
Net New Fee for Service Leases						
Net New Properties Managed						
	0	0	0	0	0	0

It is recognised that in some instances one asset may contain a number of lettable dwellings (e.g. if the asset is composed of non-self-contained dwellings such as a refuge or homeless shelter).

The Community Housing Asset Performance Report does not require these non-self-contained units to be counted separately other than providers completing the full asset list where there is a column to capture lettable units in each dwelling. In the application return some performance data should be reported by lettable units. The return makes this clear where this is required.

Select **Save** and tick the *CHAPR completed* box when you have completed the data.

More information

For further information on the QSRSC for local governments please visit:
<https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/community/registration>

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