2020-24
Tracking our progress
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).

Indicator	Benchmark	2020	2021	2022	2023	2024
Tenant Satisfaction						
Tenant satisfaction	75%	82%	78%	81%	78%	N/A
Our Homes						
Total number of homes		3541	3587	3579	3632	3714
Arrears	2.50%	1.20%	1.20%	1.40%	1.30%	1.34%
Rent loss via void	2.50%	0.17%	0.14%	0.23%	0.18%	0.20%
Rent loss via vacancy	2.50%	0.07%	0.05%	0.03%	0.03%	0.03%
Void days	28 days	25	25	25	25	22
Vacant days	14 days	11	11	12	13	11
Eviction rate	10%	2.80%	1.50%	2.70%	1.50%	5.80%
Our Staff						
Staff engagement		84%	83%	79%	82%	82%
Ratio of staff to lettable properties		1:40	1:37	1:38	1:35	1:35
Staff turn over		15%	20%	28%	20%	12%
FTE staff		85	93	91	99	101

Indicator	Benchmark	2020	2021	2022	2023	2024
Our Finances						
Staff cost as a percentage of total revenue		16.00%	16.10%	17.10%	18.30%	18.07%
Property costs as a percentage of total revenue		70.60%	68.60%	70.60%	67.60%	65.38%
Administration cost as a percentage of total revenue		6.20%	6.90%	6.80%	6.60%	6.13%
Profitability ratio – operating EBITDA/operating revenue		6.60%	7.30%	4.30%	5.20%	7.04%
Liquidity ratio – current assets/ current liabilities		1.6	1.5	1.3	1	0.8
Cash flow ratio – operating cash inflows/operating cash outflows		1.2	1.1	1.2	1.2	1.1
Interest cover ratio – operating EBITDA/interest expense		4	3.1	1.7	2.8	3.9
Loan to value ratio		35.00%	30.80%	26.10%	25.30%	23.60%
Return on assets – EBITDA/ assets		1.30%	1.00%	0.50%	0.70%	0.93%
Cash at end of year		$46.7m	$49.6m	$46.2m	$26.2m	$18.4m
Operating EBITDA		$3.73m	$4.56m	$2.61m	$3.30m	$4.98m
Net profit		$0.52m	-$1.53m	$1.78m	$15.59m	$1.38m
Our Environment						
Scope 1 and 2 GHG (t CO2e)		683	668	610	389	322
Electricity (kWh)		828,427	819,880	790,043	685,447	685,715
Natural Gas (GJ)		64	71	90	74	87
Vehicle Fuel Consumption (KL)		11	11	11	13	13
Potable Water (kL)		125453	209280	149067	134544	133153
Waste - Landfill (t)		*	*	*	*	49
- Recycled (t)		*	*	*	*	41