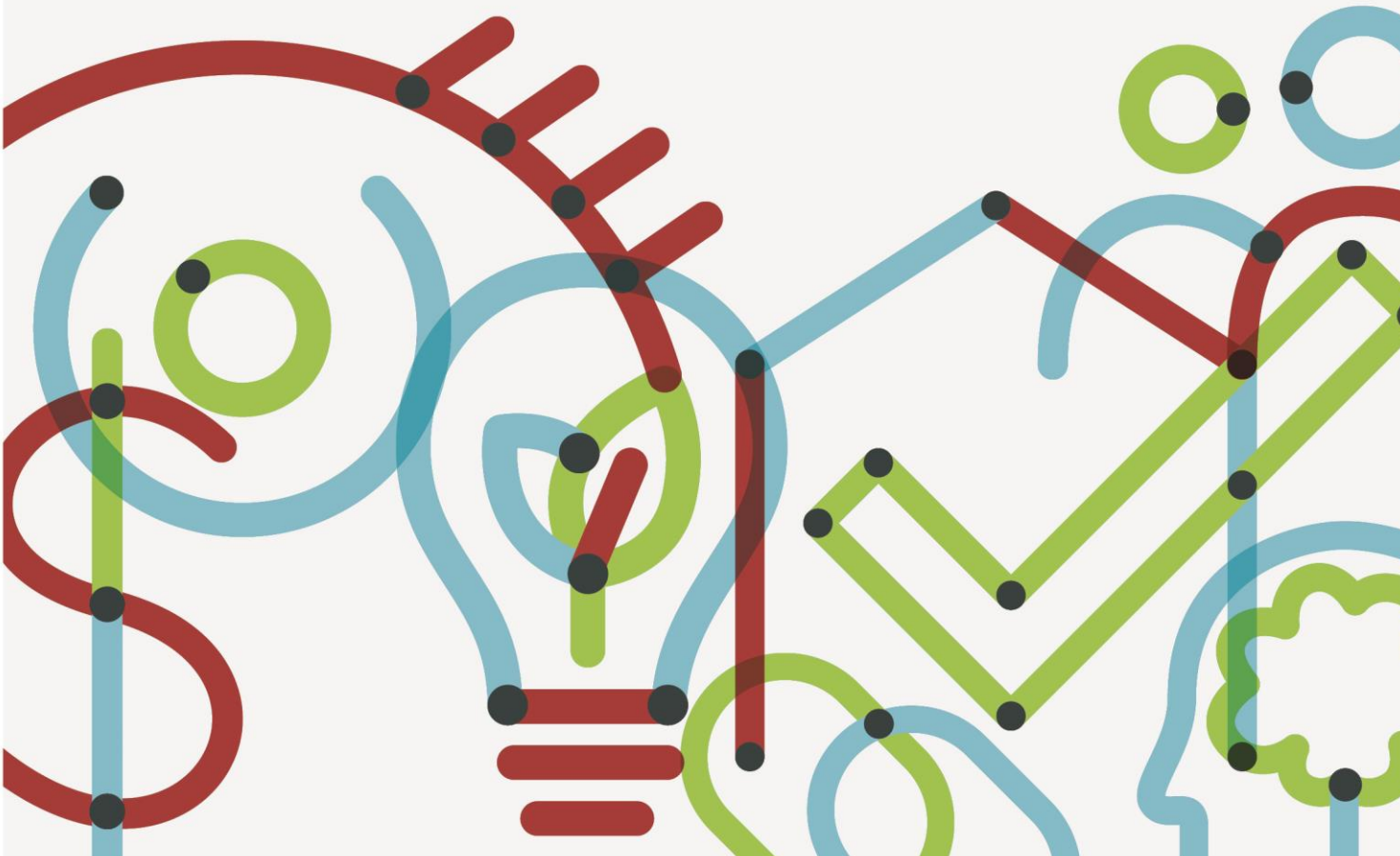




# 2017-2018 ANNUAL REPORT





## Chairperson's Report

On behalf of the Board of Coast to Country Housing Company, I'm pleased to present our annual report for 2017-18. Whilst still achieving a solid result, the past year has been one of change and challenges.

Firstly, our long-term CEO, Marsha Zuhorn resigned, leaving to work in her husband's business. Whilst disappointed to see her go, we respect Marsha's decision and wish her every success for the future. With Marsha's departure, Elvene Whitbread joined Coast to Country from Prospect Community Services in Charters Towers as the new CEO and brings with her a wealth of sector knowledge and experience.



Sourcing adequate funding is still an issue and it is an ongoing challenge to ensure that the individual programs operate efficiently and effectively, to ensure their ongoing viability. To this end we have instituted a concentrated focus on costs; not just administrative but also maintenance and repairs, which are a constant issue.

To assist with this, an asset management system has been introduced, not only to ensure that we comply with all legislative requirements but to also ensure that we are forecasting correctly to cover not only our day to day repairs but also our ongoing preventative maintenance and replacement programs. This is critical with an aging property base. Additionally, this system will also give Coast to Country the opportunity to assist other NFP organisations in planning their own repairs and maintenance requirements for their properties.

To reinforce our focus on cost control, a Tenancy Support Officer has been appointed who will work closely with our tenants to assist them with the day to day issues of running a household, with the aim to reduce the issue of damage to properties and the level of bad debts.



In this current economic climate managing risk is an ongoing issue and as a result a constant focus of the Board. Recently, one of the Directors attended a course on Risk run by the Australian Institute of Company Directors, to ensure that the Board is up to date with regulatory requirements and across all the current issues associated with risk.

For the year ahead, the Board and Management have multiple agenda items. The most critical of these are:

- sourcing adequate funding to ensure we can deliver on our strategic goals
- driving the maximum benefit from every dollar spent, to maximise the services delivered back to the sector
- Planning for the future, to ensure Coast to Country is adequately resourced and funded to meet future requirements.

In conclusion, I would like to thank everyone for their hard work and support and I look forward to the year ahead.

Chris Barnes  
Chairperson



## Annual Survey Results

COAST TO COUNTRY'S ANNUAL CLIENT SURVEY WAS CARRIED OUT IN SEPTEMBER 2017

### Coast to Country Housing Company's Staff:

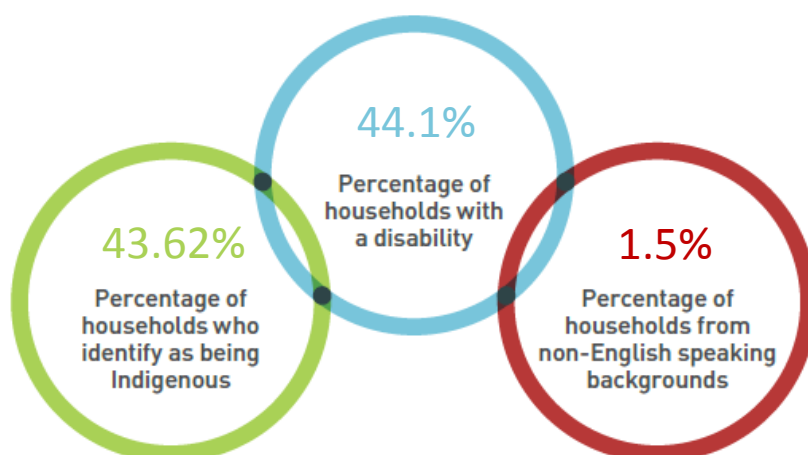
97.1%	of clients said that staff are <b>polite and respectful, and easy to deal with</b>
96.2%	of clients said they think their Housing Specialist is <b>knowledgeable about tenancy &amp; property issues</b>
96.2%	of clients are satisfied that they are kept <b>well informed about their tenancies</b>
99%	of clients said they think their Housing Specialist is <b>supportive and helpful</b>
100%	of clients are <b>happy with the services</b> that Coast to Country provides

### Property Satisfaction:

91.1%	of clients live in a <b>home that suits their needs</b> (size, location, accessibility, modifications etc)
93.1%	of clients are <b>satisfied with the condition of their home</b>
89.1%	of clients feel <b>safe, comfortable and secure</b> in their home

### Age distribution of C2C's clients:

15-24 years	11.5%
25-34 years	22.4%
35-44 years	30.6%
45-54 years	21.9%
55-64 years	16.8%
65+ years	6.4%





## National Regulatory System Reporting Results

**100%** of all maintenance was completed on time, matching last financial year and NRS target is greater than 80%

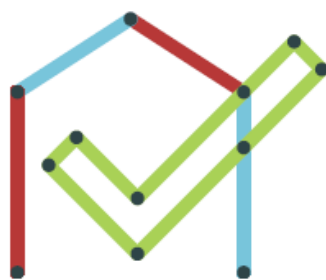
**100%** of urgent maintenance was completed on time; matching last financial year and NRS target is greater than 80%

**97.1%**

Overall client satisfaction



Total number of households assisted:



**= 596**

as at 30 June 2017:

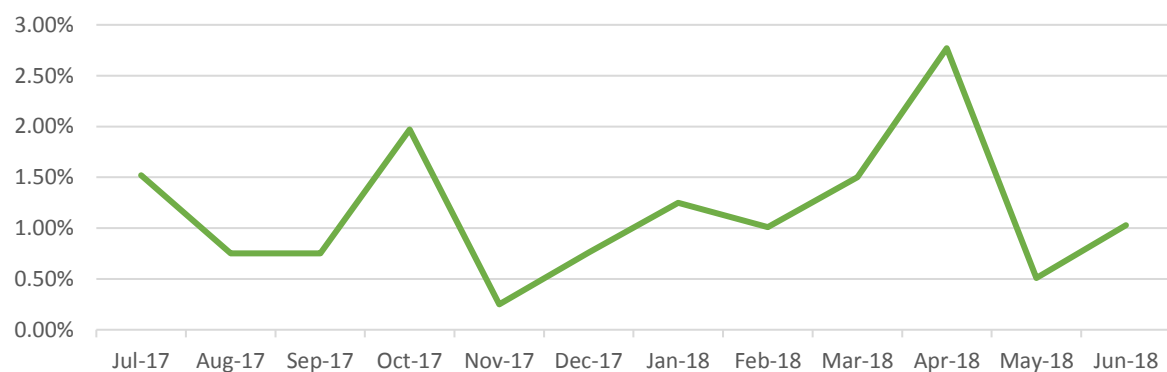


C2C housed

**304**

children & young people

### Rent Arrears trend - 2017/18



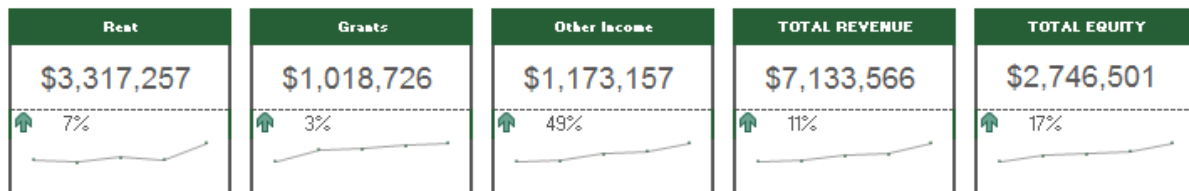


## ANNUAL FINANCIAL REPORT

### COAST TO COUNTRY HOUSING COMPANY

2018

#### KEY METRICS



#### ALL METRICS

*Do not modify the information below. Click to enter Financial Data*

METRIC	REPORT YEAR (2018)	PREVIOUS YEAR (2017)		% CHANGE	5 YEAR TREND
Rent	\$3,317,257.00	\$3,087,914.00	↑	7%	
Grants	\$1,018,726.00	\$991,522.00	↑	3%	
Property Management Fees	\$1,624,426.00	\$1,532,887.00	↑	6%	
Other Income	\$1,173,157.00	\$789,272.00	↑	49%	
TOTAL REVENUE	\$7,133,566.00	\$6,401,595.00	↑	11%	
Employee Benefits Expense	\$1,066,428.00	\$963,526.00	↑	11%	
Depreciation	\$83,884.00	\$74,224.00	↑	13%	
Other Expenses	\$5,466,885.00	\$5,299,750.00	↑	3%	
TOTAL EXPENSES	\$6,617,197.00	\$6,337,500.00	↑	4%	
NET SURPLUS/LOSS	\$516,369.00	\$64,095.00	↑	706%	
Cash at the end of the year	\$2,053,535.00	\$1,487,536.00	↑	38%	
TOTAL ASSETS	\$3,793,069.00	\$2,928,123.00	↑	30%	
TOTAL LIABILITIES	\$1,046,568.00	\$585,748.00	↑	79%	
TOTAL EQUITY	\$2,746,501.00	\$2,342,375.00	↑	17%	

## Annual Client Survey Feedback

*"You are doing an amazing job, you are champions"*

*"Honestly, I find your tenant care exemplary. I could document a long list of actions how you have helped me as a tenant. Among them is being quick to arrange tradespeople for some occasional maintenance issues, being responsive to tenant interpersonal tenant issues as needed, and not least, hosting BBQs on site. It's true - an organisation is as good as its staff. It's a distinguishing feature of C2C that your staff are people persons, along with your other various professional skills and talents"*

*"I think your organisation does an amazing job & I can't thank you enough for the help you can have given me"*