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Introduction – House Keys

Since 1969 Benchmarking.com.au (and its sister organisation FMRC) has been conducting performance benchmarking of over 140 industries.

With our online Benchmarking Platform, Benchmarking.com.au is matching its research capability with a robust online solution to conduct online benchmarking projects.

The Federation has worked with Benchmarking.com.au to tailor their benchmarking platform to generate the House Keys benchmarking system for Community Housing Providers (CHPs).

With House Keys you can:

- Benchmark your organisation against peers
- Check you are providing value for money
- Increase the quality of service to tenants
- Highlight areas of high performance
- Identify where you could make savings or improve customer service

This User Manual will guide you through the process of benchmarking using House Keys.

Requirements to use the benchmarking platform

- A computer (Windows or Macintosh) with any HTML5 and CSS3 compatible Browser (Firefox, Safari, Chrome or IE in its latest version) and a current PDF reader.
- A word processing system supporting the Open Document Standard (*.ODT) (MS Office 2007 SP2 or greater (some limitations apply), Open Office 3, Word Perfect Office X6 and others) For a full list see http://en.wikipedia.org/wiki/OpenDocument;
- An active House Keys subscription with a user Login and Password provided by benchmarking.com.au;
1. Access to your subscription

1.1 Login page

The login page is the gateway to access your subscription services. The login page can be reached via the homepage or via https://www.benchmarking.com.au/login/.

1.2 Benchmark Suite V2 Login

- Enter your username OR email address and the password as provided and click on Login.
- To save your password for future fast access, click the “remember me on this computer” tick box. This requires cookies to be enabled and is not supported on some browsers.
- Click on “Forgotten your password” to be redirected to a password reset page.
2. Benchmark Suite Dashboard

The Benchmark Suite dashboard is your initial access point to all client data. It lists your organisation’s name and the two House Keys products; Operations and Workforce (depending on your level of subscription).

2.1 Search existing years

- Click on your organisation and select either you would like to view House Keys Operations data or House Keys Workforce data. This will then open the company year screen:

- Select the year you want to review

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Entered By</th>
<th>Last Edit</th>
<th>Review Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Adam West</td>
<td>20/06/14</td>
<td></td>
<td>Edit, Delete, Setup Client Access</td>
</tr>
<tr>
<td>2013</td>
<td>Adam West</td>
<td>20/06/14</td>
<td></td>
<td>Edit, Delete, Setup Client Access</td>
</tr>
<tr>
<td>2012</td>
<td>Adam West</td>
<td>20/06/14</td>
<td></td>
<td>Edit, Delete, Setup Client Access</td>
</tr>
</tbody>
</table>
2.3 Support systems

There are a number of support options available to you from within the application:

1. Launch Live Chat via the top tool bar during business hours

2. Email us on enquiries@benchmarking.com.au, we reply within 24 hours

3. Call us on 02-9262 5564 during business hours


7. If you would like to be involved in the industry reference group that oversees the development of House Keys or if you have suggestions about additional indicators to be added in the next release of House Keys, please email adamw@communityhousing.org.au

3. Benchmarking your Organisation

3.1 Benchmarks

The benchmark pages are labelled as:

**Operations:**

- Housing management
- Assets
- Development
- Governance
- Finance
- Cost Effectiveness
- Projections

**Workforce:**

- Workforce Questions
These tabs display the results of your organisations data entry, within the “Your organisation” column, and the benchmarks as key indicators. These key indicators allow you to easily compare your organisations results against the available benchmarks or "peer groups".

To view a peer group click the “Select Benchmark” dropdown on any of the three column headers.

Organisational Profile Information

<table>
<thead>
<tr>
<th></th>
<th>Your firm</th>
<th>2016 Tier 2016</th>
<th>2016 State or Territory Tier 1 NSW</th>
<th>2016 Location: Metro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of properties</td>
<td>0</td>
<td>1,170</td>
<td>2,133</td>
<td>1,067</td>
</tr>
<tr>
<td>Number of FTE staff actual</td>
<td>0</td>
<td>43</td>
<td>58</td>
<td>28</td>
</tr>
<tr>
<td>Proportion of Indigenous households</td>
<td>0.00%</td>
<td>10.75%</td>
<td>11.20%</td>
<td>5.77%</td>
</tr>
<tr>
<td>Proportion of residents with a disability</td>
<td>0.00%</td>
<td>20.65%</td>
<td>24.79%</td>
<td>14.84%</td>
</tr>
<tr>
<td>Proportion of residents from non-English speaking backgrounds</td>
<td>0.00%</td>
<td>20.56%</td>
<td>21.91%</td>
<td>33.43%</td>
</tr>
</tbody>
</table>

Select the peer group to insert into the column
Once a peer group is clicked the benchmark will immediately populate into the column.

If more than one year’s worth of data has been entered, “Your Business” will appear at the bottom of the dropdown. Select from available years to compare against alternate years for the same company.

For help with data definitions for any of the House key Operations indicators, a link to either the NRSCH Registration Return Guide or NRSCH Financial Viability Guidance Note can be found at the top of the page. You will also find a link to the NRSCH metrics information sheet.

3.2 Review

Targets have been set for each of the key indicators based on the National Regulatory System for Community Housing (NRSCH) threshold (where applicable). Users will receive a red, amber or green traffic light depending on your organisation’s results compared to the NRSCH threshold. Where there are no specific NRSCH thresholds, traffic lights relate to being low, mid-range or above the industry average.
3.3 Ranking Histograms

Indicators can be presented in different ways. The rank histograms are a visual tool to evaluate the spread of results. Your organisations’ performance will be highlighted in blue as an additional column in the histogram next to your results.

In the example below, your organisation had an eviction rate of 8% which ranked as the sixth highest value in the benchmarking group. Columns 6 and 7 reflect your organisations’ data.
You can also use the drop down function above each histogram to select your peer group.

### Housing Management Histograms

**Metric 1.2a - Eviction rate**

![Histogram](image)

3.4 Graphs

The comparative points that are chosen in the peer group drop downs are also illustrated in the graphs. Changing the peer group selection will allow you to change the types of organisation displayed in the graphs.

In the below example, your organisation had a higher tenancy turnover than the 3 peer groups selected.

### Metric 6.1b - Tenancy turnover

![Bar Chart](image)

- **Your Business 2014**: 50%
- **Registration Tier: Tier 1 NSW**: 17.13%
- **State or Territory: NSW**: 19.59%
- **Multi-jurisdictional: Yes**: 18.57%
4. Printing / Exporting

4.1 Print / Export reports

Another useful feature is the printing and exporting options. To print or export the data click the “Print” button.

The different print options will then appear in a separate pop up window. Based on the print option selected users will be able to pick and choose what they would like to print in the report by ticking or unticking the available options. Please refer to the four printing options below.

PDF

Word
Open Office

Excel

Your report will then be generated and will be available to download:
Exporting to PDF and Word will produce the full House Keys report containing:

- An introduction to House Keys
- Your organisational profile information
- Table displaying peer group comparison data
- Review / traffic light display
- Graphs
- Ranking histograms
- Organisational profiles of the Community Housing Providers you are being compared with

When exporting data, the settings selected from the peer group drop down menu will be displayed in the file chosen to export the data. Changing the peer group selection will allow you to change the types of organisation displayed in the data export. If you wish, you can build up a composite report by exporting different peer group settings to word and combining the files.