2022-26
5 Year Scorecard

Bridge Housing presents our 5 year scorecard outlining our results against our Key Performance Indicators including the National Regulatory System for Community Housing requirements.

Indicator	Benchmark	2022	2023	2024	2025	2026
Our tenants						
Tenant satisfaction*	**75%**	81%	78%	-	79%	-
Resident numbers		5,585	5,600	5,727	5,972	6,171
Reported improved wellbeing		79%	83%	83%	89%	81%
Arrears	**2.50%**	1.40%	1.30%	1.34%	1.57%	1.83%
Eviction rate	**10%**	2.70%	1.50%	5.80%	4.30%	4.60%
Our Homes						
Total number of homes		3,579	3,632	3,714	3,791	3,831
Pipeline		523	488	430	892	2,015
Rent loss via void	**2.50%**	0.20%	0.18%	0.21%	0.20%	0.16%
Rent loss via vacancy	**2.50%**	0.03%	0.03%	0.03%	0.02%	0.02%
Void days	**28 days**	25	25	22	22	23
Vacant days	**14 days**	12	13	10	11	5
Our Staff						
Staff engagement		79%	82%	82%	76%	62%
Ratio of staff to lettable properties		1:38	1:35	1:35	1:30	1:28
Staff turn over		28%	20%	12%	10%	8%
FTE staff		91	99	101	120	133

* Formally calculated every two years since 2023

Indicator	2022	2023	2024	2025	2026
Our Finances					
Revenue	$61.1m	$63.7m	$70.7m	$76.4m	$80.4m
Staff cost as a percentage of total revenue	17.10%	18.30%	18.07%	19.63%	22.67%
Property costs as a percentage of total revenue	70.60%	67.60%	65.38%	64.40%	61.88%
Profitibility ratio - operating EBITDA/ operating revenue	4.30%	5.20%	7.04%	7.03%	5.41%
Liquidity ratio – current assets/current liabilities	1.3	1.0	0.8	0.7	1.7
Cash flow ratio – operating cash inflows/ operating cash outflows	1.2	1.2	1.1	1.1	1.7
Interest cover ratio – operating EBITDA/ interest expense	1.7	2.8	3.9	3.4	3.0
Loan to value ratio	26.1%	25.3%	23.6%	24.3%	24.3%
Return on assets – EBITDA/assets	0.50%	0.70%	0.93%	0.96%	0.69%
Cash at end of year	$46.2m	$26.2m	$18.4m	$18.3m	$44.4m
Operating EBITDA	$2.61m	$3.30m	$4.98m	$5.36m	$4.35m
Net profit	$1.78m	$15.59m	$1.38m	$1.80m	$54.46m

Our Environment					
Scope 1 GHG (t CO2e)	33	35	36	46	42
Scope 2 GHG (t CO2e)	576	337	286	287	287
Electricity (kWh)	790k	685k	686k	680k	684k
Natural Gas (GJ)	90	74	87	188	224
Vehicle Fuel Consumption (KL)	11	13	13	15	13
Potable Water (kL)	149k	135k	133k	134k	155k
Waste - Landfill (t)	13	16	49	4,545*	5,571
- Recycled (t)	14	20	41	41	6,366**

*Household landfill included for the first time

**Household recycling included for the first time