



AMP 001

ASSET MANAGEMENT POLICY

VERSION	DATE REVIEWED	CHANGE SUMMARY
1	01/08/2017	First version M Ward, GM Operations
2	17/09/2019	M Ward GM Operations
3	06/08/2020	M Ward GM Operations
4	06/06/2021	M Ward GM Operations
5	16/06/2022	M Ward GM Operations
6	26/02/2023	M Ward COO
6.1	23/3/2023	Recognise different arrangements when there is a third-party owner

1. AUTHORITY

The Board has delegated authority to the Chief Executive Officer (CEO) for approval of all operational policies, including this policy.

The Chief Operating Officer is responsible for administering this policy.

2. PURPOSE / BACKGROUND

The policy sets out principles for how CHC manage and maintain properties for both social and affordable housing dwellings.

CHC employees, tenants and contractors have a responsibility to notify and report required works in CHC properties when they become aware of them.

For properties that CHC manages of behalf of another owner, specific instructions may be provided to CHC unique to the property or program.

CHC promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD). CHC supports the objectives of the NDIS Quality and Safeguards Commission and promotes the NDIS principles of choice and control.

3. POLICY DETAIL

CHC will assess and triage maintenance and required works in accordance with the appropriate maintenance category.

Each category will be attended to within the appropriate timeframes as specified in the below table.

Category	Anticipated response time	Examples within this category
Emergency	4 hours	Sewerage, loss of power, no water, gas leak, securing of property, serious roof leak
Urgent	24 hours	Failing hot water system, loss of heating or all cooking facilities
Routine/responsive	28 days	Minor plumbing, clotheslines, trees, fencing, flyscreens, towel rails, window coverings
Cyclical	As per planned schedule	Common area cleaning, yard maintenance, smoke alarms, RCDS
Modifications (SDA)	As per NDIS/ OT report	Ramps, hoists, grab rails, hob less showers

CHC will carry out all legislative cyclical maintenance in accordance with legislative requirements or because of CHC's quality assurance process for all CHC owned properties and as directed for all managed properties.

All maintenance required to meet safety standards and continuously ensure the ongoing safety of our tenants will be carried out in accordance with legislative requirements. This includes but is not limited to annual testing of smoke alarms, Thermostatic Mixing Valves (TMV's) or Residual Current Devices (RCD's) and fire equipment.

During property inspections and reviews the Tenancy Officer (TO) or Asset staff will test each smoke alarm within the premises in accordance with CHC's smoke alarm testing procedure.

Where a smoke alarm is deemed to not be working effectively, a contractor will be sent to the property to inspect, repair or replace the smoke detector as necessary.

Modifications for CHC owned SDA properties may be completed as per a tenants NDIS plan or OT report/request. Modifications will be completed in consultation with the tenant around their needs and wishes. CHC where possible will access NDIS funds available to complete modifications in coordination with carers, support co-ordinators and planners.

The CHC asset team will also carry out an annual test of the residual current device (RCD) in accordance with the CHC RCD testing procedure. In addition, a qualified contractor will be arranged to carry out a more thorough inspection/replacement should the RCD testing not meet standard.

Light Globes

For all CHC owned properties there will be working light globes at the commencement of the tenancy.

Once a property is tenanted, it is a tenant responsibility to change light globes in CHC properties. All light globes will be in working order at the commencement of every tenancy (excluding lease re-signs).

Where a light fitting is located on a stairwell at a height higher than 2240cm and changing the globe poses a safety risk, CHC will be responsible for replacing the globe.

Tenants who are vacating a property will be responsible for the replacement of non-working (or missing) light globes, fluro tubes and starters, so long as these items were in working condition at the commencement of the tenancy.

Tree Management

Where a tenant requests a tree be removed it must be due to concerns over the health of the tree, or due to concerns over damage the tree is causing to the property. CHC will not consider removing a tree because it is dropping leaves or is an inconvenience for a tenant.

Tenants are not to plant trees/shrubs that are classified as noxious weeds under ACT regulations.

Tenants are not to plant trees that are within 2 metres of the dwelling or under power lines.

Tree removal will be done in accordance with the Tree Protection Act where heritage rulings exist.

Tenants are encouraged to contact the relevant authority for telecommunication and utility locations prior to planting.

Gutter cleaning

For CHC owned properties, CHC will ensure gutters are clean at the commencement of a lease. If gutters have not been cleaned at time of a new tenancy, CHC will be responsible for cleaning the gutters only on one occasion. After this, the tenant must be made aware of their responsibility to ensure gutters are kept clean.

CHC is responsible for cleaning gutters in multi-level homes if required.

The tenant may be charged upon vacating a dwelling if the gutters are not clean.

Broken Windows

Where a window has been broken and the tenant has not caused the damage the incident should be reported to the police. Once reported, the police will issue an Event Number. The tenant is then required to provide details of the incident and the Event Number to CHC in order to avoid liability.

Should inspection of a broken window indicate that the breakage occurred from inside a dwelling, the tenant will be required to pay for the replacement and any other associated repairs, regardless of whether they have obtained a police Event Number.

If a tenant reports a broken window and they do not wish to obtain a police event number, CHC will not cover any costs associated with the broken window.

Each report of a broken window will be treated on a case by case basis.

Pest Control (CHC owned properties)

Where a tenant discovers that they have a problem with a common pest, such as spiders, ants, and cockroaches they will be responsible for arranging and paying for a pest spray on the property.

The only exception will be in the case of fleas where an issue has been reported within the first 6 weeks of a new tenancy.

CHC will only pay for a pest spray to be carried out on a property if there is an infestation and has not been exacerbated by the household cleanliness of the tenant.

CHC will cover the cost of treatment where there is a termite or borer attack on the property, along with all costs associated with repairing the property.

Lawns and Gardens

CHC will only maintain lawns and grounds for which it is responsible, i.e. in common areas of complexes, which are not managed by a strata company.

Tenants are responsible for maintaining lawns, gardens and grounds on all properties where a designated private open space is enjoyed by that tenant. This includes all areas which are not shared by other residents such as front and rear yards or courtyards.

Where tenants are unable to maintain their lawns or carry out the required cleaning, CHC can provide assistance by organising a contractor to undertake maintenance work whereby the tenant could pay the contractor direct or repay CHC on an approved loan basis.

1. STRATEGIC ASSET MANAGEMENT PLAN

Asset management of CHC's owned properties will be outlined with the Strategic Asset Management Plan (SAMP). The SAMP will contain the various components of CHC properties that will be monitored, their estimated life span and value of works needed to ensure budgetary requirements are met.

All planned maintenance will be carried out in accordance to CHC's Strategic Asset Management Plan. Goods and services will be procured as per the procurement policy.

2. QUALITY CONTROL

For CHC owned properties, CHC will conduct inspections on all planned works over \$1000 and on a minimum of 10% of all completed work to ensure contractors complete work to the highest possible standard. In addition, of works not inspected, a minimum of 10% of tenants are contacted via telephone or email to ensure satisfaction with contractor behaviour on site and tenant satisfaction with the quality of workmanship.

CHC staff will also check 100% of invoices in order to ensure all works completed were as requested in the initial work order.

Tenant surveys are to be conducted at least every two years as another manner of quality assurance. These serve to ensure any areas which require improvement are identified and improvement strategies planned and implemented.

3. FEE FOR SERVICE PROPERTIES

CHC manages a number of properties on behalf of other organisations or owners.

All work for non CHC owned properties is approved/declined by the relevant owner. CHC may liaise on the owner's behalf with tradespersons who have been requested to complete the works. CHC will endeavour to ensure all work and workmanship is conducted in alignment with CHC's service guidelines.

All tenants will be aware at the commencement of their tenancy, who the owner of the property is and repairs processes that are in place.

4. REVIEW

This policy will be reviewed annually or when deemed necessary.