



Policy

Refurbishment Standards

Southern Cross Housing Ltd

Date effective	01/05/2019
Document owner	Head of Retirement Villages and Community Housing
Business unit	Southern Cross Housing Ltd
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Approved by	Ken Pantany
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1. Purpose

The purpose of this policy is to ensure that land and premises owned and managed by Southern Cross Housing Ltd (SCH) are maintained in a good state of repair and condition and satisfy all compliance requirements as per the Community Housing Agreement made between the Department of Housing and Southern Cross Housing Ltd, signed 17 December 2010. This policy outlines the standards to which refurbishments may be completed when an asset has been vacated prior to it being tenanted.

2. Scope

This policy applies to properties owned by SCH and the standards outlined in the document *Guidelines for owned properties – asset standards, Version 1.0, April 2019*. Properties owned by the Department of Communities, which are managed by SCH are excluded from the standards outlined in this document and follow the *Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises, Version 1.0, 13 May 2015*.

3. Policy Statement

SCH is committed to ensuring that assets, both owned and managed are in the best condition they can be and do not pose any safety or health risks. We are committed to regular inspections, responsive to requests for repairs and maintenance, safety of tenants and the ongoing long-term maintenance of premises.

Assets identified either through the ten year Capital Replacement Programme, BCI reports, end of tenancy final inspection report or regular inspection reports, will be assessed for full or partial refurbishment.

Full or partial refurbishments will be in accordance with the *Guidelines for owned properties – asset standards, Version 1.0, April 2019 – 2.0 Lettable Standard – SCH (Page 3)*.

We will:

- Ensure that funds are available from rental income for asset refurbishments and partial refurbishments, to the required standard.
- Ensure that priority is given to those areas of greatest concern e.g. causing an OH&S

issue (frayed and worn carpet and worn vinyl causing trip hazards, inadequate lighting or security issues).

- Identify and forecast annual maintenance expenditure by way of the annual budget process. Identifying major maintenance in annual CAPEX process and bringing forward planned maintenance or upgrades as funds are available.
- Identify long term maintenance and develop a long-term maintenance plan and budget.
- Ensure all refurbishment works are undertaken by qualified trades people.
- Undertake a full property condition report on vacating premises and the opportunity taken to upgrade and refurbish to ensure assets are safe and are at a lettable standard.
- On vacation, premises will be reviewed and assessed, scope of works drawn up and costed. Works completed prior to being tenanted.
- If necessary bring forward planned maintenance or refurbishment works.

4. Roles & responsibilities

This policy covers Southern Cross Housing Ltd., tenants, management, employees, volunteers, contractors (including labour hire).

5. Related legislation & standards

Legislation / Standard	
Residential Tenancy Act (WA) 1987	s.27A, s.43
Residential Tenancy Agreement (Form 1AA)	Pg 3. Property Condition Reports; Pg. 5, 22 Urgent Repairs
National Community Housing Standards Manual, third edition May 2010	s. 2.2
Community Housing Agreement 17/12/2010	36. Maintenance; 36.1 Maintenance Plan
Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises	Version 1.0, 13 May 2015

6. Supporting SCH policies, procedures & other documents

Document Title	
SCH Policy and Procedure - Smoke Alarms, RCD's, Earth Stakes	01/07/2018
SCH Policy – Asset Management – Responsive Maintenance and Repairs – Maintenance Plan	01/04/2019
New Tenant information pack	
SCH Guidelines for owned properties – Asset Standards	April 2019

7. Feedback

Feedback on this policy must be directed to the Document Owner outlined in the cover of this policy.