

Refurbishment Standards

Policy

1 Purpose

The purpose of this policy is to ensure that land and premises, both owned and managed by Southern Cross Housing Ltd (SCH), are maintained in a good state of repair and condition and satisfy all compliance requirements. This policy outlines the standards to which refurbishments may be completed when an asset has been vacated, prior to it being re-tenanted.

2 Scope

This policy applies to properties owned and managed by SCH and the standards outlined in the document Guidelines for owned properties – asset standards. 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. Properties under other management agreements will be refurbished by SCH, as required, to standards agreed to in the management agreement if there are deviations from SCH standards.

For the purposes of this document, SCCWA encompasses services provided by Southern Cross Care (WA), Southern Plus, and Southern Cross Housing Ltd.

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 health or safety risks. We are committed to regular inspections, proactive and 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.

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 a WHS 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 objectives and develop a long-term maintenance plan and budget.
- Ensure all refurbishment works are undertaken by qualified trades people in reasonable time frames.
- Undertake a full property condition report on vacating premises and the opportunity taken to upgrade and refurbish properties 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 to be completed in full prior to being tenanted.
- If necessary, bring forward planned long-term maintenance or refurbishment works

4 Roles and Responsibilities

Role	Responsible for:
Executive Management Committee	Endorse and ensures compliance with this policy Be familiar with legislative requirements of this policy
General Manager/Executive managers/Head of Department	Oversee compliance with this policy Support staff competence and compliance with this policy and ensures staff receive appropriate training and supervision to comply with this policy Report on collated information regarding policy scope and key performance indicators, to ensure operational decision making is informed by outcomes and this policy Support the review of this policy
Manager, Co-ordinators/Team Leaders	Manage and monitor compliance with this policy and facilitate access for staff to receive appropriate training, and supervision to comply with this policy Collate and escalate reported information as required Ensure operational decision making is informed by this policy
Staff	Comply with this policy Maintain knowledge of the current practices in relation to the subject of this policy, as applicable to their role Report any incidents as per organisational policy Participate in regular practice supervision

5 Legislation and Supporting Documents

5.1 Legislation and Standards

- Residential Tenancy Act (WA) 1987
- Residential Tenancy Agreement (Form 1AA)
- National Community Housing Standards Manual
- Community Housing Agreement (2010)
- Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises

5.2 Related SCCWA Policy and Procedures

- Electrical Safety Devices Policy
- Asset Management Maintenance and Repairs
- SCH Guidelines for owned properties – Asset Standards

5.3 Related SCCWA Forms and Tools

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5.4 Other related documents and links

- Renting Out Your Property – A Lessors Guide
- New Tenant information pack

6 Definitions

Term	Meaning for the purposes of this policy document

7 Document Control

Rev	Owner	Sections Modified	Date Reviewed	Next Review Date
1.0	General Manager Retirement Villages & Community Housing	First release	01/05/2019	01/05/2022
2.0	General Manager Retirement Villages & Community Housing	Full document review	27/07/23	20/04/24
3.0	Southern Cross Housing	Full Document Review	13/06/2024	30/06/2025
4.0	Chief Property Officer	Full Document Review	30/06/2025	30/06/2028