



## PROPERTY CONDITION STANDARDS POLICY

### 1 Scope

This policy will apply to all workers (paid and unpaid) in programs and services that are delivered by the Vinnies Housing. For asset management processes relating to properties within funded programs, this policy and procedure is to be read in conjunction with any program specifications and/or guidelines relevant to the specific property.

### 2 Purpose

It is the intention of Vinnies Housing to ensure that all housing assets are maintained to the appropriate standard and in a manner which optimizes outcomes on financial investment, service delivery and meets housing need and plans for future housing need.

### 3 Policy

Vinnies Housing is committed to providing appropriately maintained housing assets which meets the needs of tenants, plans for future housing needs and optimizes sustainable outcomes on financial investment and service delivery.

### 4 Procedures

Asset Management processes for Vinnies Housing properties within funded programs are to be in accordance with the specific program specifications and/or guidelines of the funding body relevant to the specific property. Prior to undertaking asset management processes, Vinnies Housing staff are to familiarize themselves with any relevant requirements from the funding body.

In all cases where a household has entered into a tenancy agreement, this policy must be read in conjunction with the Residential Tenancies and Rooming Accommodation Act 2008 (Qld). A copy of this Act can be located at:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2008-073>

For properties owned by the State Government, this policy and procedure is to be read in conjunction with the funding body policies and operational procedures:

Social Housing Program Specifications, which can be located at:

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/SocialHousingProgramSpecifications.pdf>

Social Housing Tenancy Management Policy, which can be located at:

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/SocialHousingTenancyManagementPolicy.pdf>

Allowable Expenditure and Surplus Policy, which can be located at:

<http://www.hpw.qld.gov.au/SiteCollectionDocuments/AllowableExpenditureAndSurplusPolicy.pdf>



For properties funded under the Crisis Accommodation Program which form part of a service agreement with a Specialist Homelessness Service provider, the processes outlined in the policy document “Crisis Accommodation Program Properties within Cornerstone Specialist Homelessness Services” should be followed. These properties have asset management processes which are shared with the Specialist Homelessness Service provider, in acknowledgement of the specific service agreement arrangements relating to these programs and properties.

For properties managed by Vinnies Housing which are not owned by the State Government, this policy and procedure is to be read in conjunction with the relevant agreement relating to the property. The method for asset management will be the same as that of State Government owned properties unless an alternative method is specifically provided for in the service agreement. Allowance expenditure will be determined by the relevant agreement relating to the specific property.

#### 4.1 Determining the standard of property condition

To ensure consistency in determining the standard of individual properties across regions, the following rating scale is to be utilized when undertaking all property inspections including entry, exit, routine, capital, and acquisition inspections:

Rating	Status	Definition of rating/condition of building asset
5	Excellent	<ul style="list-style-type: none"> <li>• no defects</li> <li>• as new condition and appearance</li> </ul>
4	Good	<ul style="list-style-type: none"> <li>• minor defects</li> <li>• superficial wear and tear</li> <li>• some deterioration to finishes</li> <li>• major maintenance not required</li> </ul>
3	Fair	<ul style="list-style-type: none"> <li>• average condition</li> <li>• significant defects are evident</li> <li>• worn finishes require maintenance</li> <li>• services are functional but need attention</li> <li>• deferred maintenance work exists</li> </ul>
2	Poor	<ul style="list-style-type: none"> <li>• badly deteriorated</li> <li>• potential structural problems</li> <li>• inferior appearance</li> <li>• major defects</li> <li>• components fail frequently</li> </ul>
1	Very poor	<ul style="list-style-type: none"> <li>• building has failed</li> <li>• not operational</li> <li>• not viable</li> <li>• unfit for occupancy or normal use</li> <li>• environmental/contamination/pollution issues exist</li> </ul>

All property inspections will be recorded in the Vinnies Housing property and tenancy management database, including photographs and where ever possible using the Gateway Live Agent app or equivalent.



Where a Vinnies Housing staff member has identified a change in the standard of the property condition for a property in comparison to the last inspection undertaken, the staff member is to notify the Community Housing Operations Manager to ensure that the property maintenance schedules and asset management plan for the property is updated and budgeted for accordingly.

#### **4.2 Continuous Improvement**

The Chief Executive Officer, Community Housing Operations Manager and Vinnies Housing staff will regularly review the tenant and housing services processes and arrangements to ensure decision-making processes are accountable a fit for purpose and remain aligned to Vinnies Housing processes.

Any identified improvements are recorded in the VHC 4.3R Vinnies Housing Continuous Improvement Register.