

# Required Documents Checklist - Class 4

Note: identical documents are required for the assessment of some performance areas.  
Do not send multiple copies of the same document

Evidence/documents	Performance requirement
<b>Performance Area 1: Fairness and Resident Satisfaction</b>	<b>Performance requirement</b>
Sample internal management reports to governing body on property allocations to residents	1.1
De-identified summary of complaints from residents received by the provider over the past 12 months	1.1, 1.2
Policies and procedures on applicant and resident management, including: <ul style="list-style-type: none"> <li>the process to determine eligibility</li> <li>the allocation of properties</li> <li>rent and tenure</li> <li>termination of leases</li> </ul>	1.1
Analysis of resident feedback gathered from a representative sample of residents about their satisfaction with the provider and its services	1.2
<b>Performance Area 2: Sustainable Tenancies and Communities</b>	<b>Performance requirement</b>
De-identified summary of complaints from residents received by the provider over the past 12 months	2.1
Business/operational plan progress report on the goals of promoting community housing and contributing to the local community	2.2
<b>Performance Area 3: Asset Management</b>	<b>Performance requirement</b>
No required documents for Class 4	
<b>Performance Area 4: Sound Governance</b>	<b>Performance requirement</b>
Provider's constitution, charter, or equivalent	4.1
Documented governance structure	4.1
Documented skills and expertise required for governing body membership	4.1
Profiles of current governing body members, identifying their skills and expertise	4.1
<b>Performance Area 5: Standards of Probity</b>	<b>Performance requirement</b>
Audited Financial Statements	5.1
Policies and procedures relating to reporting, investigation and/or referral of fraud, corruption or criminal conduct.	5.1
Code of conduct	5.2
Policies and procedures for managing conflicts of interest	5.2
Outline of systems and/or procedures to ensure the Registrar is notified of incidents	5.3
<b>Performance Area 6: Protection of Government Investment</b>	<b>Performance requirement</b>
Audited financial statements covering the past three financial years (refer to definition in Application Guide for what these should include)	6.1
Financial Performance Report in a form prescribed by the Registrar	6.1
Audit management letters	6.1



Evidence/documents	Performance requirement
Business/operational plan or similar including annual budget	6.1, 6.2
Copies of certificates of currency for all insurance policies	6.1, 6.3
<b>Performance Area 7: Efficient and Competitive Delivery of Community Housing</b>	<b>Performance requirement</b>
Financial Performance Report in a form prescribed by the Registrar.	7.1, 7.2
Business/operational plan or similar	7.1, 7.2