

# Required Documents Checklist - Class 3

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	1.1
<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
List of all current partnership arrangements through which support is provided to residents in need	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>
Business/operational plan or similar: <ul style="list-style-type: none"> <li>with strategies for improving resident satisfaction with property condition and maintenance</li> <li>with goal and strategies relating to asset management</li> </ul>	3.1, 3.3
Asset maintenance plan	3.2
Financial Performance Report in a form prescribed by the Registrar	3.2
The provider's annual survey report of resident satisfaction	3.3
De-identified summary of complaints from residents received by the provider over the past 12 months	3.3



Evidence/documents	Performance requirement
<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
Business/operational plan or similar	4.1, 4.4
Business/operational plan progress report <ul style="list-style-type: none"> <li>on goal/s relating to appropriate governance structure and expertise</li> <li>including reporting against self-identified performance indicators.</li> </ul>	4.1, 4.4
Schedule/s of delegations	4.2
Policy or similar document/s covering separation of governance and management, and the decision-making process	4.2
Minutes of the most recent governing body meeting and associated governing body reports, including the most recent financial report considered by the governing body	4.2
Strategic plan	4.4
Progress reports of performance against the strategic plan	4.4
<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
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