



NSW Registrar's Compliance Assessment Notes - October 2017

Tenant Satisfaction with Maintenance and Repairs

The intent of this guidance note is to clarify for registered community housing providers (CHPS) the Registrar's expectations and requirements for additional evidence for Tier 1 and Tier 2 providers for the 2017 compliance review.

The Registrar has noted a steady decline in tenant satisfaction rates for maintenance and repairs reported by CHPS over the last three years. *This decline may be contributed to by inconsistencies in data entry – see attached guidance.* The decline is evident in a corresponding trend in recommendations made to providers over recent periods. In order to obtain assurance that this issue is being appropriately addressed by CHPS the Registrar intends to conduct an assessment focussed on Performance Outcome 2 of the National Regulatory Code in particular clauses (b) and (c).

2017 Compliance Assessment

In the upcoming compliance assessment we may be:

- reviewing your tenant survey result history to identify any trends
- reviewing your analysis of the tenant survey results
- requesting updated evidence of the implementation of any action plans developed to address issues identified in the analysis of the two most recent surveys including any evaluation of the outcomes of the action plan
- requesting information on how you use the information in the tenant survey to improve services and performance
- requesting information on whether you use other sources of feedback

2 Housing assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

- (a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management),*
- (b) setting and meeting relevant property condition standards,*
- (c) planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance),*
- (d) planning and delivering its housing development program*

from tenants to improve services and performance

- reviewing the information that tenants receive about how they can report maintenance concerns
- reviewing your complaint register
- reviewing your maintenance planning, implementation and monitoring to ensure you are continuing to meet your organisation's service standards and legal requirements
- reviewing evidence of your implementation of your three year property scoping program along with the qualifications of scoping inspectors.
- requesting information on your program of property condition inspections carried out as part of your tenancy management role.
- requesting details of your current procurement policies and procedures

- requesting details of your contractor selection process
- requesting details of your system for monitoring contractor compliance with legal and licensing requirements
- requesting details of how you obtain feedback from tenants on maintenance to their properties and contractor delivery of services.

CHRIS data Advice

Performance Outcome 2 – Housing Assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future

Maintenance Data

The Registrar is concerned that inconsistencies in data entry are contributing to poorer scheme reporting standards – which could ultimately impact the reputation of the Scheme.

In order to assist you to identify the correct data required to be entered into your compliance return, information on these requirements is set out below:

Section 2.1 Property condition activity at 30 June

This section concerns the inspections that providers have carried out on their community housing assets where they have this responsibility. The provider will already have identified on their Community Housing Asset Report if they have no responsibility for this type of activity. These inspections are property condition surveys designed to identify issues that need to be addressed and will inform, for example, cyclical and lifecycle maintenance programs and plans. These are not routine visits to check on a requested repair. They will typically involve a full external and internal examination checking on roof condition, electrical wiring, damp proof courses etc. This information is used to help assess 2a, 2b and 2c.

The evidence guidelines contain a threshold that $\geq 70\%$. Of all community housing assets managed by the provider meet (or exceed) the state housing authority's (or other relevant – but not lesser) property standards.

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2.1.1 Number of tenancy units due for condition survey	Total number of tenancy units (community housing assets) scheduled for a survey of their condition in accordance with requirements relevant to the provider's jurisdiction. Where providers own a property it is assumed that they will have a program to survey all these properties on a periodic basis. Property surveys are typically carried out at least every three years to systematically record the condition of the internal and external condition of tenancy units. Typically providers will use the information to produce and revise their asset maintenance (or similar) plans.
2.1.2 Surveying party's qualifications	It is anticipated inspections will be carried out by individuals with appropriate experience. The experience / qualifications of the persons conducting these inspections should be included. Multiple qualifications can be entered.
2.1.3 Number where condition survey completed	Only include those surveyed by a qualified person.
2.1.4 Number where condition standards met	Where these met the relevant state housing condition standards at the time of the survey (i.e. they required no work to be carried out to bring them to standards).
2.1.5 Number brought to condition standards in the year	The number brought to standard during the year. Note this may include properties surveyed in the previous year. It is not anticipated that all properties inspected in a financial year that are not up to standard will be brought to standard in the same year.

Section 2.2 Repairs completion in year to 30 June

This information is used to calculate metrics on repair completion times to understand performance against the requirement 2 c in particular but it can also be an explanation of overall satisfaction with a provider's services.

2.2.1 Urgent repair requests	Include all requested in the year to 30 June plus any outstanding from the previous financial year (recognising that some of
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	<p>the completed repairs may well have been requested before 1 July). The provider can use their own definition of urgent repairs except where this is specified as part of a contract or agreement with another agency.</p> <p>This could include urgent repairs to common areas.</p> <p>In the year to 30 June.</p>
2.2.2 Urgent repairs completed	
2.2.3 Non urgent repair requests	<p>Non urgent repairs exclude empty property (void or vacant) maintenance and planned or cyclical type maintenance that is part of a 'pro-active' program.</p> <p>This could include non planned non urgent work to common areas.</p> <p>In the year to 30 June.</p>
2.2.4 Non urgent repairs completed	

Section 2.3 Tenant satisfaction with maintenance and condition

This section is used to primarily assess 2c as an indication that properties are well maintained.

2.3.1 Tenants satisfied with maintenance as taken from the last tenants survey (details entered under 1.4.1)	<p>Number of tenants satisfied with overall quality of maintenance services during the year</p> <p>Include 'very satisfied' or 'fairly satisfied' if appropriate. Do not include 'neutral' type answers such as neither satisfied nor dissatisfied. Do not include 'don't know' type responses.</p> <p>The evidence guidelines cite a threshold satisfaction rating of $\geq 75\%$.</p>
2.3.2 Number responding to the maintenance question in the survey	<p>Number of tenants responding to question on maintenance from general tenants' survey.</p>

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2.3.3 Assessing maintenance satisfaction

Please enter any other ways in which tenant satisfaction with maintenance services is assessed. This might include maintenance feedback forms, focus groups, tenant meetings etc.

2.3.4 Tenants satisfied with property condition as taken from the last tenants survey

Number of tenants satisfied with overall property condition during the year.

Include 'very satisfied' or 'fairly satisfied' if appropriate. Do not include 'neutral' type answers such as neither satisfied nor dissatisfied. Do not include 'don't know' type responses.

The evidence guidelines cite a threshold satisfaction rating of $\geq 75\%$.

2.3.5 Number responding to the condition question in the general tenants survey

Number of tenants responding to question on maintenance from general survey.

Section 2.4 Community housing asset development projects – tier 1 and 2 only

This section records information primarily to enable the assessment of performance requirement 2d. Providers should demonstrate they manage their development program and individual projects to minimise the variation in timeframes and to budgets.

2.4.1 Total development projects completed in year to 30 June

A community housing asset development project is one involving property construction managed by the provider. Generally it will have entered into a contract with a developer or builder who carries out the construction. The project may be part of a larger scheme which may be parcelled into stages.

2.4.2 Total development projects completed within project budget in year to 30 June

Within the budget allocated to the project at the start. It should not include additions / variations agreed to after its start unless this involved additional units or a higher specification. Additions agreed where site remedial issues were identified, design faults were identified should not be taken into account.



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2.4.3 Total development projects completed within project timetable in year to June 30	Within the timescale agreed at the start unless an extension was granted to include additional units.
2.4.4 Projects in progress at 30 June	Include projects that have started during the financial year but have yet to be completed regardless of completion date.
2.4.5 Projects in progress at 30 June forecast to be completed on budget	Use definitions of on budget above.
2.4.6 Projects in progress at 30 June forecast to be completed on time	Use definitions of on time used above.

Section 2.5 Development partnerships

If the provider is or was in partnership with other entities on development projects completed or in progress, or due to start in the next financial year, they should add a record for each development, partnership or project under 'Development: Engagements, Contracts and Agreements' in the 'Partnerships' section on the account page.

Before completing this section the provider should ensure they attach any documents they wish to use as supporting evidence to the return.

Examples of relevant documents which providers may wish to include are;

- Strategic asset management plan
- Asset maintenance plans (note tier 1 and 2 providers are typically expected to have a plan with a minimum 10 year rolling period)
- Asset management policy and practice
- Information material for tenants about maintenance services.

Housing Asset Metrics

Housing Asset Metrics	Threshold	Tolerance	
Metric 2.1a - Percentage of properties meeting state standard	70%	<p>If the percentage of properties meeting state standards is $\geq 70\%$ the traffic light will be green.</p> <p>If it is 60-69% the traffic light will be amber.</p> <p>If it is $<60\%$ the traffic light will be red.</p>	<p>Completed inspections by qualified persons where the condition of the tenancy unit met relevant state housing authority property condition standards as a percentage of inspections completed on the condition of individual tenancy units during the year</p>
Metric 2.1b - Percentage of properties brought to state standard	90%	<p>If the percentage of properties brought to state standards is $\geq 90\%$ the traffic light will be green.</p> <p>If it is 89-70% the traffic light will be amber.</p> <p>If it is $< 70\%$ the traffic light will be red.</p>	<p>Properties brought to the relevant state housing authority property condition standards as a percentage of those that did not meet the standard. Note: this is calculated indirectly from those that met the standard and the total inspected</p>
c 2.2a - Percentage of urgent repairs completed within jurisdictional limits	90%	<p>If the percentage of urgent repairs completed within jurisdictional requirements is $\geq 90\%$ the traffic light will be green.</p> <p>If it is 80-89% the traffic light will be amber.</p> <p>If it is $< 80\%$ the traffic</p>	<p>Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year</p>

Metric 2.2b - Percentage of tenants satisfied with maintenance services out of those responding to the question **75%**

light will be red.

If the percentage of tenants satisfied with maintenance services is $\geq 75\%$ the traffic light will be green.

Tenants who express satisfaction with maintenance services as a percentage of those answering the question

If it is 65-74% the traffic light will be amber.

If it is $< 65\%$ the traffic light will be red..

Metric 2.2c - Percentage non urgent repairs completed within jurisdictional limits **80%**

If the percentage of non urgent repairs completed within jurisdictional requirements is $\geq 80\%$ the traffic light will be green.

Non urgent repairs completed within jurisdictional requirements as a percentage of non urgent repairs requested including requests outstanding from the previous year

If it is 70-79% the traffic light will be amber.

If it is $< 70\%$ the traffic light will be red..