

Compliance Assessment Guidance Note - October 2019

Property Inspections Campaign

The Registrar of Community Housing (RCH) is initiating a campaign to better understand practice behaviours around Community Housing Provider's (CHPs') development and implementation of property inspection regimes. This includes considerations providers take into account around clients with complex needs. To support this campaign, the Registrar is inviting providers to share with us information on current practices around the planning and implementation of property inspections. The findings will be communicated to the sector in the form of a guidance note.

The purpose of this advisory is to call for registered Tier 1, 2 and 3 CHPs' who are enthusiastic and willing to participate in the property inspections campaign.

Your involvement would include a variety of engagements such as site visits, telephone conversations, webinar sessions and/or providing supporting evidence around property inspections. The intent of engagement is to canvass the range of better practices arising from the varied circumstances within social housing and hence it is hoped to obtain information from three providers involved in social housing management transfers (SHMT), a further ten Tier 1 and 2 (combined) providers, and approximately 12 providers from the Tier 3 sector.

This Campaign is driven by:

- Performance comparisons arising from the NSW SHMT program indicating this is an area of strength in the CHP sector; and hence there may be benefit from sharing better practices in the methodology around the development and implementation of property inspection regimes adopted by CHP's
- There is a connection between programmed inspections and the maintenance of adequate property standards in sustainability but also the health and safety of tenants, service providers, other stakeholders and broader public risks.
- The SHMT program highlighted that transition of housing stock from one entity to another, whether that be Housing Agency to CHP, or CHP to CHP involves much more than a shift in asset management.
- The Registrar understands the compliance assessment process to date may not have

properly considered the linkages between specific tenant needs, the property inspection regime used by providers, and the impacts on property standards and the tenant experience as a result. Hence, results will be used to inform review of the evidence requirements under Performance Outcomes 1 and 2.

The objectives of the Campaign are to:

- Understand what best practice occurs in the development and implementation of property inspections and what they look like
- Understand the challenges that providers face around property inspections in various scenarios
- Produce a guidance note for the sector highlighting best practice behaviours regarding property inspection regimes.

The Registrar is seeking your advice and evidence demonstrating current practices on:

- Planning that is undertaken prior to a property inspection.
- What is the implementation process of a property inspection?
- Are property inspections linked to other CHP systems/reports/plans?
- What considerations are taken into account if any around tenants with complex needs?
- What are the challenges CHP's face around property inspections.
- The implications for regulatory oversight under the NRSCH

Regulatory Impact

In initiating this campaign, the Registrar has formed a view that this area of focus is of benefit to improve consistency and practices around property inspections. The campaign provides an opportunity to identify good practice behaviours that can be shared amongst the Community Housing Sector. This campaign also opens up the opportunity for the Registrar to consider if metric data related to property inspections would be of benefit to performance monitoring.

The information collection component of the campaign has been created to be of least impact to CHPs, to encourage CHP involvement and information sharing. If any CHP views any requirement as disproportionate or overly burdensome, they should advise the Registrar.