

# Registrar of Community Housing

## Regulation and Asset Management



Presentation to the Asset Management Network

7 March 2009



# Overview

- Regulatory framework
- Role of the Registrar
- Regulatory Code
- Evidence Guidelines
- Registration
- Compliance
- Contact details

# Regulatory Framework

- Housing Act 2001
- Housing Regulation 2009
- Regulatory Code
- National Regulatory Framework

# Registrar of Community Housing

- Independent statutory officer reporting to Minister
- Office comprised of analysts, financial analyst, communications specialist and administrator
- Business unit of Housing NSW alongside Community Housing Division on administrative matters

# Registrar of Community Housing

- Assess suitability for registration
- Maintain register
- Investigate complaints
- Provide information
- Advise Minister and Housing NSW

# Draft Regulatory Code

Eight performance requirements:

- Fairness and Tenant Satisfaction
- Sustainable Tenancies and Communities
- **Asset Management**
- Sound Governance

# Draft Regulatory Code

5. Standards of Probity
6. Protection of Government Investment
7. Efficient and Competitive Delivery of Community Housing
8. Development Projects

# Draft Regulatory Code

## Classes

- Class 1 Growth Provider
- Class 2 Housing Provider
- Class 3 Housing Manager
- Class 4 Small Housing Manager

# Draft Regulatory Code

## Asset Management (summarised)

- **Object**  
strategic asset management to meet tenants' housing needs and preferences at present and in the future.
- **Planning: class 1, 2 or 3**  
must undertake asset management planning to ensure suitable properties are available at the present time and in the future.
- **Maintenance**  
must ensure that its properties are well maintained.
- **Tenant satisfaction : class 1 or 2**  
must ensure that it maintains a level of tenant satisfaction with the condition and maintenance of the property that is satisfactory.

# Draft Evidence Guidelines

Indication of evidence to be submitted with application:

- Asset management plan
- Asset maintenance plan
- Inspection report by a party with appropriate qualifications
- Annual survey report of resident satisfaction
- De-identified summary of complaints from residents received by the provider over the past 12 months

# Evidence Guidelines

## Congruence Testing

- Evidence in relation to other Regulatory Code performance areas (Fairness and Tenant Satisfaction; Sound Governance; and Protection of Government Investment)
- Business Plan
- Financial Performance Report

# Registration

1. Request to Register
2. Application to Register
3. Determination: class and registration
4. Advice to Housing NSW
5. Provider Register

# Compliance

- Ongoing reviews to monitor provider's compliance with the Regulatory Code
- Complaints investigation

# Thank you

For further information, contact:

Tel: 1800 330 940

Email: [registrar@housing.nsw.gov.au](mailto:registrar@housing.nsw.gov.au)

Web: [www.rch.nsw.gov.au](http://www.rch.nsw.gov.au)

