

Asset Management Policy

1. INTRODUCTION

- 1.1 Portway Housing. (PH) is responsible for acquiring, managing and maintaining a portfolio of housing stock for its tenants. Adoption of this asset management policy governs the approach taken in managing the ongoing viability of its housing portfolio.

2. AIM

The aim of this policy is to describe the principles by which PH stock is acquired, maintained and held.

- 2.1 Properties will be selected, acquired and developed to ensure maximum benefit in terms of housing amenity, appropriateness and value to meet needs within the PH target groups.
- 2.2 Properties will be maintained such that the standard of accommodation is retained to ensure ongoing quality of amenity and improved value.
- 2.3 Properties will be maintained to a high standard until disposal, primarily to ensure that tenant needs are met and secondly that maximum returns are realised on disposal should financial return be required or improvements have reached the end of their economic life.
- 2.4 Risk management principles will be incorporated into all aspects of strategic planning, design, construction, acquisition, financial planning and maintenance.

3. PRINCIPLES OF ASSET MANAGEMENT

3.1 Acquisition

Prior to acquisition PH will take into consideration:

- Tenant needs across target groups; matching stock with demand
- Site, amenity and location of stock
- Proximity to PH administration office
- Quality of improvements (if any) to meet required tenant need after upgrade
- Cost to value ratio and prospective capital growth projections

3.2 Design

PH will adopt universal design principles for all future developments. Universal design refers to homes that are practical and flexible, that meet the needs of people of different ages and abilities over time, and that avoid barriers that may discriminate against people living in or visiting the home. Universal housing is designed to be useable by most people over their lifetime without the need for major adaptation or specialised design.

PH will take the following issues affecting its housing assets into consideration in preparation of design:

- Amenity for tenants
- Accessibility requirements to maximise use by all prospective tenants
- Energy efficiency
- Maximising potential of land for accommodation whilst retaining tenant amenity and value
- Efficiency of maintenance
- Environmental sustainability
- Cost to value of improvements

3.3 Construction

Construction and major upgrade of properties will take into account all construction industry legislative requirements, Australian Standards as well as local government and state government requirements. Builders for construction of properties will be chosen via an open or selective tender process, unless PH is purchasing a property or development already under construction.

3.4 Financial Planning and Budgets

PH will take into account the viability and value of assets by actively forecasting the life of the stock and budget to maintain the value and amenity of the dwelling to a minimum of 40 years prior to requiring major structural upgrade.

3.5 Maintenance

PH will ensure that maintenance of properties is undertaken. The maintenance budget for each property must allow for repairs and replacement to maximise amenity and value of improvements as the dwelling ages. Performance measures are applied to monitor all maintenance requests to ensure the completion works ordered and work is carried out within the applicable timelines and legislative requirements.

3.6 Disposal and Redevelopment

Any disposal or redevelopment will only take place following analysis of the balance of contracted commitments, maximising the value of the portfolio by assessing the impact of disposal or redevelopment and the needs of current and future tenants.

Properties with sitting tenants will not be disposed of unless a suitable replacement property is provided and accepted.

Properties will not be disposed of unless there is a satisfactory financial return to PH, or a replacement property of equal or greater value is negotiated. This applies to properties sold to tenants or returned to the SA government.

PH is supportive of property sales to tenants, provided that the sale does not result in a net loss to the association, financially or in property numbers. Some properties, such as units and houses on a single title, cannot be sold without considerable expenditure by PH and will be retained.

3.7 Property Inspections

Property inspections will complement tenancy inspections with all information to be forwarded to the Maintenance Coordinator for action and recording. PH will inspect properties at a minimum of once per year as well as the beginning and end of each tenancy. Inspection information will provide information for immediate repairs and for planned future maintenance.

3.8 Procedures

All procedures will contain clear processes to support staff with asset management responsibilities and will have a risk management focus.

3.9 Feedback

Feedback will be sought from tenants on their experience regarding their properties and property maintenance, to promptly resolve issues and inform all future planning, policy and service delivery processes.

4. REFERENCES

- 4.1 Community Housing Providers (National Law) (South Australia) Act 2013
- 4.2 *Residential Tenancies Act 1995*
- 4.3 PH Responsive Repairs and Maintenance Policy April 2016
- 4.4 Community Housing Maintenance Accommodation Standards June 2016 – Issued by RSA on behalf of SAHT
- 4.5 National Community Housing Standards: Section 2, Asset Management; Section 3, Tenants Rights and Participation
- 4.6 Design Guidelines for Sustainable Housing and Liveable Neighbourhoods - Housing SA
- 4.7 Universal Design Principles – Landcom
- 4.8 Livable Housing Design – Livable Housing Australia
- 4.9 PH Risk Management Policy Aug 2015