

## 1. Purpose of Policy

### 1.1 Purpose

This policy relates to the service provided by agents managing rental properties and the processes associated with the engagement of a managing agent.

### 1.2 Operating Context

The Teacher Housing Authority of NSW (THA) owns and manages approximately 1300 properties in 198 communities to house teachers in NSW.

THA provides accommodation in rural and remote locations in New South Wales where the private rental market fails to meet the needs of teachers and Department of Education (DoE) staff.

THA pays local real estate agents to manage these properties including maintenance.

## 2. Scope and application

### 2.1 In scope

The policy applies to THA properties.

### 2.2 Application

This policy applies to locally appointed managing agents engaged to perform portfolio management tasks at the local level.

## 3. Policy

Teacher Housing Authority's policy is to utilise as many local managing agents as possible, to provide business and job opportunities to the regions. This is particularly important where there is a larger choice of agents in larger towns. In recommending an agent for appointment, the screening process should be open, fair, and accountable.

From a tenant's perspective, all agents are THA's representatives. It is therefore desirable that they provide the same high standard of service qualities provided by THA including:

- Customer Service;
- Regular routine inspections;
- Conduct repairs and maintenance within the expected timeframes;
- Act as representatives of THA; and
- Always respond ethically and act professionally.

The managing agent is appointed to provide portfolio management at the local level by acting as a point of contact, signing tenancy documentation, and facilitating repairs and maintenance.

Where an agent is not performing, the tenant should advise THA in writing with examples of where the agent has failed to act in the best interest of THA.

An annual performance review of all agents will be undertaken towards the end of the financial year by the Senior Tenancy Manager and Building Services Manager by using reports from the Portal indicating areas such as inspection reports being conducted and uploaded, time taken to resolve work requests as well as any complaints or feedback received from tenants or other stakeholders.

## 4. Failure to comply with this policy

Where the agent is not performing or acting in the best interests of the THA, a review of service will be undertaken by the Senior Tenancy Services Manager.

The agent will be provided with an opportunity to respond and improve the service level to a satisfactory standard.

Should the service not improve, the management agreement may be terminated under the terms of the managing agent contract with a 30-day notice.

## 5. Monitoring and review

THA will review this policy no later than three years from the date the document is approved. The document may be reviewed earlier in response to post-implementation feedback, changes to legislation, or as necessary.

## Policy Metadata

Category	Description
Status	Final
Date of approval	24 August 2021
Approver	THA Board Members and Chairperson
Approval reference (CM9)	PAG21/00402-011
Division	NSW Land and Housing Corporation
Policy owner	Director, Housing Services
Branch	Housing Services
Next review date	August 2024
Application to non-DPIE entities	Appointed Managing Agents NSW Teachers NSW Department of Education Private Citizens

## Version Control

Version Number	Date Issued	Changes
1	24 August 2021	New document