

## 1. Purpose of Policy

### 1.1 Purpose

This policy

- sets the principal objective of Teacher Housing Authority of NSW (THA) to provide and maintain suitable and adequate housing accommodation for teachers in New South Wales.
- aims to support provision of affordable and well-maintained properties to attract and retain teachers in rural and remote locations.

### 1.2 Operating Context

THA owns and manages approximately 1300 properties in 198 communities to house teachers in NSW.

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

The majority of properties are managed by local real estate agents who are responsible for the onsite management of the property such as conducting ingoing, outgoing and routine inspections to ensure the quality of the accommodation.

## 2. Scope and application

### 2.1 In scope

The policy applies to THA properties.

### 2.2 Application

This policy applies to THA employees.

## 3. Policy

As per the *Residential Tenancies Act 2010*, the managing agent on the Landlord's behalf has the right to inspect the property a maximum of 4 times in a 12-month period.

Managing agents will conduct routine inspections for the purposes of ensuring the tenant is looking after the property and to note any potential maintenance items that the property requires.

The managing agent will then upload these reports to the Housing Services Portal attached to the property file.

On a quarterly basis, the Tenancy Services Manager will run the “Teacher Inspection Report List” in the Housing Services Portal which will show all reports conducted, noting the property, type of report and real estate agents that conducted the inspection. The Tenancy Services Officers will then choose up to two reports per agent, per town within their zones to check the report and if applicable, check to see that a work/maintenance request has been lodged where it is noted that there are items requiring attention. The Tenancy Officer is to confirm in writing with their manager that the check has been undertaken.

## 4. Failure to comply with this policy

Where the Tenancy Services Officer does not conduct the compliance checks and provide certification, they will initially be directed to complete it by their Manager. If failure to complete the review occurs more than once, it will be noted in their Annual Performance Plan.

Managing agents must conduct regular (6 monthly) routine inspections of the property as per the Residential Tenancies Act and the Managing Agent Agreement. If they are not conducting the inspections, or logging maintenance requests as a result of the inspections, they will be reminded of their obligations under the agreement and Act. If it appears that the problem is ongoing, they will receive formal written notice of the breach in the management agreement and asked to rectify their procedures. Further breach under the terms of the management agreement, may result in the agreement being terminated.

## 5. Code of Ethics and Conduct

Public officials are expected to act ethically and in the public interest. Part 2 of the *Government Sector Employment Act 2013* establishes the ethical framework for the Government sector.

Corrupt conduct is defined in Sections 8 and 9 of the *Independent Commission Against Corruption Act 1988*.

## 6. 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)	PAG21/00402-004
Division	Housing Services
Policy owner	Director, Housing Services
Branch	NSW Land and Housing Corporation
Next review date	August 2024

## Version Control

Version Number	Date Issued	Changes
1	24 August 2021	New document