

## 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.
- is consistent with this objective by addressing the heating and cooling provisions for THA properties.
- incorporates findings and recommendations of the report provided by Public Works Advisory (PWA) NSW in April 2019 on THA Residential Heating and Cooling.
- aligns with *THA's 2019-28 Asset Management Plan* and is consistent with one of the five core projects of the plan; which is to replace evaporative cooling systems with reverse cycle systems to better manage customer conditions, save energy and conserve water usage in drought-stricken towns.

### 1.2 Operating Context

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

THA provides and maintains suitable housing in NSW for teachers.

THA operates within the Department of Planning, Industry and Environment (DPIE).

## 2. Scope and application

### 2.1 In scope

The policy applies to THA properties which include 1,308 properties to house teachers.

### 2.2 Application

The policy is to be applied by all THA governance groups and followed by all THA officers and contractors (who have no approval powers).

THA will work with its managing agents to plan for, implement and complete heating, cooling and solar installation/maintenance activities and will use its standing governance for this.

Any governance group created for a specific project requiring heating, cooling, and solar installation/maintenance activities.

### 2.3 Roles and responsibilities

The main roles and responsibilities for the implementation of this policy are as follows:

- Director, Housing Services.
- Senior Tenancy Manager.
- Building Services Manager.
- Project Officer.
- Project & Construction Manager (PCM).
- Technical Officers; and
- Maintenance Officer.

### 3. Legal Framework

THA is a statutory corporation constituted under the *Teacher Housing Authority Act 1975*.

THA operates under the portfolio and direction of the Minister for Water, Property and Housing.

This policy has been developed and is to be implemented in line with the following legislation, policies, codes, standards, and agreements:

- Residential Tenancies Act and Regulations 2010;
- Environmental Planning and Assessment Regulation 2000;
- State Environmental Planning Policy (Building Sustainability Index: BASIX) 2004 (the BASIX SEPP);
- National Construction Code (NCC); and
- Terms of the residential tenancy agreement.

### 4. Policy

#### 4.1 Policy Statement

Tenants can expect THA to ensure that all properties are in a reasonable state of cleanliness and fit for habitation.

THA will ensure that construction of all new residential properties complies with the National Construction Code (NCC) and BASIX requirements for thermal comfort and energy efficiency.

#### 4.2 Installing and upgrading heating and cooling systems

##### **Replacement of evaporative cooling systems with reverse cycle air-conditioning systems**

THA will, as funding allows, progressively replace all evaporative cooling systems with reverse cycle air-conditioning systems supplemented with photovoltaic solar panels to help reduce energy

costs. The upgrades will be delivered through each financial year until all existing evaporative cooling systems have been replaced.

The priority is to start with localities with the highest mean temperature in January and complete the upgrades from the highest to lowest temperature localities.

The reverse cycle air-conditioning systems can be a ducted or split system and will depend on cost effectiveness and suitability for installation on a residence at the time.

If a split system is installed, it should as a minimum service the lounge and bedroom areas. Ceiling fans will be installed if required.

**Where reverse cycle air-conditioning is installed, gas or electric heating will not be provided.**

### **Installation of photovoltaic solar panels:**

The upgrade will include installation of grid feed photovoltaic solar panel system. The size and capacity of the system will depend on the size and type of dwelling and will be determined during project design and scope phase. If the roof condition is poor or beyond repair, the roof will be repaired or replaced before the installation of the panels.

### **Decommissioning of evaporative cooling systems**

All evaporative cooling systems will be decommissioned as part of the upgrade. Decommissioning should include removing the unit from the roof, removal of all plumbing and electrical, removal of ducting and other fittings, repairing and repainting the roof and ceiling where needed. Decommissioned evaporative cooling systems will be recycled or disposed of at facilities lawfully able to receive this waste.

### **Decommissioning of gas heaters**

Gas heaters will be decommissioned as part of the upgrade. Decommissioning should include removal of gas heater, associated plumbing and electrical and making good the area. Decommissioned gas heaters will be recycled or disposed of at facilities lawfully able to receive this waste. Gas heating systems may be retained in cooler climate locations only if the system meets Australian Standards.

### **Upgrade as responsive maintenance**

Where an evaporative cooling system or gas heater has failed or reached the end of its life, either a ducted reverse cycle air conditioning system or split system reverse cycle air-conditioners will be installed in the dwelling. Ceiling fans will also be installed in the bedrooms. In cooler climate locations, replacement of gas heating systems with another gas heating system may be approved by the Director, Building Services or Tenancy Manager.

### **Servicing of evaporative coolers**

All evaporative cooling systems that remain in place until upgrades are completed will be serviced biannually (pre-season in September and post season in April/May). Repairs or maintenance outside the programmed services will be undertaken as required by licenced tradespeople. All these works will be undertaken through the local managing agent.

### Solid fuel (wood) heaters

Some dwellings will have solid fuel heaters. When the heater reaches the end of its economic useful life, it will be replaced with a reverse cycle air-conditioner powered by photovoltaic solar panels. Consideration may be given to installation of a gas heating system if the property is in a cooler climate location with the appropriate approval. Any variation to this must be approved by the Director.

### Passive Climate Control Measures

THA is committed to incorporating passive climate control measures (where practical and resources permit) into building design and during programmed refurbishment of dwellings. These measures include:

- building orientation (e.g. so that most living areas face north;
- minimum 600 mm wide eaves;
- insulation of ceilings, walls and floors;
- effective window coverings;
- sealing draughts around windows, doors and other gaps;
- external shading to north, east and west windows;
- maximising cross ventilation; and
- ensuring all appliances have the highest possible energy efficiency rating.

## 4.3 Heating and Cooling Program

### 4.3.1 Process for the Development and Approval

This should include the following process:

- The Manager Building Services will be responsible to develop a heating and cooling program no later than 31 January for the following financial year. The Manager Building Services will consult with the Director Housing Services, Senior Business Analyst and Senior Tenancy Services Manager.
- Program approval is required from the Director Housing Services.

### 4.3.2 Project and Construction Manager (PCM)

PWA will provide the project and construction services under the existing Memorandum of Understanding (MoU) between THA and PWA unless the Director Housing Services approves an alternate supplier.

### 4.3.3 Procurement for the Refurbishment Works

All procurement for the refurbishment works will need to be undertaken in strict compliance with *NSW Government Procurement Policy Framework* - October 2020, or any replacement or updated Procurement Policy.

The Building Services Manager is accountable for ensuring compliance with the NSW Government Procurement Policy Framework.

### 4.3.4 Communication with Stakeholders

The following stakeholders will need to be advised of the program:

- Tenancy, school Principals of the locality and managing agents. THA's Project Officer or Building Services Manager will be responsible to advise these stakeholders within two weeks of engagement of the PCM.
- The Department of Education (DoE) will be informed of the implementation of the program, and its progress over the financial year, through the DoE quarterly reports; and
- The Manager Building Services will be responsible to provide updates to the THA Board Members.

### 4.3.5 Overseeing Construction and Completion of Works

The Project Officer will need to work closely with the PCM and will be responsible to ensure the following is achieved during construction and after completion of works:

- Any tenant query and/or complaint is attended to and resolved within a short timeframe;
- The contract has been adhered to from start to end of the contract period;
- Handover of the project and sign off on work quality; and
- The PCM has met all service requirements under the MoU.

## 4. Failure to comply with this Policy

This policy needs to be complied with when deciding to deliver additional housing to a locality or when developing a capital works program.

Any non-compliance will need to be reported to the Building Services Manager and/or Director Housing Services.

In any non-compliance, the following actions are to be taken with the respective officer:

- One on one meeting to discuss non-compliance;
- The officer is to be provided with a note of the discussions and an instruction to comply with the policy in the future; and
- For any serious non-compliance, reference will be made to the DPIE Code of Ethics for appropriate advice and/or action.

## 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

It is the responsibility of the Building Services team to monitor and update this policy when required. Future changes will be submitted to the Members of THA for approval. The Policy is to be reviewed every three years and routinely refreshed when there is any significant new information, legislative or organisation change that warrants changes to this document.

## 7. Definitions

Term	Definition
BASIX	Building Sustainability Index
Committee	Committee
DoE	Department of Education
DCJ	Department of Communities and Justice (formerly known as Department of Family and Community Services)
LAHC	New South Wales Land and Housing Corporation, Department of Planning, Industry and Environment
NCC	National Construction Code
PCM	Project and Construction Manager
PWA	Public Works Advisory

## Policy Metadata

Category	Description
Status	Final
Date of approval	24 August 2021
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Division	NSW Land and Housing Corporation
Policy owner	Director, Housing Services
Branch	Housing Services
Next review date	August 2024
Associated procedure	NSW Government Procurement Policy Framework

## Version Control

Version Number	Date Issued	Changes
1	24 August 2021	New document