

## 1. Purpose of policy

### 1.1 Purpose

This policy:

- sets the principal objective of the Teacher Housing Authority of NSW (THA) to provide and maintain suitable and adequate housing accommodation for teachers in New South Wales.
- sets out the criteria to identify properties in need of refurbishment.

### 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) who runs the major refurbishments of properties.

## 2. Scope and applications

### 2.1 In scope

The policy applies to THA properties.

### 2.2 Application

- The policy is to be applied by all THA governance groups and followed by all Housing Services officers and contractors (who have no approval powers).
- THA will work with its managing agents to plan for, implement and complete refurbishment activities and will use its standing governance for this.
- Any governance group created for a specific refurbishment project.

### 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 and Construction Manager (PCM); and
- Technical Officers.

### 3. Legal Framework

The 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;
- Home Building Act 1989;
- 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 Identification of Properties for Refurbishment

The following criteria must be met for identification of properties for refurbishment:

- Asset Condition Score (ACR) - This score is a number out of a hundred e.g. 77/100 and is available on THA's Fulcrum property database. The score reflects the overall condition of the property. A property with a lower condition score has a higher priority for refurbishment against a property with a higher condition score.
- Demand and Utilisation Criteria - Generally, a property with high utilisation will have higher priority over a property with low utilisation given the same condition scores. A property which is in a good location but has a low utilisation because of low condition

score, will be prioritised for refurbishment. Where a property has not been utilised during the previous two years, a confirmation on future demand is to be obtained from the Department of Education (DoE) before deciding to refurbish the property. This process can be completed by email or by contacting the relevant officer in DoE.

- Remoteness - The inclusion of a property in the refurbishment program because of remoteness is only a factor when THA has builders, trades or service providers undertaking other work in the remote location e.g. THA is refurbishing a property which qualifies for refurbishment because of a low ACR, a property with a higher ACR which would not normally qualify may be refurbished because of economies of scale and/or the remote location.
- Property on the disposal program - A property which is on THA's disposal program should not be refurbished.
- THA shall ensure the DoE town priority (based on where it is difficult to recruit staff) is considered as a major factor in the allocation of refurbishment funds if a town has a supply shortage because of substandard/poor condition.

### 4.3 Process for the Development and Approval of the Refurbishment Program

This should include the following process:

- The Manager Building Services will be responsible to develop a refurbishment program for a financial year. The Manager Building Services will consult with the THA leadership team.
- Program approval is required from Members of the THA Board.
- The Director, Housing Services may make decisions to substitute and replace properties from the program.

### 4.4 Project and Construction Manager (PCM)

Public Works Advisory (PWA) will provide the project and construction services under the existing Memorandum of Understanding (MoU) between THA and PWA. Alternate service providers may be appointed to fulfil the role of PWA with the approval of the Director, Housing Services.

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

### 4.6 Communication with Stakeholders

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

- tenants and managing agents: THA's Project Officer will be responsible to advise the tenants and managing agents, within two weeks of engagement of the PCM. The PCM will be responsible to convene a kick-off meeting with the stakeholders, Principal contractor and the THA Building Services Manager/Project Officer at least two weeks before the start of construction works.
- 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 with providing updates to the THA Members.

### 4.7 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 reasonable 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.

## 5. Failure to comply with this policy

This policy needs to be adopted when deciding to refurbish a property or when developing a refurbishment program.

Any non-compliances will need to be reported to either the Building Services Manager, Senior Tenancy Manager or Director, Housing Services.

The following actions are to be taken with the respective officer if a non-compliance is identified:

- 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.

## 6. 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.

## 7. Monitoring and review

It is the responsibility of the Building Services team to monitor and update this policy.

This policy will be reviewed at least every three years and routinely refreshed when there is any significant new information, legislative, or organisation change.

## 8. 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
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Branch	NSW Land and Housing Corporation
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## Version Control

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1	24 August 2021	New document