

Property Assessment

Overview

This policy outlines our approach to assessing the status of properties in our own portfolio (excluding Northern Region).

Scope

This policy applies to all properties owned, managed and leased by St George Community Housing and its subsidiaries (**we, our and us**). We carry out maintenance on all properties except for leasehold properties.

Policy statement

We are required to assess the current status of all our properties every 3 years to identify the nature and priority of maintenance tasks, however strive to complete within 2 years.

We assess the condition of our properties (except Northern Region) using our in-house Condition Assessment Survey Inspection (CASI).

Asset Performance Standards

CASI assesses the condition of nine property elements on a scale of 1 to 5, where 1 is the highest priority meaning that repairs should be undertaken within 1 year. Our overall program is then determined by the priority repairs that can be addressed within the available budget.

Commencing 1st July 2019, we will begin to assess the condition of the elements Kitchen Cupboards, Roof and Windows increasing the total element capture from nine to twelve. We use CASI to assess the condition of:

- Floor Coverings
- Internal paint
- External paint
- Kitchens overall
- Kitchen cupboards
- Bathrooms
- Laundry
- Fencing
- Driveways
- Pathways

- Roof
- Windows

The priority rating per property is determined using our functional deterioration rating guide:

| Functional Deterioration Rating Guide | | Deterioration Rating | | | | | |
|---------------------------------------|-----------------------------------|--------------------------------------------------------------------------|-----|-----|-----|------|---|
| | | The tiredness of the entire component excluding the percentage of repair | | | | | |
| | | 20% | 40% | 60% | 80% | 100% | |
| Repair rating | The percentage of repair required | 20% | 5 | 4 | 3 | 2 | 1 |
| | 40% | 4 | 3 | 3 | 2 | 1 | |
| | 60% | 3 | 3 | 2 | 2 | 1 | |
| | 80% | 2 | 2 | 2 | 1 | 1 | |
| | 100% | 1 | 1 | 1 | 1 | 1 | |

To generate the overall score, individual components (e.g. kitchen, flooring) are assessed for:

- Safety – is the component safe or is there anything that could cause harm? Safety issues will be addressed immediately or as soon as possible (scale from ‘no risk’ to ‘high’)
- Function – is the component secure, complete and performing as designed? Are any sub-components missing? (scale from 0—‘missing’ to 5—‘optimal’)
- Appearance – is the appearance of the component impacting on the amenity of the property? (scale from 1—‘poor’ to 3—‘good’).

Rating scales

| Safety | Rating | | Description |
|------------|--------|------------|------------------------------------------------------------------------------------------------------------------------------------------|
| | High | | Urgent life threatening or imminent danger to people present. If unsafe must action immediately or urgent response e.g. gas leak |
| | Medium | | Unsafe but not life threatening e.g. trip hazard in elderly complex |
| | Low | | Potential safety risk e.g. minor cracked glass |
| | None | | No safety risk |
| Function | Rating | Function | Description |
| | 0 | Missing | Missing component that would be considered to be required to meet the standard e.g. double power points |
| | 1 | Fail | Priority replacement, does not work or function, requires immediate replacement e.g. no benchtop |
| | 2 | Poor | Replacement required, major defects affecting function e.g. bench top broken down, kitchen cupboard missing doors |
| | 3 | Fair | Major repairs required, component mostly function, deterioration affecting function, material breaking down e.g. benchtop water affected |
| | 4 | Good | Minor repairs required, minor deterioration not affecting function e.g. old benchtops but still functional |
| | 5 | Optimal | Optimal Condition e.g. new benchtop |
| Appearance | Rating | Appearance | Description |
| | 1 | Poor | Poor Visual appearance e.g. graffiti, heavily stained (just unclean) |
| | 2 | Fair | Component is showing acceptable signs of wear and tear that has not deteriorated |
| | 3 | Good | Component is displaying "as new" to light "wear and tear" characteristics |

To calibrate the *functional* rating consistently, we use our functional assessment guide:

Functional Condition Assessment Guide

| Rating | Will last | Painting - 7 Yrs Life Cycle | Rating | Will last | Driveways & Paths 30 - Yr Life Cycle |
|--------|-----------|-------------------------------------------------------------------------------------------------------------|--------|-----------|------------------------------------------------------------------------------------------------------------------------------|
| 1 | 1 Yr | Peeling, well worn and can see substrate | 1 | 1 Yr | Severely cracked and uneven, missing concrete paving |
| 2 | 2 Yrs | Worn, beginning to see substrate | 2 | 5 Yrs | Cracked moderately cracked and uneven |
| 3 | 3 Yrs | Heavy Marking, scuffs but cannot see substrate | 3 | 10 Yrs | Light cracking and movement, minor wear & tear |
| 4 | 5 yrs | Minor wear & tear marks | 4 | 20 yrs | Paving in good condition, as new |
| 5 | 7 Yrs | New paint | 5 | 30 Yrs | New pavement |
| Rating | Will last | Flooring - 10 Yr Life Cycle | Rating | Will last | Fencing - 25 Yrs Life Cycle |
| 1 | 1 Yr | Bare thread or pile well worn, missing or gaps vinyl tiles, edges causing trip hazard | 1 | 1 Yr | Panels falling or bowing, Rails rotten / water damaged and not holding palings. Unable to replace palings. Colorbond rusted. |
| 2 | 3 Yrs | Worn, beginning to see threads, edges of vinyl lifting | 2 | 5 Yrs | Missing palings patched by tenant but secure. Colorbond has minor rust. |
| 3 | 5 Yrs | Showing signs of wear | 3 | 10 Yrs | Fence secure / in tact but older appearance |
| 4 | 7 yrs | Minor wear & tear, near new | 4 | 15 Yrs | Fence in good condition, palings in tact & posts solid |
| 5 | 10 Yrs | New carpet/vinyl | 5 | 25 Yrs | New fence |
| Rating | Will last | Bathroom & Laundry - 25 Yr Life Cycle | Rating | Will last | Kitchen - 30 Yr Life Cycle |
| 1 | 1 Yr | Missing or loose tiles, waterproofing issues, swelling laminates, rust, bath tub enamel severely worn & BER | 1 | 1 Yr | Delaminated bench top, swelling cabinets / water damaged, missing, old style cabinets, missing components such as drawers |
| 2 | 5 Yrs | Cracked tiles, minor laminate swelling, grout worn or missing, | 2 | 5 Yrs | Substrate on bench top visible, well worn, water damaged under sink, doors not in line. |
| 3 | 10 Yrs | Bathroom in moderate condition, functioning but poor condition or older style | 3 | 10 Yrs | Kitchen in moderate condition but functional and in tact |
| 4 | 15 yrs | Bathroom & Ldy in good condition, as new | 4 | 20 yrs | Kitchen in good condition, as new |
| 5 | 25 Yrs | New bathroom | 5 | 30 Yrs | New kitchen |

Relevant laws, regulations or standards

- [Residential Tenancies Act 2010 \(NSW\)](#)
- [Disability Discrimination Act 1992 \(Cth\) \(Disability Discrimination Act\)](#)
- [Community Housing Provider \(Adoption of National Law\) Act 2012 \(NSW\) \(CHP Act\)](#)
- [National Regulatory System for Community Housing \(NRSCH\)](#)
- [National Construction Code \(NCC\)](#)
- [Environmental Protection and Biodiversity Control Act 1999 \(Cth\) \(EPBC Act\)](#)
- [Heritage Act 1977 \(Heritage Act\)](#)
- [Environmental Planning and Assessment Act 1979 \(NSW\) \(EPA Act\)](#)
- [Swimming Pools Act 1992 \(NSW\) \(Swimming Pools Act\)](#)
- [Strata Schemes Management Act 2015 \(NSW\) \(Strata Schemes Act\)](#)
- [Work Health and Safety Act 2011 \(NSW\) \(WHS Act\)](#)
- [Work Health and Safety Regulations 2011 \(NSW\) \(WHS Regulations\)](#)

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- [Dividing Fences Act 1991 \(NSW\)](#)
 - [Housing Act 2001 \(NSW\)](#)
 - [Home Building Act 1989 \(NSW\)](#)

Related documents/resources

Policies

- Delegations
- Asset Maintenance
- [Alterations](#)
- [Disposal of real property](#)
- [Modifications](#)
- Planned Maintenance – General
- Planned Maintenance – Cyclical
- Planned Maintenance – Special Projects
- Property Assessment
- Property Assessment – Northern Region
- Quality Assurance
- [Tenant Charges](#)

Policy Information

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|-----------------------------------|--------------------------------------------------|
| Version: | 1 |
| Approved: | June 2019 |
| Amended: | June 2019 |
| Reviewed: | June 2019 |
| Review frequency: | 18 months |
| Responsible team/position: | General Manager, Development & Property Services |