

Quality Assurance

Overview

This policy outlines how we ensure that our maintenance work is completed and meets St George Community Housing quality assurance standards.

Scope

This policy applies to all properties owned, managed and leased by St George Community Housing and its subsidiaries (**we, our and us**).

Quality Assurance

Our quality assurance covers:

- Condition assessments--Condition Assessment Survey Inspections (CASI) for our own properties, and Property Assessment Survey (PAS) – the LAHC originated property inspection regime for our northern region and the LAHC 20-year lease program)
- Safety compliance
- Assessment of structural integrity,
- Audits of all our planned maintenance works, and
- Audits of work performed by our Multi Trade Contractors (MTC)

Property inspections for all SGCH owned, SAHF 2 Leaseholds and managed properties (except Northern Region)

We inspect all owned and managed properties every 3 years using the Condition Assessment Survey Inspection methodology (CASI). This method assesses asset quality for safety, function and appearance including identification of any structural defects (see Property Assessment policy).

Property Inspections include the building fabric internally and externally, common areas and garden and external paths for condition, tidiness and safety compliance.

Property inspections for Northern Region and Project 20 properties

For all managed properties located within the Northern Region, and properties included in Project 20 (all owned by LAHC), we carry out a Property Assessment Surveys (PAS) every 3 years, along with a CASI inspection. PAS inspections assess asset quality for safety, function and appearance including identification of structural defects (same

three items as CASI), and rank asset condition using the PAS methodology defined by the Land and Housing Corporation (LAHC) (see 'Property Assessment—Northern Region). This provides LAHC with an overall Aggregated Portfolio Condition Score (APCS) for the properties we manage for them.

Property inspections for SAHF2 leasehold

All SAHF 2 properties will transition from a 2 year CASI inspection to once every 3 years to align with the rest of the SGCH property portfolio arrangements - for consistency and efficiency.

Leasehold inspections

We undertake property inspections with the owner/landlord of leasehold properties annually or as required. If we identify any property issues during an inspection, we will record these and report them to the owner/landlord for repair.

Safety compliance

We undertake a Property Safety Compliance Assessment (PSCA) annually for each owned, managed or leasehold property to make sure that we comply with our legal obligations and obtain annual certification where required for:

- Annual Fire Safety Statement, where applicable for each Essential Fire Safety Measure installed in the building as per legal requirements
- Annual smoke alarm testing & servicing for statutory compliance
- Annual residual current devices (RCD) testing compliance
- Thermostatic mixing valves compliance

The following safety checks are conducted at the CASI & PAS inspection every 3 years:

- Work Health and Safety – Checks for pathways, walkways, stairs, handrails, ramps and access/egress to buildings.
- Key window locks compliance
- Swimming pool barriers compliance

Structural Integrity Assessment

We conduct routine structural integrity checks of owned, managed or leasehold properties every three years. These assessments allow us to identify any emerging structural issues and plan for any items that need repair (see Structural Repairs procedure for detail).

Contractor Audits

We check work done by our contractors to make sure it is satisfactory. Audits include desktop reviews of completed work orders, site inspections or call-backs to tenants

after the work is undertaken to confirm that the work is complete and assess tenant satisfaction.

If work is found to be sub-standard, contractors will be required to return to site and rectify the work. All works undertaken by our MTCs benefit from a 12 month workmanship and materials warranty. Any failures are referenced as a re-work in the Work Order to ensure SGCH benefits from this warranty period – and generally rectified at no cost.

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

Policy Information

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