



---

## 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:

- Property Condition,
- 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 and managed properties

We inspect all owned and managed properties every three years using the Property Condition Assessment (PCA) tool. This is a detailed assessment of the condition of the asset and is used to inform our annual planned maintenance program and future asset forecasting. This method assesses asset quality for safety, function and appearance including identification of any structural defects (see Property Assessment policy).

A Property Condition Assessment aligns with the contractual Homes NSW requirement to provide a Property Assessment Survey (PAS) every three years on all managed properties and allows us to benchmark all assets against industry standard using the Weighted Asset Condition Grading Index (WACGI).

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

### 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 PCA 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

We conduct routine structural integrity checks of owned and managed properties every three years as a minimum. In addition, we have a range of competent staff including Asset Maintenance professionals who visit our sites regularly to assess structural issues. 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 completed by our contractors to make sure it is satisfactory. Audits include site inspections and/or calls to tenants after the work is undertaken to confirm that the work is complete and assess tenant satisfaction.

Our team audit all planned maintenance and end of tenancy maintenance.

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.

### Policy Information

<b>Version:</b>	4
<b>Approved:</b>	November 2024
<b>Reviewed:</b>	November 2024
<b>Review frequency:</b>	36 months
<b>Responsible team/position:</b>	Executive Director, Customers - Homes and Places