



# **NATIONAL REGULATORY CODE**

## **COMMUNITY HOUSING REGULATORY FRAMEWORK**

### **APPENDIX B**



## 1. Tenant and housing Services

The community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients, particularly in relation to the following:

- (a) determining and managing eligibility, allocation, and termination of housing assistance
- (b) determining and managing rents
- (c) setting and meeting relevant housing service standards
- (d) supporting tenant and resident engagement
- (e) facilitating access to support for social housing applicants and tenants with complex needs
- (f) managing and addressing complaints and appeals relating to the provision of housing services
- (g) maintaining satisfaction with the overall quality of housing services.

## 2. Housing assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

- (a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management)
- (b) setting and meeting relevant property condition standards
- (c) planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance)
- (d) planning and delivering its housing development program (asset development).

## 3. Community engagement

The community housing provider works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities, specifically in relation to:

- (a) promoting community housing to local organisations that work with potential residents, tenants or clients, and community housing providers
- (b) contributing to place renewal and social inclusion partnerships and planning relevant to the provider's community housing activities.



#### **4. Governance**

The community housing provider is well-governed to support the aims and intended outcomes of its business, specifically in relation to the following:

- (a) ensuring coherent and robust strategic, operational, financial and risk planning
- (b) ensuring effective, transparent and accountable arrangements and controls are in place for decision making to give effect to strategic, operational, financial and risk plans
- (c) complying with legal requirements and relevant government policies
- (d) ensuring that the governing body has members with appropriate expertise or that such expertise is available to the governing body.

#### **5. Probity**

The community housing provider maintains high standards of probity relating to the business of the provider, specifically in relation to the following:

- (a) establishing and administering a code of conduct
- (b) establishing and administering a system of employment and appointment checks
- (c) establishing and administering a system for preventing, detecting, reporting on and responding to, instances of fraud, corruption and criminal conduct
- (d) maintaining the reputation of the community housing sector.

#### **6. Management**

The community housing provider manages its resources to achieve the intended outcomes of its business in a cost effective manner, specifically in relation to the following:

- (a) demonstrating it utilises its assets and funding to meet business goals
- (b) implementing appropriate management structures, systems, policies and procedures to ensure the operational needs of its business can be met (including having people with the right skills and experience and the systems and resources to achieve the intended outcomes of its business).



## 7. Financial Viability

The community housing provider is financially viable at all times, specifically in relation to the following:

- (a) ensuring a viable capital structure
- (b) maintaining appropriate financial performance
- (c) managing financial risk exposure.

## Document Control

<b>Responsible Officer</b>	Community Housing Registrar
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<b>File Number</b>	A43256062
<b>Associated Documents</b>	<ul style="list-style-type: none"><li>• Community Housing Regulatory Framework</li><li>• Appendix A – Tiers Guidelines</li><li>• Appendix C – Conditions of Registration</li><li>• Appendix D - Evidence Guidelines (for guidance only on assessing evidence, recognising evidence from other assurance systems and obtaining evidence from other sources)</li><li>• Enforcement Guidelines</li><li>• Affiliated Entity Arrangements Guidance Note</li></ul>