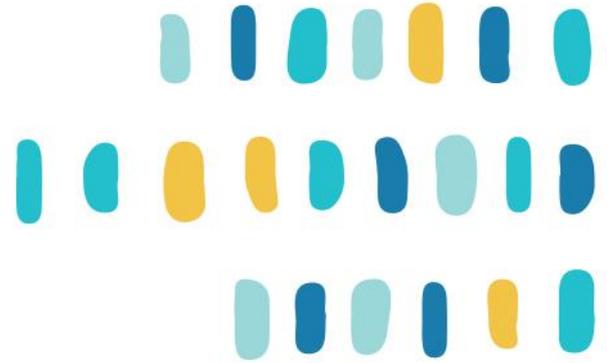




Government of **Western Australia**  
Department of **Communities**



# Community Housing Asset Performance Report (CHAPR)

Community Housing  
Regulatory Framework

Guidance Note

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Guidance Notes are issued by the Community Housing Registration Office (CHRO) to assist registered community housing providers (providers) to comply with the Community Housing Regulatory Framework (Framework).

Guidance Notes aim to explain the Framework as interpreted and administered by the CHRO. The purpose is to improve understanding of how the Framework may be applied in practice and to assist registered community housing providers in working with the CHRO . They do not seek to extend the Framework and they are not exhaustive.

## Objective of Guidance Note

The objective of this Guidance Note is to provide guidance to community housing providers on completing the Community Housing Asset Performance Report (CHAPR) in the Community Housing Registration Information System (CHRIS).

## Community Housing Asset Performance Report

The Community Housing Asset Performance Report (CHAPR) is used to record information about the number, location, age and characteristics of the community housing provider's assets, and where applicable, the scope and scale of the Provider's development activity.

The CHAPR is designed to capture all assets that are used for the purposes of community housing, not just the assets the Housing Authority has an interest in.

The information is used to help analysts:

- determine eligibility to register as a community housing provider (Provider),
- to assess the tier of registration, and
- to provide contextual background for assessing the Provider's capacity to comply with Performance Outcomes in the Framework including Performance Outcome 2: Housing Assets, Performance Outcome 6: Management, and Performance Outcome 7: Financial Viability.

There are eight sections of the CHAPR that require completion. The requirements for each section are discussed further below.

### Key Definitions

To assist Providers in completing the CHAPR and to ensure consistency across Providers, we have provided definitions for key terms used in the report.

Note: These definitions are intended for use only when completing the CHAPR and may not correspond to other definitions provided by the Housing Authority in other contexts.

Acquired Assets: assets that have been purchased by or gifted to the Provider.

Community housing: housing for people on a very low, low or moderate income or for people with additional needs that is delivered by non-government organisations.

Developed Assets: assets that have been constructed / built.

Disposed Assets: refers to assets sold or returned to the asset owner.

Land: includes land and structures erected thereon i.e. land and buildings.

**Property:** A structure or discrete space within a structure intended for people to live in, or where a person or group of people live regardless of its intended purpose to which a residential tenancy agreement can be made. Each unit in a building would be reported individually as a property, even if the properties are on the same title e.g. 1/12 Smith St, 2/12 Smith St etc. not just 12 Smith St.

**Properties vs tenancy units:** Regardless if each individual tenancy unit is on a different title, each lockable tenancy unit subject to a residential tenancy agreement should be recorded as a separate property (e.g. a 20 unit apartment building would be recorded as 20 properties, not one).

Properties with multiple licences to occupy such as boarding and lodging houses or special group homes, which are not subject to residential tenancy agreements, should be reported per building, e.g. a boarding house with 100 licences to occupy is reported as one building, not 100.

**Vested Assets:** assets where ownership (wholly or partly) has been transferred from the Housing Authority to the Provider.

## Completing the CHAPR

The below guidance is provided to assist Providers to complete each section of the CHAPR.

### 1. Ownership

This is a count of the total number of assets as at 30 June categorised as either:

- i. Owned (partly or wholly):**  
This includes assets where the title is in the name of the Provider; or
- ii. Managed on behalf of another entity:**  
This includes assets in which the title is in the Housing Authority's name or another entity's name and is managed by the Provider under the terms of a legal agreement e.g. headlease agreement.

### 2. Maintenance liabilities of assets owned and managed

This is a count of the total number of assets that are owned and managed by the Provider as at 30 June, categorised by maintenance liability.

For managed assets, maintenance liabilities will be included in the relevant legal agreement e.g. headlease agreement.

There are four categories of maintenance liabilities:

- i. No responsibility for maintenance**
  - No legal or contractual requirement to carry out and/or funding maintenance to an asset (except tenant damage in certain circumstances).
  - May be required to report repairs and follow up to ensure repairs are completed.

- May be responsible for repairs due to tenant damage, replacing or repairing furniture, grounds maintenance such as grass cutting and/or pest control.

**ii. Responsive repairs (only)**

- Minor repairs or routine maintenance undertaken generally in response to a request from a tenant.
- It would usually include the same type of repairs required to an empty property to bring it to a lettable standard and work on any communal areas.
- Typical examples are reglazing, fixing leaking pipework and minor electrical repairs.

**iii. Responsive and cyclical / planned maintenance**

- Cyclical work is planned to take place at defined intervals.
- It is often used in the context of the regular servicing of mechanical systems.
- Planned maintenance is organised and is carried out with forethought, control and the use of records (usually driven by property condition surveys) to a pre-determined plan.
- The terms cyclical and planned are sometimes used interchangeably. Sometimes cyclical is used as a subset of planned.
- The intention is to capture responsibilities that exclude major structural and improvement work that typically come with asset ownership and occur once over a medium-term time period.
- Examples of common cyclical and planned repairs are: external painting, heating, air conditioning servicing, lift servicing, guttering / drainage cleaning / clearing, kitchen / bathroom replacement, hot water system replacement.
- Providers may need to regularly survey assets and identify and report major repairs and /or structural defects amongst their own legal and contractual obligations.
- Excludes major structural and improvement work that typically occur with ownership and occur once over a medium-term time period.

**iv. All responsibilities (including structural)**

- The Provider will have full responsibility for all maintenance associated with the asset including to modernisation / refurbishment, structural repairs, enhancements and improvements.
- Generally, responsibilities will only be held by an asset owner but in some cases long term lease agreements could confer such responsibilities.

### 3. Types of accommodation of assets owned and managed

This is a count of the total number of assets that are owned or managed by a Provider as at 30 June, categorised by accommodation type.

This section relates to the use of the asset.

**i. Long term:**

- No maximum or fixed term.

**ii. Transitional:**

- Typically, from at least 6 months to 2 years.

**iii. Crisis:**

- Typically, not more than 12 months and often less.

### 4. Class of assets owned and managed

This is a count of the total number of assets owned or managed by the Provider as at 30 June, categorised by asset class.

Important Note:

There are references to the 'National Law' and 'participating jurisdictions' in Western Australia's CHRIS portal. Unfortunately, these cannot be removed or updated to reflect the Western Australian Framework.

Please use the adjusted Asset Class definitions below to assist in completing this section of the CHAPR.

The Asset Classes are:

- A. Land vested in the Provider by or under housing legislation of a jurisdiction;
- B. Land acquired by the Provider wholly or partly with funding provided by a Housing Agency of a jurisdiction;
- C. Land vested in the Provider on which a Housing Agency of a jurisdiction has constructed housing or made other improvements;
- D. Funds provided to the Provider by a Housing Agency of a jurisdiction for the purposes of community housing;
- E. Any other asset of the Provider that is of a class of assets declared by housing legislation of a jurisdiction as community housing asset; and

Other: any other community housing asset of the Provider that does not fit into the classifications above.

## 5. State Housing Authority Vested Interest

This is the count of the total number of assets in which the Western Australian Housing Authority or another Housing Agency has a vested interest as at 30 June.

## 6. Age of Portfolio

This is the count of the number of assets the Provider is liable to maintain as at 30 June, categorised by the age of the property.

This is only required for assets where the Provider is liable for:

- Responsive and cyclical / planned maintenance, or
- All maintenance liabilities.

The total number of assets in this section should match the number of assets disclosed in these categories under Maintenance Liabilities in section 2 above.

Age brackets for classification are:

- 0 – 9 years
- 10 – 19 years
- 20 – 29 years
- 30 – 39 years
- 40 + years

The age bracket refers to the age of asset, not the number of years the Provider has been liable for maintenance or had control or an interest in the asset.

## 7. Summary Details (all tiers)

### i. Leases

This is a count of the total number of assets leased by the Provider from another person, agency or entity as at 30 June.

Net Leases – Tenancy Units (as defined on page 4)

Net Leases – Ended not renewed

Net Leases – Commenced

### ii. Changed Assets

This is a count of the total number of owned (partly or wholly) assets that changed during the year to 30 June.

Changed Assets – Disposed

Changed Assets – Developed

Changed Assets – Vested

Changed Assets – Acquired

## **8. Planned Growth – five years**

This is a count of the total number of properties/assets that the Provider expects to be delivered over the next 5 years.

For properties/assets expected to be delivered, the Provider will have made some sort of contractual commitment to deliver. This contract may be with a government agency such as the National Rental Affordable Scheme (NRAS), or vesting, or may be with a third party. Finance to deliver the program will have either been secured or negotiations will be far advanced.

- Total Tenancy Units Planned Next 5 years
- Total Tenancy Units Vested Next 5 years
- Total Tenancy Units Acquired Next 5 years
- Total Units Planned Major Refurbishment, indicating whether these are in addition to the acquired units above.
- Net New Leases Planned
- Net New Fee for Service Leases
- Net New Properties Managed

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