Aboriginal Housing Office

Asset Management Framework

September 2024

Document Approval

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Terms and Definitions

Term	Definition
Aboriginal Housing Office	The Aboriginal Housing Office (AHO) is a statutory authority established under the *Aboriginal Housing Act 1998*. It is responsible for the planning, development, delivery and evaluation of programs and services to support Aboriginal and Torres Strait Islander people with meeting their housing needs in the state of New South Wales. It is governed by an Aboriginal board, and it provides advice to the NSW Government.
Provider	Aboriginal Community Housing Providers (ACHP) are registered organisations that provide housing wholly or predominantly to Aboriginal people under Aboriginal community control. ACHPs may own their own properties and may also manage properties on behalf of the AHO or other organisations. Community Housing Providers (CHP) offer secure, affordable rental housing for people on very low to moderate incomes, who have a housing need. CHPs manage properties they own, and/or that are owned by the government, and may also manage properties on behalf of various entities.

Acronyms

Abbreviation	Definition
ACA	Asset Condition Assessment
ACHIA	Aboriginal Community Housing Industry Association
ACS	Average Condition Score
ACHP	Aboriginal Community Housing Provider
ACM	Asbestos Containing Material
ACR	Annual Compliance Report
AHO	Aboriginal Housing Office
AMF	Asset Management Framework
AMR	Asset Management Review
APS	Asset Performance Standards
BMS	Below Maintained Standard
BCA	Building Code of Australia
CHP	Community Housing Provider
CRM	Criticality Repairs Matrix
Cth	the Commonwealth
DDA	Disability Discrimination Act 1992

Abbreviation	Definition
EPA	Environmental Planning and Assessment Act 1979
EPBC	Environment Protection and Biodiversity Conservation Act 1999
GPO	General Power Outlet
ISO	International Organisation for Standardisation
KPI	Key Performance Indicator
NCC	National Construction Code
NDIS	National Disability Insurance Scheme
NRSCH	National Regulatory System for Community Housing
OC	Owners Corporation
OT	Occupational Therapist
PCBU	Person Conducting a Business or Undertaking
PPF	Provider Performance Framework
PVA	Polyvinyl Acetate
PV	Photovoltaic
RCD	Residual Current Device
RTA	Residential Tenancies Act 2010
SDA	Specialist Disability Accommodation
SPA	Swimming Pools Act 1992
TMV	Thermostatic Mixing Valve
WHS	Work Health & Safety

1 The Asset Management Framework (AMF)

1.1 Application

(a) The AMF applies to properties (assets) that are owned by the AHO and are managed under a contractual agreement by a registered Provider.

1.2 Purpose

(a) The AHO is responsible for the management of housing assets under its control and must ensure that the supply and management of its assets comply with relevant legislation and policy. The AHO collaborates with other government organisations and non-government sectors to implement policies and initiatives to support the NSW Government's social housing objectives.

(b) The Asset Management Framework (AMF) identities the relevant legislation and provides the processes for the management of the AHO's assets over all lifecycle stages and aligns these with the AHO's strategic objectives.

(c) The AMF sets out the requirements, responsibilities and standards for the management and maintenance of the AHO's assets that have been allocated to be maintained by the Providers.

The Providers are required to efficiently manage the AHO's assets by assessing, maintaining, and upgrading existing properties, and optimise the social housing portfolio through a financially sustainable asset lifecycle management approach.

(d) The AMF highlights the roles and responsibilities of the AHO in providing ongoing portfolio management and support to the Providers.

(e) The AMF has been prepared to reflect and be in accordance with the Standard for Asset Management (AS ISO 55001).

1.3 Legislation and Compliance

1.3.1 Acts & Regulations

(a) The Provider must comply with the relevant policies, guidelines and frameworks of the AHO when managing the AHO's Assets (including the relevant Standards and / or approved Codes of Practice).

(b) The legislation that informs the AMF includes (but is not limited to), the:

(i) Aboriginal Housing Act 1998 (NSW)

(ii) Biodiversity Conservation Act 2016 (NSW)

(iii) Community Housing Providers (Adoption of National Law) Act 2012 (NSW)

(iv) Contaminated Land Management Act 1997 (NSW)

(v) Disability Discrimination Act 1992 (Cth)

(vi) Environment Protection and Biodiversity Conservation Act 1999 (Cth)

(vii) Environmental Planning and Assessment Act 1979 (NSW)

(viii) Environmental Planning and Assessment (Development Certification and Fire Safety) Regulation 2021 (NSW)

(ix) Environmental Planning and Assessment Regulation 2021 (NSW)

(x) Heritage Act 1977 (NSW)

(xi) Heritage Regulation 2012 (NSW)

(xii) Local Government Act 1993 (NSW)

(xiii) National Construction Code (NCC) 2022, which includes the:

a. Building Code of Australia (BCA)

b. Plumbing Code of Australia (PCA)

(xiv) National Regulatory System for Community Housing (NRSCH) National Regulatory Code

(xv) Protection of the Environment Operations Act 1997 (NSW)

(xvi) Protection of the Environment Operations (Clean Air) Regulation 2010 (NSW)

(xvii) Protection of the Environment Operations (Waste) Regulation 2014 (NSW)

(xviii) Residential Tenancies Act 2010 (NSW)

(xix) Residential Tenancies Regulation 2019 (NSW)

(xx) Strata Schemes Management Act 2015 (NSW)

(xxi) Strata Schemes Management Regulation 2016 (NSW)

(xxii) Swimming Pools Act 1992 (NSW)

(xxiii) Swimming Pools Regulation 2018 (NSW)

(xxiv) Work Health and Safety Act 2011 (NSW)

(xxv) Work Health and Safety Regulation 2017 (NSW)

1.3.2 Residential Tenancies ACT 2010 (RTA)

(a) The RTA requires the landlord to provide the residential premises in a reasonable state of cleanliness and is fit for habitation for the tenant.

(b) Part 7 of the RTA '*Social Housing Tenancy Agreements*' is of particular relevance to the management of the AHO's assets.

(c) The AMF assists the Provider to comply with the RTA when responding to maintenance requests and undertaking maintenance on the AHO's assets.

1.3.3 Standards that assist the Provider to comply with the RTA

(a) The Maintained Standard as further described in section 2.1 of the AMF meets the requirements of the RTA, and the AHO's Asset Performance Standards (APS) (in Appendix A).

(b) The ongoing delivery of planned and responsive maintenance by the Provider will ensure that the AHO's assets meet the Maintained Standard, and the requirements of the RTA, minimising the need for recurrent and extensive maintenance and structural repairs.

(c) The APS is to be used by the Provider to identify whether the AHO's assets are 'maintained', 'well maintained' or 'below maintained'.

1.3.4 The Disability Discrimination Act 1992 (DDA) and the National Disability Insurance Scheme (NDIS)

(a) The Disability Discrimination Act 1992 (DDA) sets out the obligations to make '*reasonable adjustments*' for persons with a disability, to have the same rights to equality as the rest of the community, and ensures their dwellings are suitable to accommodate the person's disabilities.

(b) Providers must comply with all relevant provisions of the DDA when delivering modifications on the AHO's assets for a person with a disability.

(c) The National Disability Insurance Scheme (NDIS) defines the roles and responsibilities between the Commonwealth Government and Social Housing Providers when delivering modifications for NDIS eligible tenants.

(d) Specialist Disability Accommodation (SDA) under the NDIS refers to accommodation for NDIS participants who require specialist housing that caters to their necessary and critical support needs. SDA funding from the NDIS applies to assets a participant resides in and not to the supports themselves. SDA funding is intended to be a specialist solution for people with a disability who require additional support even after assistive technologies and home modifications. The AHO's assets cannot simultaneously be a social housing dwelling and an SDA, without prior consent from the AHO.

1.3.5 National Construction Code (NCC)

(a) Compliance with the National Construction Code (NCC) is required for all works undertaken on the AHO's assets. The NCC incorporates the Building Code of Australia (BCA) and the Plumbing Code of Australia (PCA), which provides a uniform set of technical provisions for the design and construction and performance of buildings and other structures throughout.

(b) The NCC applies to all maintenance activities, disability modifications, structural repairs and alterations, on the AHO's assets.

1.3.6 Heritage Conservation Guidelines

(a) The Environment Protection and Biodiversity Conservation Act 1999 (EPBC), the Heritage Act 1977 and the Environmental Planning and Assessment Act 1979 (EPA) are key pieces of legislation that apply to heritage-affected properties in NSW, including the AHO's assets.

(b) Compliance with all relevant heritage regulations and the implementation of best practice heritage conservation measures is required when carrying out works on heritage-affected properties, which includes:

  (i) managing the longevity and integrity of those assets and objects that are deemed to be of heritage significance and/or subject to a heritage listing.

  (ii) managing the approval of major changes so that heritage significance is retained and not diminished.

  (iii) maintaining the longevity, durability and functionality of heritage-affected buildings and therefore their safety, amenity and utility.

1.3.7 Swimming Pools Act 1992 (SPA)

(a) Taking safety precautions helps to protect people, and in particular young children, from drowning in swimming and spa pools. Pool owners are required to maintain the safety of their pool area and ensure that children are properly supervised.

(b) The Swimming Pools Act 1992 (SPA) requires swimming pool owners to register their swimming pool or spa pool on the NSW Swimming Pool Register.

(c) Properties with a residential tenancy agreement that have a swimming pool or spa pool are required to obtain a certificate of compliance every 3 years.

(d) Strata schemes with more than two lots must have any swimming pool or spa pool inspected by the local council every 3 years and obtain a certificate of compliance.

(e) Generally, the AHO does not approve the installation of swimming pools in their assets. Providers will need to request approval from the AHO if they or a tenant wish to install either a swimming pool or spa pool.

1.3.8 Strata Schemes Management Act 2015

(a) Compliance with the Strata Schemes Management Act 2015 is a requirement for the management and delivery of any works in strata units within multi-tenanted medium and high-density buildings.

(b) Where the AHO maintains ownership of the entirety of a strata building, Providers will play a significant role, including:

  (i) representing the AHO under the Strata Schemes Management Act 2015 and informing the AHO of any issues that may impact the asset lifecycle of the strata building or the individual assets.

  (ii) ensuring compliance with the resolutions approved by the relevant Owners Corporation (OC) and implemented by the appointed Strata Managing Agents and Building Agents as required.

  (iii) making the required contributions to the Owners Corporation Administrative Fund and Capital Works Fund on a timely basis; planning and undertaking maintenance works in accordance with the requirements of the Strata Schemes Management Act 2015 and any Owners Corporations (OC) rules and/or by-laws.

  (iv) ensuring that the strata lots are managed and maintained in accordance with all safety requirements including window safety devices legislated in the Strata Schemes Management Act 2015 (and the Strata Schemes Management Regulation 2016).

1.3.9 Relevant Planning Controls

(a) Providers must comply with all Commonwealth, State and local planning controls when carrying out works on the AHO's assets.

2 Maintenance Obligations

2.1 What is 'Maintained Standard'?

(a) 'Maintained Standard' represents the standards that meets the requirements of the Residential Tenancies Act 2010 (RTA), and the Asset Performance Standards (APS) (in Appendix A). Providers are required to maintain assets within the requirements of both the RTA and the APS.

(b) The APS is to be used by the Provider to identify whether assets meet the maintained benchmark standard.

(c) Data collected from the Asset Condition Assessment (ACA) (section 3.1.2) is used to identify whether the benchmark standard of the asset is 'maintained', 'well maintained' or 'below maintained' according to the APS. The APS incorporates the:

  (i) asset condition.

  (ii) safety faults.

  (iii) estimated costs of outstanding maintenance.

(d) Providers are required to continue to undertake planned and responsive maintenance on the AHO's assets that have been identified for sale or redevelopment to ensure that the AHO's assets achieve a 'maintained' standard while occupied.

2.2 Types of Maintenance

2.2.1 Planned Maintenance

(a) Providers are required to carry out regular and planned maintenance of the AHO's assets (Planned Maintenance).

(b) Providers must determine the nature and type of the planned maintenance required and make arrangements for the planned maintenance to be completed, including provision, availability of, and connectivity with utilities.

(c) Planned maintenance includes scheduled upgrades and is necessary to ensure that the AHO's assets are continually managed at or above the 'maintained' standard.

(d) The establishment of processes for planned maintenance works is the responsibility of the Provider.

(e) The Provider is to incorporate their planned maintenance programs into their Asset Management & Maintenance Plan.

Table 2.1 - Key Components of Planned Maintenance

Description	Additional obligations
▪ Includes upgrades and/or component replacement to: – air conditioners and heating systems – bathrooms – electrical systems – external paving – fences – fire program repairs – floor finishes – gutter cleaning – heritage works – kitchens – lawns and grounds maintenance – painting – roofing – sewers – smoke alarm checks/servicing and battery replacement – storm water drains	▪ Providers are required to have processes for: – developing annual budgets – scoping and quoting work and recording in IT system(s) – developing maintenance program works – arranging access, and communications with tenants – undertaking work and notifying completion of works – quality assurance and contractor payment – monitoring and managing contractor performance – key performance indicator (KPI) reporting

2.2.2 Responsive Maintenance

(a) Providers are required to carry out urgent, unplanned and/or emergency maintenance of the AHO's assets (Responsive Maintenance).

(b) Providers must determine the nature, urgency and type of responsive maintenance required, and make arrangements for the responsive maintenance to be completed, including provision, availability of, and connectivity with utilities.

(c) Responsive maintenance are repairs that are necessary to return a building or building component to a safe and functional level, including repairs that could become a risk to health and safety if not undertaken.

(d) The establishment of processes for Urgent and Priority works is the responsibility of the Provider.

(e) When carrying out Responsive Maintenance, Providers should refer to the timeframes identified in the Criticality Repairs Matrix (CRM) (in Appendix B). The CRM should guide the Provider to carry out the works in a timely, safe and efficient manner, with respect to the tenant's requirements and the RTA.

Table 2.2 - Key Components of Responsive Maintenance

Description	Additional obligations
▪ **Urgent works** – services required to be performed when there is a functional failure resulting in an immediate risk to the safety, health or security of one or more tenants or when an emergency service or major incident/risk occurs. Due to their criticality, these works are associated with very short response timeframes. ▪ **Priority Works** – services required to be performed when there is a functional failure of a component or when action is required to be performed and there is an immediate threat of safety (potential to cause injury) or a security risk to the tenant. These works should really be undertaken within short timeframes (generally between 24 to 48 hours).	▪ Responsive maintenance should be conducted when required, and in response to tenant requests for such works, in order to restore safety, condition, amenity and functionality. ▪ Providers are required to have processes for: – receiving tenant requests – triaging work considering criticality and urgency – undertaking work and notifying completion of works – quality assurance and contractor payment – monitoring and managing contractor performance – key performance indicator (KPI) reporting

2.2.3 Vacant Restoration Works

(a) Vacant restoration works is required to be undertaken when a property is classified as a re-let or void, to ensure quick turnaround once a lease has ended and the AHO property becomes vacant.

Table 2.3 - Key Components of Vacant Restoration Works

Description	Additional obligations
▪ Vacant Restoration Work: – cleaning – lawn mowing – pest control – re-key – rectification of visible damage – required maintenance works – smoke alarm checks/servicing and battery replacement ▪ Pre-occupancy work: – Asset Condition Assessment (**ACA**)	▪ Providers are required to have processes for: – receiving tenant requests – when a property becomes vacant – undertaking work and notifying completion of works – quality assurance and contractor payment – monitoring and managing contractor performance – KPI reporting

2.3 Disability Modifications

(a) Providers are obligated under the Disability Discrimination Act 1992 (DDA) to provide '*reasonable adjustments*' to support a tenant with a disability. The DDA defines '*reasonable adjustment*' as '*an adjustment to be made by a person is a reasonable adjustment unless making the adjustment would impose an unjustifiable hardship on the person'*.

(b) Disability modifications relate to any request to alter an asset, when:

(i) carrying out minor disability works to the extent identified in ***Table 2.4*** below (**Minor OT works**).

- Minor disability works do not require an Occupational Therapist Report and the costs are paid by the Provider.

(ii) carrying out major disability works, and the requirements are identified in a specialist Occupational Therapist report (**Major OT works**).

- Major OT works can include ramps, doorway widening, bathroom modifications, modified kitchen replacement, floor coverings replacement, handrail installation, and other approved modifications.

(c) Providers are required to review applications from tenants for disability modifications and assess whether the modifications are classed as Minor or Major, and must be satisfied that the disability modification is:

(i) consistent with the nature of the asset and matches the current internal and external design.

(ii) it does not impact on any entry or exit.

(iii) it does not impact on an adjoining neighbour's property.

(iv) it will not impact the structural integrity or the standard of the asset.

(d) Providers are required to submit a written request to the AHO prior to any major modifications being undertaken on the AHO's assets. When submitting a request, the Provider must include:

(i) a description of the tenant's request.

(ii) the Occupational Therapist report.

(iii) property address details.

(iv) itemised scope of works, and pricing.

(v) photographs, plans and other relevant material.

(e) Once the Provider submits the request, the AHO will provide a response which support its decisions regarding the proposed disability modifications.

(f) The AHO will fund the Major OT modifications, when the request meets the AHO's requirements and the AHO approves the request.

Table 2.4 - Minor OT Works

Title	**Minor Modifications not requiring an Occupational Therapist report (May 2024)**
Location	**Internal areas**
Bathroom & wet areas	Install flick mixer tapware. Install quarter turn taps. Install lever handle tap set. Install flexible handheld shower hose and slide bar. Replace toilet pan. Replace toilet cistern. Replace or reposition towel rails, toilet paper holder, mirror, cupboards. Replacement of toilet seat. Laundry tub replacement or repositioning.
Bedroom	Installation of strobe/vibration system interlinked to smoke alarms.
Doors / doorways	Door hardware replacement - install lever handles. Replace, remove, rehang, re-swing door.
Electrical works & temperature control	Increase lighting levels. Installing of 2 (two) switching. Install rocker switching. Relocation of power points. Install dimmer switches.
Floors	Install wedge/fillets to accommodate change in floor levels. Install smooth edge cover strips. Replace loose or protruding floor angles or cover strips.
Kitchen	Minor cupboard modifications – door removal, etc. Install flick mixer tapware. Install quarter turn taps. Install lever handle tap set.
Stairs	Improve stair accessibility – install slip resistant tread covering. Modify or install appropriate tread nosing (non-slip).
Walls	Patching and painting walls in contrast colours, including doors, frames and associated areas.

Location	External Areas
Entry	Install or replace wireless doorbell and button (excluding intercom)
External lighting, signage, security & safety	Reposition switch or replace with rocker switches. Increase light levels and contrast – install sensor lighting. Install signage.
Walkways, ramps & steps	Apply high contrast paint to front edging of steps and paths. Coat path or ramp with non-slip finish.

2.4 Structural Works

2.4.1 Structural Management

(a) As part of managing long term asset management and maintenance planning, it is required that the Provider will undertake all necessary maintenance to ensure the structural integrity of the AHO assets, and that they are 'well maintained'.

(b) The Provider's Asset Management & Maintenance Plan must include the identification of emerging structural repairs and structural defect issues, including an outline of the strategies currently implemented and will be taken.

(c) The intent of good asset management and maintenance planning is to ensure the structural integrity of the AHO's assets and the need for extensive structural repairs, by maintaining and managing structural failure that can lead to danger to people or damage to the building and the surrounding environment.

(d) The AHO will fund major structural defects when the request meets the AHO's requirements and the AHO approves the request, unless the cause of the structural defect relates to, or is a consequence of the Provider's failure to comply with its planned and responsive maintenance obligations.

2.4.2 Structural Engineer's Report for Major Structural Defects

(a) Where the Provider has identified a potential major structural defect on an AHO asset, they are required to engage a qualified structural engineer to assess the structure and issue a report. The report is to be submitted to the AHO for written approval to undertake the structural rectification works. Major structural defects may include land subsidence, foundation movement, and extensive termite damage.

Note: Waterproofing failure is not classed as a structural element and should be part of the standard asset maintenance program managed by the Provider.

(b) The Provider is to engage the structural engineer to conduct a site inspection to assess drainage, topography, the presence of trees and abnormal moisture conditions in the building, and any other site conditions that may be contributing to adverse structural defects.

(c) If the structural engineer identifies any hazards that pose a risk to health and safety and indicates the need for an urgent response due to a structural defect, the hazard must be rectified immediately by the Provider with a suitable risk elimination process, or if elimination is not reasonably practicable, proceed with risk minimisation strategies.

(d) The structural engineer's report should include:

(i) the risk(s) emerging from the structural defect.

(ii) the risk elimination and/or minimisation strategies actioned or proposed.

(iii) a description of the structural defect.

(iv) cause of the structural defect (if known).

(v) the structural integrity rating of the asset.

(vi) the strategy required to rectify the structural defect.

(vii) visual documentation of the structural defect(s) and hazard(s).

(viii) proposed maintenance to be undertaken that could extend the asset serviceability.

(e) Once the required information is submitted to the AHO, including the quotes to perform the rectification works, the AHO will review the documentation and provide a response to support its decisions regarding the proposed structural works.

(f) The rectification works for the structural defects must be carried out by suitably qualified and licensed entities or tradespeople.

(g) Following the completion of any structural rectifications, a report and a signed clearance certificate is to be provided by a qualified structural engineer confirming that the remediation works are completed, and the rectifications meet the relevant standards and legislated requirements.

(h) The AHO may conduct its own inspections at any time from the identification or notification of the structural defect.

2.4.3 Structural Incident Reporting

(a) The Provider is required to report structural damage caused by a major incident to the AHO's assets:

(i) if a major incident has occurred due to a structural defect and it's resulted in a legislated reportable incident.

(ii) if major damage was caused by fire (refer to section 2:12), floods and storms (natural disasters), or damage caused by a vehicle accident.

(b) The Provider must notify the relevant authorities as required by the law.

(c) The Provider must notify the AHO within 24 hours of the incident occurring through the AHO's AMF mailbox at amf@aho.nsw.gov.au.

(d) As soon as it's reasonably practicable, the Provider is to submit further details of the incident to the AHO and include photographs, with a description of the damage to the property including any additional knowledge of the causes of the incident.

Note: refer to section 2:12 of the AMF for insurance claims.

2.5 Alterations

(a) Alterations relate to any request to alter an asset that is to meet a non-disability need.

(b) The Provider must submit a written request to the AHO prior to any alterations being undertaken on the AHO's assets.

(c) The Provider will review the request for an alteration and must be satisfied it meets the following conditions:

(i) the tenant's or the Provider's acceptance of responsibility, conditions, and costs.

(ii) it's consistent with the nature, classification and future use of the asset, and matches the current internal and external design of the property.

(iii) it does not impact on any entry or exit.

(iv) it does not impact on an adjoining neighbour's property.

(v) it will not impact the structural integrity or the standard of the asset.

(vi) complies with the NCC.

(vii) meets the relevant requirements of statutory authorities, such as the local council and/or the Heritage Council of NSW.

(d) If the conditions of section 2.5. (c) are met, the Provider can submit the request for the alterations to the AHO and include:

(i) the property address details.

(ii) itemised scope of works.

(iii) photographs, plans and any other relevant material.

(e) The AHO will provide a response which support its decisions regarding the proposed alterations.

2.6 Common Area Management

(a) Providers are responsible for the management of the common areas of medium and high-density assets that are multi-tenanted (Common Area Management). The common areas of such AHO assets are non-exclusive to any particular tenant and are available for use by multiple tenants.

(b) The Common Area Management responsibilities encompass components such as:

(i) the building exterior.

(ii) the building entrance and lobby.

(iii) stairs, walkways, passages, lifts.

(iv) and common amenities.

(c) Providers must ensure that the common areas of each building are properly maintained and kept in a state of good and serviceable repair and undertake maintenance to support the general use of the common areas.

(d) Planned and responsive maintenance requirements for common areas apply to fittings and fixtures, lighting, plumbing, roofs, parking surfaces, landscaped areas, signs, and related non-structural repairs. Maintenance requirements also includes the cleaning and care of floors, walls, doors, and windows.

2.7 Gutter Maintenance

(a) Providers are responsible for ensuring gutters are cleaned and maintained for all properties to minimise structural damage, fire hazards, and other risks.

(b) Providers must develop a gutter maintenance program as part of their planned maintenance responsibilities under section 2.2 of the AMF and include the details of their gutter maintenance program in their Asset Management & Maintenance Plan.

2.8 Vegetation Management

(a) Providers are responsible for pruning and trimming trees and shrubs to keep in a good and substantial condition.

(b) Vegetation management must be carried out in accordance with the legislated requirements and approval from the relevant local authority must be obtained prior to commencing work.

2.9 Hazardous Materials

(a) The management of hazardous materials must be part of the Provider's asset management and maintenance program to ensure the AHO's properties are environmentally safe and habitable.

(b) The aim of any approach to managing hazardous materials should be to avoid the risk from exposure to contamination in order to protect the tenants, their families and visitors, support workers, tradespeople and other personnel who are within the vicinity of the properties, including the surrounding environment.

(c) The Provider must:

  (i) assume that all assets built in or before 1990 have asbestos containing materials (ACM), and all assets built in or before 1970 contain lead based paint.

  (ii) comply with the relevant Acts and Regulations, and approved Codes of Practice related to lead and asbestos management.

  (iii) develop asbestos management and lead risk management processes that comply with the Work Health & Safety (WHS) legislative requirements and integrate them with their planned and responsive maintenance programs.

  (iv) ensure that where there is a risk of exposure to hazardous materials, take reasonable and practicable action to protect the tenants and other personnel, and the surrounding environment from contamination, to eliminate, and if not eliminated, minimise the risks to health and safety.

  (v) investigate any reports of asset damage which may contain hazardous materials.

  (vi) ensure any maintenance or demolition work to the assets that may contain hazardous materials is performed by a licensed and qualified PCBU (person conducting a business or undertaking), using safe work methods, in compliance with the applicable legislated requirements.

(d) If a hazardous material incident occurs or if the Provider has a concern that an incident may occur involving hazardous materials, the Provider must notify the relevant authorities as required by the law and report the hazard or incident to the AHO as soon as it's reasonably practicable.

(e) Providers must document their processes and policies for the management of hazardous materials in their Asset Management & Maintenance Plan and include any hazardous material management activities they are currently undertaking.

2.10 Essential Items Replacement

(a) When an existing property is transferred to the Provider and where within the first 90 days of the Commencing Date of the relevant Agreement (Transition Period) the Provider identifies any of the essential items listed in Appendix C that require full replacement, or any of the *'urgent repairs'* listed in the Residential Tenancies Act 2010, subject to complying with the conditions of Appendix C, the Provider can submit a claim for the reimbursement of the cost incurred to carry out the replacements.

Note: Section 2.10 of the AMF and Appendix C is not referring to new properties where a defects liability period applies.

2.11 Work Health & Safety (WHS)

(a) When Providers are managing or undertaking construction and maintenance works on the AHO's assets, they must comply with the Work Health & Safety Act 2011, the Work Health and Safety Regulation 2017 and approved WHS Codes of Practice as a PCBU (person conducting a business or undertaking). This is in order protect the health, safety, and welfare of all workers, and the health and safety of people who may be affected by work conducted or managed by the Provider.

(b) If the Provider is required to report an incident as required by the law, such as a '*notifiable incident*' as legislated in the Work Health & Safety Act 2011, the Provider must notify the relevant authorities immediately, and report the incident to the AHO within 24 hours of the incident occurring through the AHO AMF mailbox at amf@aho.nsw.gov.au.

As soon as it's reasonably practicable, the Provider is to submit further details of the incident to the AHO, with a description of the incident including any knowledge of the causes of the incident.

2.12 Fire Incident Management

(a) If a fire incident occurs, as a first priority, the Provider must report the incident to the emergency services and ensure that the tenants and all personnel within the vicinity of the incident are safe.

(b) If the result of the fire incident determines that the tenants are not able to move back into the property, the Provider is responsible to work with the relevant entities, and ensure that the site has been made safe and secure by using suitably qualified and licensed entities or tradespeople, which may include but is not limited to:

(i) using PVA (Polyvinyl Acetate) for hazardous materials (as a temporary measure).

(ii) covering and boarding up the openings of the property to protect against the weather and entry by unauthorised personnel.

(iii) secure the property with barricades and fence off the perimeter to include warning signs.

(iv) have the structural damage assessed, as roofs and floors may be weakened.

(v) if it's reasonably practicable, discard appropriately, food, drink and medicines exposed to heat, smoke or soot.

(c) The Provider must notify the AHO within 24 hours of the fire incident occurring through the AHO's Fire Alert mailbox at Fire.Alert@aho.nsw.gov.au.

(d) As soon as it's reasonably practicable, the Provider is to submit further details of the incident to the AHO and include photographs, the Fire & Rescue handover forms, the Police report (if there is one), a description of the damage to the property including any knowledge of the causes of the incident.

(e) The AHO will respond to the Provider whether their insurer is required to assess and rectify the damage to the property or if the AHO will engage their insurer to assess and take over the rebuilding of the property.

(f) If the Provider is required to engage their insurer to lodge a claim and repair the damage to the property, the Provider will proceed to work with their insurer until the property is repaired and notify the AHO once the works are completed.

3 Reporting and Compliance

3.1 Annual Asset Assessments

(a) As part of managing long term asset management and maintenance planning, it is required that the Provider undertakes all necessary maintenance to ensure the structural integrity of the AHO's assets, that they are 'well maintained'.

(b) The information documented by the Provider should be used in the development of their Asset Management & Maintenance Plan for each AHO asset.

3.1.2 Asset Condition Assessments (ACA)

(a) The Provider is required to complete an **Asset Condition Assessment** (ACA) on each of the AHO's properties annually and report the results to the AHO.

(b) The ACA as configured within the AHO's ACA Web based or Mobile App is the minimum standard of a property assessment required by the AHO. The Provider can use the AHO's ACA web based or mobile app, or alternatively use an equivalent program that will capture the minimum data required by the AHO and submit the data to the AHO in a digital format.

(c) The ACA captures the condition, defects and characteristics of the building's components. The data collected by the ACA will determine the outcomes of the benchmark standards of the Asset Performance Standards (APS).

3.1.3 Annual Compliance Report (ACR)

(a) As part of managing long term asset management and maintenance planning, it is required that the Provider undertakes all necessary maintenance to ensure the structural integrity of the AHO's assets.

(b) The Provider is required to conduct an **Annual Compliance Report** (ACR) and submit a written statement of compliance to the AHO for the following assets (if the assets are located on the properties they manage) according to their technical specifications and legislated requirements. The Provider will engage suitably qualified and licensed entities or tradespeople, where required, to assess and confirm that the assets are compliant, fully operational, and not faulty.

The assets of the ACR include:

(i) smoke alarms

(ii) residual current devices (RCDs)

(iii) window safety devices

(iv) swimming pool or spa pool

(v) thermostatic mixing valves (TMVs)

(vi) backflow prevention devices

(vii) domestic oil or solid fuel heating appliances

(viii) Annual Fire Safety Statement, for each Essential Fire Safety Measure installed in the building as per the Environmental Planning and Assessment Regulation 2021 (NSW).

3.2 Asset Management Review (AMR)

(a) The AHO will conduct an annual Asset Management Review (AMR) process to assess the asset management practices of the Providers who manage AHO owned properties.

(b) The AMR allows for the establishment of ongoing and clear communication channels between the Provider and the AHO, to provide feedback and engage in a process of continuous improvement.

(c) The AMR is a safeguard against ongoing asset related compliance challenges that can create significant issues for our tenants and the AHO's assets. Issues can be identified and rectified earlier through the AMR process, and it will assist the Provider to maintain the AHO's assets to the required standard.

(d) The AMR will feed back quality data to the AHO and provide a gap analysis of the current performance of the Provider in relation to asset management.

(e) Once the AMR has been conducted, the AHO will respond with their recommendations and provide guidance and direction to the Provider, offering the opportunity to improve and streamline their processes and procedures.

(f) Overall, the AMR will allow for best practice between the Provider and the AHO.

3.2.2 The Agreement

(a) It is intended that the AMR will support and uphold compliance with the Provider's contractual agreement with the AHO.

(b) Under the Agreement, the Provider has agreed to comply with their legal obligations, and not limited to, reporting of asset, planned and responsive maintenance, repair data, budgeting, and forecasts.

3.3 Asset Management & Maintenance Plan Requirements

(a) As part of the AHO's AMR, Providers are required to submit an Asset Management & Maintenance Plan based on their Tier, as classified by The National Regulatory System for Community Housing (NRSCH). The AHO requires the Provider to complete their Asset Management & Maintenance Plan by the end of the first quarter of every financial year:

  (i) Tier 1 and Tier 2 Providers are required to submit an Annual and a 10 Year Asset Management & Maintenance Plan to the AHO annually.

  (ii) Tier 3 Providers with 100 and over managed properties, are required to submit an Annual Asset Management & Maintenance Plan to the AHO annually.

  (iii) Tier 3 Providers with under 100 managed properties are required to submit a 2 Year Asset Management & Maintenance Plan to the AHO every two years.

(b) The data within the Asset Management & Maintenance Plan submitted to the AHO will be a forecast based on the financial calendar year. The AHO may also request the actual data from the previous financial year.

Appendix A. Asset Performance Standards

1. Introduction

The Asset Performance Standards (**APS**) is for Existing Dwellings and establishes the asset standard that the performance of existing properties is measured against.

Concurrent with this strategic direction is the statutory need to ensure that all of the AHO's properties are safe, clean and habitable, in accordance with the *Residential Tenancies Act 2010* (NSW).

The APS applies to existing assets, but it can also be used to integrate new assets into the asset base. The APS should be used as a tool to assess and deliver maintenance.

The Provider acknowledges and agrees that it is required to deliver the services on a performance basis so as to ensure the outcomes sought by the AHO and that services are delivered in accordance with the requirements of the Agreement and the APS.

2. Why do we have Standards?

The Asset Performance Standards allows the AHO to measure and establish the annual requirement for maintenance. One way that asset performance is regularly measured is by using the Asset Condition Assessment (**ACA**) calibrated against the standards contained in this reference document.

Standards are essential in order to:

- Establish certainty and consistency about service and product
- Be able to measure the performance of properties and buildings
- Allocate resources strategically prioritising and targeting the greatest need and greatest potential for improvement
- Measure and monitor Maintenance Program Works
- Assess the effectiveness of interventions

The Asset Standard Assessment Criteria explains how the performance of properties and buildings are assessed in order to prioritise maintenance.

3. Asset Standard Assessment Criteria

The Asset Standard Assessment Criteria is designed to help identify and assess if the components of a building or a property are in a reasonable condition, and if intervention is required either through Replacement, Responsive or Planned Maintenance works.

To establish a consistent approach to maintenance, three dimensions are considered: 'Failure', 'Condition' and 'Criticality'.

3.1 Failure

It is important to understand what the failure is, to be able to assess condition and criticality. Condition and criticality are the main drivers of maintenance prioritisation. Component based repairs must be undertaken to rectify component failures.

A component that is not functioning correctly is deemed to have failed. It can fail in respect of one or more of the parameters set out in the table below.

Failure	Description
Function	A function failure is when a component and its subcomponent are unable or not performing as designed. A component must be complete, secure and have no missing subcomponents.
Safety	Safety determines the priority for repairing a functional failure. Safety failures are categorised from low to high using criticality indicators. As Safety Failures have the potential to cause injury a high category safety failure must be repaired within a shorter timeframe than a lower category safety failure.
Appearance	Appearance failures have no impact on the function of a component. They may include discolouration to the finish or superficial damage and have a discretionary repair response time.

3.2 Condition Rating

A condition rating is used to indicate where a component lies within its lifecycle by using a rating of 1 to 5 (where 1 indicates Very Poor and 5 indicates Excellent), which allows for strategic planning of the maintenance program. A condition rating of 1 indicates the priority for replacement.

The replacement of major items can be prioritised to support the determination of future funding and maintenance program requirements.

The components for which the condition is assessed are:

- Bathroom overall
- Doors
- External paint
- Fences
- Floor finishes
- Internal paint
- Kitchen overall
- Roof
- Windows

Table 1: Condition Scoring (Asset Condition Assessment - ACA)

EXCELLENT	GOOD	FAIR	POOR	VERY POOR
5	4	3	2	1
AS NEW	WELL MAINTAINED	MAINTAINED / FUNCTIONAL	REQUIRING REPAIR	REQUIRING REPLACEMENT

4. Maintained Benchmark Standards

The **Maintained Benchmark Standards** can be determined by the condition (Safety, Function and Appearance) and component defects data to measure the asset portfolio at the time of the assessment (**ACA**).

The AHO's ACA facilitates the estimation of "Maintained Benchmark" Standards for each dwelling. The Benchmark Standards allow the AHO to identify and target the dwellings not meeting the Maintained Standards for planned and responsive maintenance work.

The Maintained Benchmarks are based on the number of "Major" and "Minor" faults (as set out in table 2 below) and required maintenance. All assessed dwellings are categorised as "Well Maintained," "Maintained" and "Below Maintained Standards."

"Well Maintained" dwellings comply with the Residential Tenancies Act 2010, with no major safety or major functional faults, and no more than 1 minor safety fault, and the total amount calculated to rectify identified safety faults does not exceed $3300 for a cottage / townhouse / villa, and $2,100 for a unit.

"Maintained" dwellings represent a standard to comply with the Residential Tenancies Act 2010 of safe, clean, and habitable. A dwelling with no major safety faults, no more than 2 major functional faults and no more than 3 minor safety faults, and the total amount calculated to rectify identified safety and functional faults does not exceed $6,600 for a cottage / townhouse / villa, and $4,200 for a unit.

"Below Maintained Standards" (**BMS**) are dwellings that comply with the Residential Tenancies Act 2010, however, do not fall within the definition of the "Maintained" benchmark category. A Below Maintained property has more than 1 major safety fault, more than 3 minor safety faults, and more than 2 major functional faults, and the total amount calculated to rectify the faults exceeds $6,600 for a cottage/ townhouse/ villa and $4,200 for a unit.

Table 2 - The number of defects and the maintenance expenditure under the Maintained Benchmark Standards

		Below Maintained Standards (BMS)	Maintained	Well Maintained
Safety faults	**Major**	>=1	0	0
	Minor	>3	<=3	<=1
Functional Faults	**Major**	>2	<=2	0
Costs of Repairs	***(adjusted yearly with CPI)***	>$6,600 for a cottage/ townhouse/ villa >$4,200 for a unit	<=$6,600 for a cottage/ townhouse/ villa <=$4,200 for a unit	<=$3,300 for a cottage/ townhouse/ villa <=$2,100 for a unit

Note: *The estimated amounts in the 'cost of repairs' are not inclusive of GST or labour costs.*

5. Average Condition Score (ACS)

The Average Condition Score (**ACS**) is the average condition of an individual property and it can be used to compare the overall condition of properties across regions and Providers. The ACS can show the overall condition of a group of properties compared to another group of properties in different locations or properties managed by the Providers.

Note: *Refer to the Provider Performance Framework (PFF) for Key Performance Indicator targets.*

Appendix B. Criticality Repairs Matrix (CRM)

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
APPLIANCES - Air conditioners - Hot Water Services - Range Hoods - Room Heaters - Stoves/Ovens				**HWS** No hot water. Complete replacement within timeframe. **STOVE** Whole not working. Complete replacement within timeframe.	**CLOTHES DRYER & WASHING MACHINE)** Not working. **HEATING SYSTEM IN COLD CLIMATE REGIONS** Not working or malfunctioning.	**ROOM HEATING/AIR CONDITIONING** - Not working or malfunctioning. - Loose from wall and in risk of falling. **HWS** Unable to regulate water temperature. **STOVE** Part not working. **RANGE HOOD** Malfunction.

DOORS	**AUTOMATIC DOOR (inc. BOOM & TROLLEY) INTO COMMON AREA & GARAGE PARKING (SECURITY RISK)** Faulty &/or malfunctioning. Only 1 entry/exit point available. For complete replacement Make Safe and replace. **AUTOMATIC DOOR HOLD OPEN/ELECTRIC STRIKE DEVICES** Faulty Mechanism	**DOOR - EXTERNAL (SIGNIFICANT SECURITY RISK)** For significant security threat to occupants or Property, including Tenant's AVO requests and/or reported Domestic Violence - Repair to make front/rear door secure (including damage by emergency services).		**AUTOMATIC DOOR (inc. BOOM & TROLLEY) INTO COMMON AREA & GARAGE PARKING (SECURITY RISK)** Faulty &/or malfunctioning. Only 1 entry/exit point available. For complete replacement Make Safe and replace.	**DOOR OPERATION - INTERNAL inc. GLAZE DOOR & GARBAGE BAY DOOR** Won't open. **INTERCOM SYSTEM (SYSTEM RISK) (REP INTSYS)** Faulty &/or malfunctioning. For complete system replacement Make Safe and replace. **(PLANT ROOM & ELECTRICAL CUPBOARD DOORS** Broken damaged doors. Repair &/or Make Safe. (Fire door replacement is required within Priority 20 Days timeframe). **GARAGE DOOR** Cannot be locked or unlocked	**DOOR - BATHROOM & TOILET** Does not close. **SCREEN DOOR** Minor repair, i.e., handles, ease and adjust. **FIRE DOOR** Faulty, damaged, including missing or faulty closer. **DOOR - EXTERNAL** Locking difficulties. Full replacement after making safe. **DOOR - INTERNAL** Full Replacement, handles, hinges & locking difficulties. **GARAGE DOOR** Cannot be locked or unlocked - no direct access from garage to Property. If vehicle is locked inside, escalate to Priority 48 HR timeframe.
EXHAUST FAN & IXL TASTIC						**EXHAUST FAN – BATHROOM, WATER CLOSET & KITCHEN** Not working.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
						IXL TASTIC Not working.
FENCE All Types Corner & intermediate post, rails, part fence, gate hinges & catch, gate leaf, palings horizontal & vertical Refer to GROUNDS for GRAFFITI				**ELECTRONIC GATE** Damaged & malfunctioning.	**FENCE COMPONENT OR COMPLETE FENCE & GATE (SECURITY RISK)** Potential safety risk to public and/or Tenants - i.e., children in danger if yard backs onto major highway, public walkway, dogs entering Property. Make Safe.	
FENCE - POOL All types Corner & intermediate post, rails, part fence, gate hinges & catch, gate leaf, palings horizontal & vertical					**FENCE REPAIR** Missing, loose, broken, rotted or sharp with safety risk.	

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
FIRE & FIRE SAFETY SYSTEMS Interconnection, heat alarm, smoke alarm, strobe, carbon monoxide sensor, hydrants, fire hose reels and sprinklers	**CARBON MONOXIDE DETECTION SYSTEM** Not Functioning. **FIRE SAFETY SYSTEMS** Faulty fire & smoke detection, sprinklers have gone down, or communication has stopped with the monitoring centre.	**FIRES** Reported fire damage in dwelling - MAJOR INCIDENT. Make Safe, including Make Safe after emergency services handover.		**SMOKE ALARM** Not Functioning.		**FIRE DETECTION** Loose or damaged but still functioning.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
FIXTURE & FITTING General Build In, cabinet, wardrobe, wall & floor units, pantry unit, service cover/cages Wet Area Hook, mirror, shaving cabinet, soap holder, toilet roll holder, rails, toilet seat / pan, taps, spout, bathtub, basin, vanity, shower screens / rose, shower base, laundry tub.			**FIXTURE & FITTING** Toilet pan, unusable.		**FIXTURE & FITTING** Broken, sharp edges, e.g., broken soap holder, toilet pan, basin, rail, mirror. **TAPS/ SPOUT/ SHOWER ROSE** Missing / not able to be used.	**BATH, SHOWER BASE, VANITY & LAUNDRY TUB** Broken or damaged, requiring replacement. Make Safe. **SHOWER SCREEN** Unable to access. If only one wash point, escalate to Priority 48 HR timeframe. **WALL MOUNTED - WALL UNITS, SHAVING CABINET & MIRROR** Safety issue. **TOILET SEAT & PAPER HOLDER** Broken or damaged, requires repairing or replacement.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
FLOOR Inc. External Hard Surfaces Finishes - All types Substrate - All types			**CARPET FLOOR FINISH** Affected by sewerage or major water leakage.		**FLOOR FINISH - HARD SURFACES** Affected by sewerage or major water leakage. **STRUCTURAL RISK** Missing, faulty or damaged structural members, e.g., substantial holes in floor sheeting, rotten floor joists etc. Make Safe.	**TILE** Broken tile with sharp edges. **TRIP HAZARD** In traffic area - safety issue. **WATERPROOFING** Waterproofing to wet areas (floor and wall) broken, damaged. Make Safe.
GAS DISTRIBUTION	**GAS LEAK - APPLIANCES** Unable to isolate. For complete system replacement Make Safe.	**GAS LEAK** Unable to isolate. For complete system replacement Make Safe.			**GAS LEAK** Able to isolate. For complete system replacement. Make Safe.	

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
GROUNDS Garden furniture, bollards, BBQ, letter boxes (incl. banked), pergola, clothes lines, retaining wall, rainwater tanks (all types), trees, storm water drain, playground equipment					**DRAINAGE GRATE** Missing. **TREE** Fallen tree/s causing damage or blocking direct access to Property. **STORM WATER & GARBAGE BAY DRAIN** Blocked or overflowing. For complete replacement. Make Safe.	**CLOTHESLINE** Leaning or falling. **LETTER BOX** Missing letterboxes. **LETTER BOX LOCK** Malfunction. **RETAINING WALL** Leaning, unstable brickwork / concrete. Make Safe. **GRAFFITI** Offensive. **TREE** Fallen tree/s blocking direct access to garage or common area driveway **RAINWATER TANKS, BOLLARDS, BBQ, PERGOLA, PLAY EQUIPMENT AND GARDEN FURNITURE** Damage or broken causing safety risk.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
HAZARDOUS MATERIALS Asbestos, Lead paint, Chemicals					**HAZARDOUS MATERIALS** Make Safe. Removal and / or replacement.	
PEST CONTROL Lice, Bed Bugs, Termites Note: Advise tenant to not disturb Termite activity until appropriate works have been completed						**LICE / BED BUG** Provide Activity Report. **TERMITES** Provide Activity Report. Organise Engineer's Report if required.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
PLUMBING / DRAINAGE Toilet cistern, basin & vanity, drainage, sewer, shower, water service, laundry tubs	**MAJOR WATER LEAKS** Including Fire Hose Reels, Reticulated Hot Water System and burst water pipes. **WATER SUPPLY** Loss of water supply to whole of Complex or Building.	**MAJOR WATER LEAKS** Cannot isolate **SEWER BLOCKED & OVERFLOWING - INTERNAL** Blockages or chokes overflowing into Property / internal common areas of Buildings (including toilets).		**MAJOR WATER LEAKS ABLE TO ISOLATE** **SEWER BLCOKED & OVERFLOWING - EXTERNAL** Blockages or chokes overflowing into external common areas in Complexes. (Including toilets). **SEWER BLOCKED** Blockages or chokes into dwelling / internal common areas of Buildings (including toilets). **WATER LEAKS IN PROXIMITY TO ELECTRICAL** Repair water leaks in proximity to electrical wiring etc. **WATER SUPPLY** Loss of water supply that can be isolated.	**BLOCKED** Sink, shower, basin & laundry. **CISTERN - SINGLE** Faulty cistern &/or will not flush if only one toilet available in Property. **SEWER BLOCKED & OVERFLOWING - EXTERNAL OF INDIVIDUAL PROPERTY** Blockages or chokes overflowing into external of Property. (Including toilets).	**CISTERN - MULTI TOILETS** Faulty cistern &/or will not flush. **MINOR WATER LEAKS** **BLOCKED - SLOW DRAINING INCLUDING FLOORWASTE** Sink, shower, basin, laundry, floor waste, slow to drain.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
POWER & LIGHTS All Property types including common areas and Grounds, MATV Systems & Ceiling Fans, Emergency Lighting	**POWER & LIGHTS** - All power not working including provision of temporary power supply to complex until mains power is restored. - All lights not working in corridors and fire stairs.	**ELECTRICAL FAULT** - Faulty electrical wiring unable to isolate. - Unsecured electrical services (potential risk for physical contact).		**LIGHT CIRCUIT - PROPERTY, COMMON AREA STAIRWELL IN BUILDING & GROUNDS** All light circuit not working. **POWER CIRCUIT** All power not working.	**ELECTRICAL FAULT** - Faulty electrical wiring able to isolate. **LIGHT CIRCUIT - PROPERTY, COMMON AREA STAIRWELL IN BUILDING & GROUNDS** All light circuit not working. **POWER CIRCUIT - PROPERTY** Any power circuit not working.	**LIGHT - SENSOR** Not working, batten broken. **CEILING FAN** Ceiling fan not working **SINGLE LIGHT, LIGHT SWITCH, POWER POINT, PHONE &/OR TV OUTLET** Not working or face plate broken. **TV – MASTER ANTENNA** Faulty or malfunctioning.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
ROOF All types - includes structure, skylights, gutters (all types), chimneys, downpipes, fascia, barge board, soffit, vents, antenna, roof mounted HWS, solar panels				**GUTTER (All Types)** Leaks leading to major damage. **ROOF & SKYLIGHT** Major Leak into Property. **ROOF STRUCTURE** Damage to structure. Assess, Make Safe, and organise Engineer's Report.		**GUTTER (All Types)** Leaks over entry door. **ROOF** Minor roof leak. **ROOF COMPONENTS** Unsecured.
STAIRS, RAMP, BALUSTRADE, HANDRAIL & GRAB RAIL All types				**BALUSTRADE, HANDRAIL** Missing. Make Safe. **GRAB RAIL** Loose or fallen off.		**BALUSTRADE, HANDRAIL GRAB RAIL** Loose. **STAIRS & RAMP** Slippery floor finish.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
WALL - EXTERNAL Finishes - all types Moulding, rendering, cladding Substrate - all types Mansory, concrete panels, timber, metal, wall sheeting/board Refer to GROUNDS for GRAFFITI			**UNSTABLE WALL STRUCTURE** Assess, Make Safe.		**WALL FINISHES - EXCL. PAINT** Unstable.	
WALL & CEILING - INTERNAL Finishes - all types Cornice / cover strip Rendering, wallpaper, wall tiles, decorative panels, intumescent paint Substrate - all types Wall sheet / board masonry, concrete panels, timber, metal, wall sheeting vent, fire rated board				**CEILING - REPAIR CEILING** Ceiling sagging and in danger of collapsing. Make Safe.		**TILE** Broken tile with sharp edges **WALL & CEILING SHEET** Damaged & in proximity to electrical wiring.

CRITICALITY INDICATOR	RESPONSIVE MAINTENANCE					
TIMEFRAME	**Urgent 2 Hrs**	**Urgent 4 Hrs**	**Urgent 8 Hrs**	**24 Hrs**	**48 Hrs**	**Response within 20 Days**
COMPONENTS						
WINDOWS & GLAZING All types				**GLAZING AS PART OF ENTRY DOOR OR PANEL i.e., SIDE LIGHT (SECURITY RISK)** Broken with exposed edges. **WINDOWS (SECURITY RISK)** Glazing smashed. Make Safe and replace glazing. Safety Glazing smashed. Make Safe and complete works within Priority 24 HR timeframe. Cannot shut window.	**GLAZING AS PART OF ENTRY DOOR OR PANEL i.e., SIDE LIGHT (NO SECURITY RISK)** Broken with exposed edges. **WINDOWS** Lock or latch will not lock. **WINDOWS (NO SECURITY RISK)** - Glazing smashed. - Safety Glazing smashed. - Cannot shut window.	

Appendix C. Essential Items Replacement

a. Where, within the first 90 days of the Commencing Date of the relevant Agreement (Transition Period) when an existing property is transferred to the Provider, the Provider identifies any of the following essential items listed that require full replacement:

   (i) air conditioners

   (ii) cisterns and toilet suites

   (iii) cooktops

   (iv) door locks

   (v) electrical fittings such as GPOs, batten holders and switches

   (vi) hot water systems

   (vii) ovens

   (viii) rangehoods

   (ix) residual current devices (RCDs)

   (x) fixed room heaters

   (xi) smoke alarms

   (xii) solar PVs

   (xiii) stoves

   (xiv) thermostatic mixing valves (TMVs)

   (xv) water supply taps and spouts

   (xvi) window safety devices

   subject to complying with the requirements of section (c) below, the Provider may submit a claim for full reimbursement of the actual costs incurred to carry out the replacement (Replacement Costs).

b. Where, within the Transition Period, the property is not compliant with the Residential Tenancies Act 2010 Division 5 – Repairs to Premises, Section 62 – Definitions, for '*urgent repairs*', the Provider may proceed to rectify the '*urgent repairs*', and then submit the invoice to the AHO for reimbursement in accordance with the requirements of section (c) below.

c. The Provider must, as a condition to claim the replacement or repair costs, outline in writing using the Essential Items Replacement form (either a soft copy or through the Provider Portal [Ngamuru]), and include:

   (i) the condition and cause of the defect or breakdown (if known).

   (ii) a description of the essential item(s) and its replacement.

   (iii) a description of the '*urgent repairs* and the necessary rectification works.

   (iv) a breakdown of the costs to carry out the replacement or repairs. The costs are to be detailed in the invoices from suitably qualified and licensed entities or tradespeople engaged by the Provider to carry out the replacements or repairs.

   (v) photographs to include the current condition of the identified items or required repairs, and at the completion of the replaced items or repairs, including plans and other relevant material.

d. If the Provider is using the soft copy of the Essential Items Replacement form, it can be submitted to the AHO at PMTMaintenance@aho.nsw.gov.au.

E: amf@aho.nsw.gov.au
W: www.aho.nsw.gov.au

Office hours:
Monday to Friday
9:00am to 5:00pm