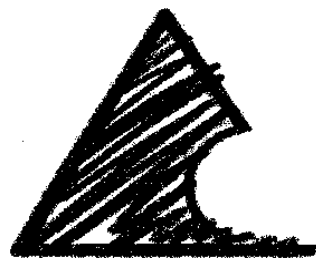


ASSET MANAGEMENT GUIDE



A R C H

Acknowledgements

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Introduction

Co-operative housing is an exciting housing alternative. This Manual encourages you to make the most of the alternative by providing guidance on policies and procedures which allow members to get the best possible benefits from their housing.

It has four parts:

Part 1: Asset Management. This explains the concept of asset management and why it is important.

Part 2: Asset Maintenance. This describes how maintenance should be managed by housing providers. Practical suggestions are given regarding maintenance policies and procedures for some of the more important aspects of maintenance.

Part 3: Asset Procurement and Development. Guidelines are presented for acquiring houses, with comments on what to look for in a house and model policies and procedures covering procurement and development.

Part 4: Glossary of Key Terms. If you have wondered what those obscure building and planning terms actually mean, this Section gives an explanation in plain English.

The Manual's purpose is to assist Cooperative housing providers to manage all aspects of the life-cycle of their houses so that the houses meet tenant needs, remain safe and in good condition, and retain their value.

External requirements

The Manual provides advice on “best practice” for managing housing stock, that is, practices that have been shown through experience to lead to effective outcomes for your houses. The aim is to help you to develop policies and procedures that best suit your own circumstances, and the resulting policies and procedures may differ from Cooperative to Cooperative. Some of the advice in the Manual, however, relates to requirements laid down by external authorities that are not negotiable, and must be complied with by all housing providers. These include:

Acts and regulations: Acts and regulations control many aspects of what you can and cannot do as a housing provider. For example the Residential Tenancies Act governs your relationships with tenants and requires you to keep your houses safe and in good repair.

Building Codes: Codes such as the Building Code of Australia set standards for building work that must be observed, whether new construction or repairs.

NSW Government policies: The NSW Government has a range of policies that affect the building industry, which includes the construction and maintenance of housing. Examples are the Government Guidelines on tendering for work and purchase of building services.

Details are given in the Manual when relevant topics arise. When in doubt regarding the requirements of Acts and building standards, you should seek expert help. These requirements must be observed!

The Office of Community Housing

The Office is responsible for overseeing the community housing sector, including Co-operative housing.

It has a particular interest in ensuring the sector's assets are properly managed and it expects housing providers to prepare a maintenance plan for their houses each year. The steps in preparing a maintenance plan that will satisfy the Office's requirements are explained in this Manual.

For issues concerning the policies and procedures of the Office, you can contact the OCH Regional Team Leader at:

Region	tele	fax
Metropolitan	8753 8000	8753 8888
Hunter	4926 0616	4926 1529
South Eastern	4224 5778	4224 5797
Western	6361 1823	6361 1832
Northern	6650 1399	6650 1395

The National Community Housing Standards (NCHS)

National standards for community housing have been developed to define the level of performance expected from housing providers and provide a framework for Co-operatives, ARCH and funding bodies such as the Office of Community Housing to:

- have a common understanding of best practice;
- work towards quality improvement;
- make judgements about performance against standards; and

- assess outcomes and quality of services.

The standards that are relevant to asset management are set out at the beginning of each Section in Parts 2 (Asset Maintenance) and 3 (Asset Procurement), so you can judge where you stand relative to the nationally accepted benchmark.

Some frequently used acronyms

What Manual would be complete without acronyms! Here are some that you are likely to encounter:

ARCH	Association to Resource Co-operative Housing
AMG	(ARCH) Asset Management Guide
ARM	ARCH Resource Manual
BCA	Building Code of Australia
CCH	Churches Community Housing
CHAB	Community Housing Advisory Board
DFT	NSW Department of Fair Trading
DoH	NSW Department of Housing
NSWFHA	NSW Federation of Housing Associations
NCHS	National Community Housing Standards
OCH	Office of Community Housing
OHS	Occupational Health and Safety
RTA	Residential Tenancies Act
RTT	Residential Tenancies Tribunal
Resitech	Residential Technologies Australia (an arm of DoH)

If you need help

For advice or help on any matters covered in the Manual, you can contact the ARCH Education and Resource Unit on tele 02 9361 6834 or fax 02 9361 6395.

For technical matters, ARCH has a qualified Architect on staff. Other options include the OCH Asset and Development Services Team on tele 8753 8000 or fax 8753 8888, or a local architect or builder.



Good luck. Remember, if in doubt, don't guess - ask for assistance. We are here to help you!