## Table of Contents

1.0 Document Control .................................................................................................................... 6  
1.1 Document Information ........................................................................................................... 6  
1.2 Document Review .................................................................................................................. 6  
1.3 Document History .................................................................................................................. 6  
1.4 Document Approvals ............................................................................................................. 6  
2.0 Acronyms ................................................................................................................................ 7  
3.0 Definitions .................................................................................................................................. 7  
4.0 Introduction .............................................................................................................................. 10  
  4.1 Purpose and Scope .................................................................................................................. 10  
  4.2 Aims and Objectives .............................................................................................................. 11  
  4.3 Obligations ............................................................................................................................ 11  
  4.4 Key Responsibilities .............................................................................................................. 11  
  4.5 Using this Manual .................................................................................................................. 12  
  4.6 When is an Item Replaced or Repaired? .............................................................................. 12  
  4.7 Residential Tenancies Act (RTA) ....................................................................................... 13  
  4.8 Non-Standard Fixture (NSF) ............................................................................................... 13  
    4.8.1 NSFs to be Retained ...................................................................................................... 13  
    4.8.2 NSFs to be Disconnected or Removed .......................................................................... 14  
  4.9 Asbestos Containing Materials ............................................................................................. 15  
    4.9.1 Asbestos Registers ........................................................................................................ 15  
  4.10 Safety Checks Required ........................................................................................................ 16  
    4.10.1 Electrical Check ........................................................................................................... 16  
    4.10.2 Gas Fixtures and Appliances Check ........................................................................... 17  
    4.10.3 Visual Safety Check .................................................................................................... 18  
  4.11 Reasonable Cleanness ........................................................................................................... 18  
  4.12 Graffiti Management .......................................................................................................... 19  
5.0 Standards and Guidelines Applicable to Building Elements (Alphabetical) ......................... 19  
  5.1 Air Conditioners ................................................................................................................... 19  
  5.2 Appliances – General ............................................................................................................ 20  
  5.3 Basins & Sinks ....................................................................................................................... 20  
  5.4 Baths .................................................................................................................................... 21  
  5.5 Bathroom Accessories ......................................................................................................... 22
5.6 Car Parking Spaces ........................................................................................................... 23
5.7 Carpentry Work ............................................................................................................... 24
5.8 Carports .......................................................................................................................... 24
5.9 Ceilings ............................................................................................................................ 24
5.10 Clotheslines .................................................................................................................... 25
5.11 Doorways – Internal and External – General ................................................................. 26
  5.11.1 External Doors ......................................................................................................... 27
5.12 Drainage ......................................................................................................................... 28
  5.12.1 Sanitary Plumbing ..................................................................................................... 28
  5.12.2 Sewage Treatment ................................................................................................... 28
5.13 Driveways ....................................................................................................................... 28
5.14 Earth Stakes .................................................................................................................... 29
5.15 Eaves ............................................................................................................................. 30
5.16 Electrics .......................................................................................................................... 30
5.17 Exhaust Fans .................................................................................................................. 31
5.18 Fencing ............................................................................................................................ 31
  5.18.1 Dividing Fences Act 1961 ...................................................................................... 32
  5.18.2 Fencing Containing Asbestos .................................................................................. 33
  5.18.3 Recognition of Asbestos Fences ............................................................................. 34
  5.18.4 Repair and Replacement of Asbestos Fences ......................................................... 37
5.19 Fire Safety & Fire Protection Equipment .................................................................... 38
  5.19.1 Smoke Alarms ......................................................................................................... 39
  5.19.2 Location of Smoke Alarms ....................................................................................... 42
  5.19.3 Fire Escapes .......................................................................................................... 44
  5.19.4 Emergency Lighting and Exit Signs ....................................................................... 44
5.20 Fixture Joints .................................................................................................................. 44
5.21 Floor Coverings ............................................................................................................. 44
  5.21.1 General – All Floor Types ...................................................................................... 44
  5.21.2 Replacement of Floor Coverings ........................................................................... 45
5.22 Flywire – Doors / Windows ............................................................................................ 47
5.23 Garages ........................................................................................................................... 47
5.24 Gardens, Trees & Shrubs ............................................................................................... 48
5.25 Gas Bottle Restraining Devices .................................................................................... 49
5.26 Gates ............................................................................................................................... 50
5.47  Roof Plumbing .............................................................................................................. 69
  5.47.1  Roof Plumbing ........................................................................................................ 69
  5.47.2  Gutters and Downpipes .......................................................................................... 69
5.48  Roofs .......................................................................................................................... 70
5.49  Rubbish Removal ......................................................................................................... 70
5.50  Security ......................................................................................................................... 71
  5.50.1  Security Items Prescribed Under RTA Regulations ................................................ 71
  5.50.2  Cylinders, Locks and Keys – Replacement .............................................................. 72
5.51  Screen Doors (Barrier) ............................................................................................... 73
5.52  Security Window Grilles ............................................................................................. 74
5.53  Showers ....................................................................................................................... 74
5.54  Smoke Alarms .............................................................................................................. 75
5.55  Stairs & Steps ................................................................................................................. 75
5.56  Stoves (General) ......................................................................................................... 75
  5.56.1  Anti-Tilt Brackets and Restraining Chains .............................................................. 76
5.57  Structural ....................................................................................................................... 78
  5.57.1  Walls ....................................................................................................................... 78
5.58  Toilets ............................................................................................................................ 79
5.59  Vanity Cabinets ............................................................................................................. 79
5.60  Windows ......................................................................................................................... 80
  5.60.1  General .................................................................................................................... 80
  5.60.2  Glass ......................................................................................................................... 80
  5.60.3  Window Flyscreens ................................................................................................. 80
  5.60.4  Window Treatments ............................................................................................... 81
5.61  Window Locks ................................................................................................................. 81

APPENDIX 1: PROPERTY HAND-OVER/HAND-BACK PROCESS........................................... 82
1.0 Document Control

1.1 Document Information

<table>
<thead>
<tr>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document ID</td>
</tr>
<tr>
<td>File ID: 201/30125</td>
</tr>
<tr>
<td>Document Owner</td>
</tr>
<tr>
<td>Property &amp; Contract Admin.</td>
</tr>
<tr>
<td>Issue Date</td>
</tr>
<tr>
<td>13/5/2015</td>
</tr>
<tr>
<td>File Name</td>
</tr>
<tr>
<td>Community Housing Asset Condition Standards Manual</td>
</tr>
</tbody>
</table>

1.2 Document Review

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Name</th>
<th>Department</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Officer</td>
<td>Bob Chown</td>
<td>Property &amp; Contract Administration</td>
<td>16/3/15</td>
</tr>
</tbody>
</table>

1.3 Document History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Changed Section(s)</th>
<th>Reason</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>28/8/13</td>
<td></td>
<td>First consultation draft distributed to CHA CHOs for comment on 25/10/13.</td>
<td>Bob Chown</td>
</tr>
<tr>
<td>0.2</td>
<td>17/9/14</td>
<td>All</td>
<td>Second and final consultation draft distributed to CHA CHOs for comment on 24/9/14.</td>
<td>Bob Chown</td>
</tr>
<tr>
<td>1.0</td>
<td>13/5/15</td>
<td>All</td>
<td>Written comments from CHA CHOs and Strategy &amp; Policy incorporated. First issue, approved on 13/5/2015 by A/ Director Housing Programs</td>
<td>Bob Chown</td>
</tr>
</tbody>
</table>

1.4 Document Approvals

<table>
<thead>
<tr>
<th>Version</th>
<th>Job Title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2</td>
<td>Manager Property &amp; Contracts</td>
<td>Ivor Byrde</td>
<td></td>
<td>23/1/15</td>
</tr>
<tr>
<td>1.0</td>
<td>A/Director Housing Programs</td>
<td>Will Carroll</td>
<td></td>
<td>13/5/2015</td>
</tr>
</tbody>
</table>
2.0 Acronyms

ACM Asbestos Containing Materials  
AHID Aboriginal Housing & Infrastructure Directorate  
ATU Aerobic Treatment Unit  
BCA Building Code of Australia  
CAP Crisis Accommodation Program  
CDHP Community Disability Housing Program  
CHA Community Housing Agreement  
CHP Community Housing Program  
DFES Department of Fire & Emergency Services  
DSC Disability Services Commission  
FESA Fire and Emergency Services Authority of WA (now DFES)  
HA Housing Authority  
HWS Hot Water System  
MCB Miniature Circuit Breaker  
NSF Non-Standard Fixture  
OH&S Occupational Health & Safety  
RCD Residual Current Device  
RO Responsible Officer  
RTA Residential Tenancies Act 1987 (WA) (as revised by Residential Tenancies Amendment Act 2011).  
WELS Water Efficiency & Labelling Standards

3.0 Definitions

In this document:

Community Housing means housing for people on a very low, low or moderate income, or for people with additional needs that is delivered by non-government organisations, Local Government Authorities and other government agencies in accordance with relevant policies.

Defect means a patent or latent fault in the physical nature of the improvements on the land which is minor, insignificant or not substantial and which does not prevent the improvements from being used for their intended purpose.

Dwelling means an individual residential dwelling on the Land and within the Premises.

Essential Fixtures means any item or all items affixed to the property including but not limited to hot water systems, ovens, stoves, floor coverings, and any other fixture, addition or modification such as air conditioning, that the HA determines is essential to ensuring that the property is suitable for the purposes for which it has been provided.
**Failure** means that an individual building component has failed to reach the ‘lettable’ standards. Individual building components may pass or fail the lettable standards on the basis of safety, function or appearance.

**Housing Authority** means the Housing Authority as defined in the *Housing Act 1980* as amended.

**Land** means land on which Community Housing Dwelling(s) is/are located.

**Lettable standard** means that components of the property are clean, undamaged and working and the property is ready for letting. The lettable standard is achieved when a property has undergone any repairs or replacement of building components necessary to meet the required standards as specified in this Manual.

**Maintenance** means any works for the maintenance, repair, refurbishment or improvement of the property, including the repair of Material Defects, except where the works are the subject of a separate agreement between the Parties.

**Managed Premises** means community housing owned by the HA which is managed and maintained by the Organisation under the terms of a Community Housing Agreement or Lease Agreement.

**Material Defect** means any defect in the property of a structural nature only which renders impossible the performance of an Organisation’s obligations in respect of tenancy management, but which excludes any fair wear and tear.

**Non-Standard Fixture** means any item including improvements, fittings and fixtures affixed to the property that the HA does not normally provide and are deemed not essential to ensuring that the property is suitable for the purposes for which it has been provided.

**Organisation** means the agency that undertakes property and tenancy management functions with respect to a property which is owned by the HA and leased under the terms of a legal agreement with the HA.

**Parties** means the HA and the Organisation.

**Property** means the Dwelling and any associated Land.

**Reasonable Repair** means such repair as would having regard to the age and character of the property at the commencement of the term of occupation, make it reasonably fit for continued occupation in accordance with the RTA and standards specified in this Manual.

**Remedial Maintenance** means corrective and preventative maintenance. It enhances the longevity of components and ensures that they are fit for purpose, in a good state of repair and good working order, while giving due consideration to long term cost effectiveness of the solution. With respect to components containing asbestos remediation means procedures to prevent the release of fibres including encapsulation and encasement.
**Repair** means maintenance required because a component of the property is defective, and is intended to rectify or correct the identified defect. Repairs should take precedence over replacement wherever a component is serviceable and the cost of repair is more cost effective in the long term than replacement.

**Replacement** means the installation of a new component in place of old, due to an identified defect or malfunction which renders the old unfit for the intended purpose and where replacement of the old is a more cost effective solution in the long term when compared to remedial maintenance or repair.

**Standards** (as defined by Standards Australia) means published documents setting out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to.

**Structural Maintenance** (see ‘Material Defect’ above) means substantial and major repairs or replacement of essential structures and service infrastructure to the property relating to loads, internal actions, material properties and foundation conditions that significantly affect structural sufficiency or serviceability of the property, including but not limited to:

a) Floors (but not floor coverings);

b) Concrete Slab;

c) Masonry (only internal and external brickwork of the walls of the dwelling, but not pointing, and not brick paving or perimeter walls and ancillary buildings);

d) Roof covering (tiles, colorbond etc., but only if complete replacement is required);

e) Roof structure (timber, steel);

f) Footings and foundations;

g) Outer walls, of any construction (but not windows, doors, doorframes, and door furniture);

h) Ceilings;

i) Sewerage, drainage and water supply (but not gutters, downpipes and soakwells, or taps and other visible water fittings);

j) Gas and electric supply infrastructure (but not gas taps, electrical wall sockets and other visible electric or gas fittings).

N.B. Items c, d, e, g and h above will only be considered by the HA as ‘structural’ (or ‘material defects’) for the purpose of interpreting the legal agreements in situations where repairs or replacement will not be covered by a claim under building insurance.

**Unserviceable** describes a building component that has failed to perform its basic function and cannot be repaired.
4.0 Introduction

Residential properties owned by the HA are outsourced to Organisations for property and tenancy management under a range of community housing programs (such as CAP, CDHP, CHP, AHID) and legal agreements.

The HA must ensure that these properties are handed over and maintained at ‘lettable standard’ by the Organisation over the duration in which the Organisation is responsible. In the event that a property is returned to the HA (i.e. ‘hand back’), it must be returned in a ‘lettable standard’.

The asset condition standards in this Manual are drawn from various sources including the HA’s Maintenance Policy Manual and Maintenance Standards Manual, and various other relevant legal, regulatory and code requirements, including those of the BCA, Standards Australia, RTA, DFES and National Community Housing Standards. They reflect national best practice in leasing government-owned residential properties to Organisations.

4.1 Purpose and Scope

This Manual outlines ‘lettable standards’ for properties leased to Organisations by the HA and where the Parties have agreed to comply.

This Manual identifies asset condition standards to be applied when vacant properties are leased from the HA to Organisations (i.e. at ‘hand over’) or when leases terminate and Organisations relinquish property and tenancy management back to the HA (i.e. at ‘hand back’).

In addition, this Manual provides information to enable Organisations to measure the current status of wear and tear on certain components of properties and identify an appropriate level of repair in order to maintain properties at lettable standard.

The HA expects Organisations to comply with all relevant laws, regulations and standards relating to residential properties, including Australian Standards published by Standards Australia Ltd, BCA, RTA, DFES and any regulatory authorities enforced under the Housing Act 1980.

All individual building components have three dimensions of applicable condition standards, namely safety, function and appearance. If a building component does not meet the required standard under each of these dimensions it is deemed to have failed the lettable standard.

‘Security’ issues may imply safety and function standards. Issues of ‘reasonable cleanliness’ and ‘reasonable repair’ may imply safety, function and appearance standards.
This Manual is not intended to be used for assessing tenants’ housekeeping standards or tenant liability. It is used to assess properties against asset condition standards to ensure they are safe, secure, reasonably clean, undamaged and working.

Prior to hand-over or hand-back leased properties must be brought to lettable standard by the HA or the Organisation respectively, unless otherwise agreed by the Parties.

4.2 Aims and Objectives

The aims and objectives of this Manual are to:

- Establish agreed and acceptable conditions of properties owned by the HA at the point of hand-over from the HA to Organisations and hand-back from Organisations to the HA;
- Establish common maintenance standards to which the HA and Organisations must adhere with respect to all community rental housing properties which the HA leases to Organisations; and
- Provide a benchmark quality of repair ('lettable standard').

4.3 Obligations

The maintenance responsibilities and obligations of the HA and Organisations are outlined in the legal agreement relevant to the property such as Community Housing Agreement (CHA) or Lease Agreement.

IMPORTANT NOTE

A CHA or other legal agreement containing terms in which the Parties agree to comply with the standards contained in this document is a ‘Policy’ for the purpose of that CHA or legal agreement.

4.4 Key Responsibilities

This Manual may be subject to review. The current version will be posted on the website of the HA at:

The following positions within the HA are responsible for updating, approving and applying the content of the Manual:
<table>
<thead>
<tr>
<th>Role/Title</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director Housing Programs</td>
<td>• Approves Asset Condition Standards &amp; Guidelines Manual for Managed Premises;</td>
</tr>
<tr>
<td></td>
<td>• Approves major amendments to the Manual that introduce new direction or where significant cost factors are implicated.</td>
</tr>
<tr>
<td>Manager Property &amp; Contract Administration</td>
<td>• Determines which amendments are major and/or minor to the Manual;</td>
</tr>
<tr>
<td></td>
<td>• Approves minor amendments to the Manual.</td>
</tr>
<tr>
<td>Policy Officer</td>
<td>• Updates the Manual.</td>
</tr>
<tr>
<td>Responsible Officer</td>
<td>• Applies the Manual.</td>
</tr>
</tbody>
</table>

4.5 Using this Manual

This Manual defines the standards which apply to components of properties. It outlines the obligatory minimum standards which must be adhered to with respect to individual building components and provides guidelines to help determine if components pass or fail the 'lettable standard' test.

The HA will use the standards in this Manual to ensure that properties owned by the HA meet the ‘lettable standards’ at hand-over and hand-back. As such, this document should be read in conjunction with the Property Hand-over/Hand-back Process (see Appendix 1).

4.6 When is an Item Replaced or Repaired?

**Guideline**

Where it is considered that a component, fixture, surface, or appliance will remain serviceable, repairs should take precedence over replacement, wherever practicable, regardless of age.

In general, replacement should only be the preferred option when it is more cost effective. However special considerations are required when dealing with building components that contain asbestos (refer to the section on Asbestos Containing Materials [ACM]).
4.7 Residential Tenancies Act (RTA)

Organisations have legal obligations under the RTA in several areas concerning their management of the HA's community housing assets and these are discussed in detail in this Manual in the sections concerning:

- Non Standard Fixtures (retention, disconnection and removal);
- External Doors;
- Lighting External;
- Security;
- Window Locks.

4.8 Non-Standard Fixture (NSF)

NSF refers to the installation of any fixture or fitting not to the HA’s standards by a tenant residing in the property, the Organisation managing the property, or by previous owners. Property improvements, fixtures and fittings not normally provided by the HA will not be maintained by the HA, unless otherwise agreed.

At hand-over of a property to an Organisation the HA reserves the right to prescribe any NSF that must be retained. At hand-back the HA may identify any NSF that it will permit to remain in the property at termination of the lease agreement, and any NSF that must be removed if it was installed by tenant or Organisation during the term of the lease agreement.

With respect to ‘managed premises’ (where HA holds title) the Organisation is the ‘Lessor’ under the Residential Tenancies Act 1987 (as revised by the Residential Tenancies Amendment Act 2011) ‘Lessor’ are not able to contract out of their obligation to repair NSFs. The Organisation as ‘Lessor’ is responsible for the repair and maintenance of any functioning NSFs that remain in the premises and must conduct repairs within a reasonable period after the need for the repair arises.

The HA has no obligation to maintain and repair NSFs in these circumstances and is permitted to ‘contract out’ of RTA provisions regarding obligation to repair and maintain NSFs.

4.8.1 NSFs to be Retained

Under the RTA (s.42) the lessor is not obliged to maintain any NSF that it discloses to the tenant as being ‘not functioning’ before commencement of tenancy, or that the tenant could not reasonably have expected to be functioning before commencement of tenancy. As such during a tenancy the Organisation must maintain NSFs unless they were mentioned as not functioning on the tenant’s PCR. In between tenancies the Organisation has an option to remove NSFs unless the HA requires that the NSFs be retained and maintained.
Where the liability of maintaining the NSF is minimal and/or the NSF adds demonstrable value to the property/tenancy the Organisation may wish to retain the NSF. In this event the Organisation must notify the HA in writing that it will accept ongoing responsibility for repair and maintenance of the NSF. The NSF must be safe for use, legal, in functional condition and should enhance the amenity of the property, and not be financially onerous on the Organisation or tenant to maintain or operate.

Examples of common NSFs that Organisations may choose to retain include:
- light fittings and ceiling fans;
- dishwashers and air conditioners;
- solar HWS and solar panels;
- wallpaper and window treatments (e.g. curtains & blinds);
- landscaping including paving, and barbeques;
- carports, garages, sheds, pergolas, and non-standard security doors;
- garden bores and reticulation in working condition;
- antennas.

Bores and air conditioners may be retained if working and safe, but no retained NSF will be maintained by the HA.

4.8.2 NSFs to be Disconnected or Removed

Any NSF which does not meet the above criteria for retention must be either disconnected or removed and the property restored to a clean and safe condition by the Organisation prior to a new tenant occupying the premises.

The cost of removing NSFs installed by any vacating tenant of an Organisation, and any restoration works, is the Organisation’s responsibility.

Examples of common NSFs which must be removed by Organisations are:
- NSFs which need major repairs, and the ongoing viability is limited;
- NSFs that are too costly to maintain;
- illegal or dangerous alterations or additions to the property;
- combustion stoves and room heaters, unless permitted by HA;
- external buildings or attachments which are in an unsafe condition;
- swimming pools or spas.

In the event that an Organisation decommissions and/or removes NSFs from a property it must notify the HA.

Note: Swimming pools or spas in newly acquired properties will be emptied immediately and filled in or removed prior to handover from HA to the Organisation.
4.9 Asbestos Containing Materials


The HA’s aim, as outlined in its Asbestos Management Plan (2012, p.7), is for:

- *all buildings occupied or controlled by Government agencies to be free of ACM. The HA has an obligation to identify and manage ACM in public buildings to meet OH&S requirements.*

- *ACM, in sound condition, left undisturbed, presents negligible risk to building occupants and the general community. Therefore removal of ACM may not be immediately necessary but should take into consideration immediate health risks and be completed prior to demolition, partial demolition, renovation or refurbishment if these works are likely to disturb ACM.*

Any ongoing maintenance works to managed premises that include the repair of building products which contain asbestos fall within the remit of the Organisation.

Remedial work and removal of any building products which contain asbestos is the responsibility of the HA unless it requires replacing due to lack of routine ongoing maintenance. In this case, the HA will not take responsibility for the costs of repair or replacement, but will still remove the asbestos.

Replacement of building components that are made of ACM with components made of non-ACM may be the responsibility of the HA or the Organisation depending upon the circumstances, such as the nature of the cause of damage to ACM and whether a claim against building insurance is required.

When removing ACM, the HA and the Organisation must only employ contractors that are licensed in WA under the following requirements:

- ‘Unrestricted’: allows people to remove all forms of asbestos (friable and non-friable);
- ‘Restricted’: allows people to remove amounts exceeding 10 square metres of bonded (non-friable) asbestos.

4.9.1 Asbestos Registers

Organisations must maintain a register of any ACM in all HA-owned properties under their management that contain ACM.
The National Occupational Health and Safety Commission’s Code of Practice for the Management and Control of Asbestos in the Workplace specifies the requirements for Asbestos Registers and can be viewed at: 

S.5.43 of the Occupational Safety and Health Regulations (1996) under the Western Australian Occupational Safety and Health Act (1984) requires employers to ensure that:

(a) the presence and location of asbestos at the workplace is identified;
(b) the process of identification referred to in paragraph (a) and the assessment of risks arising from hazards in relation to asbestos at the workplace are conducted in accordance with the Code of Practice for the Management and Control of Asbestos in Workplaces.

The Regulations can be viewed at: 

The legal requirement for Asbestos Registers and risk assessment of asbestos in workplaces is contained in Safe Work Australia’s (December 2011) publication How to Manage and Control Asbestos in the Workplace – Code of Practice which can be viewed at: 

4.10 Safety Checks Required

All safety devices including RCD/MCBs, smoke alarms, fire protection equipment, earth stakes, anti-tilt brackets and restraining chains on stoves, must be visually inspected and have simple push button tests undertaken by Responsible Officers at least annually (or in accordance with relevant legal agreement) and whenever they visit properties to undertake annual inspections, vacated inspections, ingoing property inspections and post occupation visits.

Whenever licensed electricians are instructed to attend a property to undertake electrical maintenance works they should also visually inspect all electrical safety devices and conduct a push button test on RCD/MCBs and smoke alarms.

4.10.1 Electrical Check

Where the safety of any electrical device or service is in doubt, vacant properties intended to be let or relet by the Organisation will have an ‘electrical check’ carried out in accordance with AS/NZS 3019. 2017 Electrical Installations – Periodic Verification.
The ‘electrical check’ should consist of a licensed electrician testing the insulation resistance and continuity of the whole of the electrical installation, including the main earth. This test should be conducted in conjunction with the servicing of smoke alarm(s). Organisations must rectify any faults prior to letting.

At hand-over of the property the HA will provide the Organisation with an RCD & Smoke Alarm Verification Form and Condition Reports for Stove/Oven and HWS (if electric), signed by a qualified electrician to verify that these items have been professionally tested and are functioning correctly in accordance with the HA’s specifications for RCDs and Smoke Alarms and the Pre-Handover Inspection Checklist attached to the Property Hand-over/Hand-back Process (see Appendix 1) and to the standards required by the HA. The same must be provided by the Organisation to the HA at property hand-back.

If changes to the HA’s standards of RCDs and smoke alarms occur during the term of the lease, the HA will notify Organisations of the new standards.

4.10.2 Gas Fixtures and Appliances Check

Gas fixtures and appliances must be:
- in good working order;
- free from defects and leaks;
- in a safe condition;
- compliant with the Gas Standards Act 1972 and its supporting regulations, manufacturer’s instructions and AS 5601:2004 Gas Installations;
- supported and secured using approved methods ensuring no strain is placed on any pipe connection due to the weight of the appliance.

Where the safety of any gas device or service is in doubt, vacant properties intended to be let or relet by the Organisation should have a ‘gas appliance check’ carried out on all applicable appliances.

The ‘gas appliance check’ should consist of a registered gas fitter checking the gas stove, fixed room heater and water heater, including operating parts, minor adjustments and repairs.

Any faults found will be rectified by the Organisation prior to letting.

At hand-over of the property the HA will provide the Organisation with Condition Reports for Stove/Oven and HWS (if gas) and fixed heater, signed by a registered gas fitter to verify that these items have been professionally tested and are functioning correctly in accordance with the Pre-Hand-over/Hand-back Inspection Checklist (attached to the Property Hand-over/Hand-back Process) see Appendix 1. The same must be provided by the Organisation to the HA at property hand-back.
4.10.3 Visual Safety Check

Vacant properties intended to be relet by the Organisation must have a visual safety check performed by the Responsible Officer at the time of inspection, which incorporates checks of:

- floor coverings for faults likely to cause tripping or falls, such as ripping and raised edges;
- kitchen bench tops for cracks likely to harbour germs and cause a health hazard;
- external pavements, walkways, stairs and landings for faults likely to cause tripping, slipping or falls such as unstable stair treads, raised concrete edges, excessive moss coverage on surfaces;
- missing fire safety equipment, broken appliances;
- fixtures such as handrails, grab rails and shower seating to ensure stability;
- any obviously damaged cement sheet or fibre products which may contain asbestos. Building components which contain damaged and disturbed asbestos that represent a risk must be removed, and must not be repaired.
- any other fault likely to endanger personal safety.

Any faults found will be rectified prior to letting, or hand-over/hand-back.

4.11 Reasonable Cleanliness

Vacant properties intended for hand-over/hand-back will be prepared by the HA/Organisation in a reasonably clean condition in accordance with the Pre-Hand-over/Hand-back Inspection Checklist attached to the Property Hand-over/Hand-back Process (see Appendix 1).

Vacant properties intended to be relet to tenants by the Organisation should be in a ‘reasonably clean condition’. This means the property is free from rubbish and refuse, and that all internal appliances, fittings and surfaces are clean.

Cleaning of the property prior to hand-over/hand-back includes:

- removing and disposing of all rubbish, refuse and perishable foodstuffs;
- washing floors;
- professional cleaning of all carpets (unless they are new);
- cleaning light fittings, toilet(s), bathroom and kitchen fittings (including cupboards) and appliances, tiling and grout;
- washing walls and woodwork, windows, flyscreens and doors;
- mowing lawns, trimming shrubs and trees;
- clearing and cleaning gutters and downpipes;
- ensuring premises are free of pests and vermin.
4.12 Graffiti Management

The HA is required to implement the State Government’s policy on ‘Graffiti Vandalism Removal Standards’ as outlined in Premier’s Circular 2011/03, which can be viewed at the following link:


In accordance with these standards the HA requires that Organisations adopt a 48 hour graffiti vandalism removal standard (from the time of reporting), with immediate removal of racist or obscene graffiti.

The HA requires Organisations to maintain a register of graffiti removal work to assist in the event of prosecution of graffiti vandalism cases. The register of graffiti removal should include records of incidences of graffiti that are reported to the police and provide appropriate forensic or photographic evidence.

Graffiti vandalism should be reported as soon as possible to the Hotline of the State Graffiti Taskforce by calling 1800 44 22 55. Alternatively graffiti vandalism may be reported online by completing the ‘Online Graffiti Reporting Form’ which can be accessed at:


5.0 Standards and Guidelines Applicable to Building Elements (Alphabetical).

5.1 Air Conditioners

In general air conditioners are considered NSFs and will not be maintained by the HA. The HA does not expect Organisations to maintain air conditioners, except where required by the RTA, i.e. Organisations must maintain air conditioners unless they are mentioned as not functioning on the ingoing tenant’s PCR.

Guidelines

Several types of air conditioning units are suitable for residential applications, including:

- window/wall box units (single unit systems mounted through a wall recess or window; usually for one room);
- split systems (usually for one or two rooms). These may be high-wall, floor mounted or ceiling cassette systems;
- multi-split systems (usually for three or more adjacent rooms);
- ducted systems (whole of house);
• reverse cycle units can have benefits for regions that experience colder winters as they may provide an efficient heating option.

Air conditioners when in use should meet the specific health needs of clients for moderation/air filtration. They should present no hazards and meet the relevant Australian Standards. They should function correctly, be soundly fixed in place and have no loose components. There should be no rust stains or chance that other building components such as walls and paintwork will be damaged. Air conditioners should be installed or decommissioned by a professional contractor who holds an appropriate refrigerant handling licence.

5.2 Appliances – General

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances must be safe, free of major defects, clean, functioning, installed in accordance with manufacturer’s instructions and not altered in any way.</td>
</tr>
<tr>
<td>All gas appliances must be installed and certified by a qualified and registered gas fitter.</td>
</tr>
<tr>
<td>All electrical appliances must be installed and certified by a qualified licensed electrician.</td>
</tr>
</tbody>
</table>

Guidelines

Appliances should be repaired regardless of age in preference to replacement. However, the decision to repair or replace an appliance should be made on the basis of its existing condition, cost factors and ongoing viability.

An appliance may be replaced if:
- the cost of repair makes it more cost effective to replace (e.g. the appliance is likely to render further excessive service costs in the near future); or
- the appliance is unserviceable.

Any replacement should be with an appliance of a similar type and new energy efficient appliances should be preferred.

When replacing electric appliances, Organisations may consider installing natural gas appliances as preference where reticulated gas is connected to the dwelling.

5.3 Basins & Sinks

Basins and sinks provide hygienic receptacles for washing hands and face, and for washing, rinsing and draining food and utensils. They may be attached to the wall, on a pedestal or built into a vanity/kitchen unit.
Standards
Basins and sinks must be firmly fixed in position and have no surface failure that compromises their hygienic properties. They must be installed and maintained to current Australian standards.

Basins/sinks must have a waterproof seal to the wall which prevents water from spilling down behind and rusting the metal support brackets. Plugs must seal the waste outlet effectively.

Traps and tails must convey the waste from basins/sinks into the main drainage system with no evidence of leakage.

Guidelines
The surface of basin/sink may be scratched or grazed and yet not constitute a health or safety hazard whereas a chip or crack may be of a size and nature to cause a hazard.

Where the plug hole has finishes that are failing it is also starting to fail its functional requirement to be cleanable and hygienic and if excessive may need to be replaced.

For vanity unit doors and drawers refer to standard for kitchen cupboards, drawers and shelving.

5.4 Baths

There are three main types of baths: acrylic, pressed metal and cast iron. The key function of all baths is to hold water and to convey wastewater into the main drainage system without leaking. They should provide a safe and effective way of maintaining personal hygiene through bathing.

Standards
Basins and sinks must be firmly fixed in position and have no surface failure that compromises their hygienic properties. They must be installed and maintained to current Australian standards.

Basins/sinks must have a waterproof seal to the wall which prevents water from spilling down behind and rusting the metal support brackets. Plugs must seal the waste outlet effectively.

Traps and tails must convey the waste from basins/sinks into the main drainage system with no evidence of leakage.
Guidelines
The plug should provide an adequate seal to prevent water from escaping.

The bottom of the bath should sit directly on a solid base, usually cement grout, thereby minimising the potential for ‘give’ in the base when it is pressed down.

In baths with showers over them, the base of the bath where a person would stand to shower should be flat and slip resistant.

All grout between tiles should be thoroughly cleaned at hand-over or hand-back, unless the property has never been tenanted or the tiles have been re-grouted since vacation. Re-grouting is only necessary if the integrity of the existing grout has broken down.

5.5 Bathroom Accessories

Bathroom accessories enhance the usability of the bathroom and assist people who are frail or who have poor mobility to use the bathroom. Soap holders, mirrors, wall cabinets, towel rails and toilet roll holders are standard accessories. In addition, bathrooms designed for the aged and people with disabilities may have grab rails, shower seats and hand-held adjustable showers.

Standards
Accessories designed to take a person’s weight must be soundly fixed to the wall and appropriate for intended use. Metal fixtures should have no significant rust or corrosion.

Accessories must not have any protruding sharp edges created by chips or rusted parts, and must be firmly installed and undamaged.

Grab rails and handrails and other fixtures must be securely fixed to walls, ceilings or floors and be able support a weight appropriate to their purpose.

Guidelines
All accessories should be adequately waterproofed, with particular care where surfaces are interrupted by such items as pipe work and handles.

All mechanisms such as the toilet roll holder and cabinet door hinges should work effectively.

Mirrors should be unbroken and have at least 90% of mirror backing intact, be securely fixed and free of cracks and sharp edges.
5.6 Car Parking Spaces

Car parking (open and closed) spaces provide weather tolerant areas for storing vehicles safely and accessibly.

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car parking spaces must be:</td>
</tr>
<tr>
<td>• free from sudden changes in level;</td>
</tr>
<tr>
<td>• broken or crumbling material;</td>
</tr>
<tr>
<td>• missing sections and major cracks that could cause a trip hazard;</td>
</tr>
<tr>
<td>• free of moss and not slippery whether wet or dry.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car parking pads are often constructed from concrete and are very durable requiring little or no maintenance. When a concrete slab fails it is usually apparent by cracking. Often the cracking may not affect the basic function of the slab to support a motor vehicle. If, however, the crack results from changing foundation conditions rather than temperature or expansion stresses, this may indicate a structural issue.</td>
</tr>
<tr>
<td>Car parking pads may be made of paving; sometimes bedded on a concrete slab; sometimes bedded on sand. Missing pavers or misaligned pavers should be replaced or realigned. Pads may also be made of pebbles, gravel or dirt which may meet the functional requirements if they are well formed and drain well.</td>
</tr>
<tr>
<td>Surfaces and kerb finishes should be intact. Surface water should drain effectively and not pond, and drainage grates should be flush and not present a hazard. If surfaces become slippery as a result of the accumulation of oil, they should be cleaned to a non-slippery condition.</td>
</tr>
<tr>
<td>Car parking spaces designated for people with disabilities should be wide enough to swing a wheelchair off the top of a vehicle and place it next to the vehicle with sufficient manoeuvring room.</td>
</tr>
<tr>
<td>Ramps should give easy and safe access. Balustrades should be provided where ramps and landings are one metre or more above ground level.</td>
</tr>
<tr>
<td>Where provided (e.g. in clusters and complexes), parking lines and numbering should be legible. There should be sufficient access for persons to alight from vehicles safely.</td>
</tr>
</tbody>
</table>
5.7 Carpentry Work

Standards
All carpentry repairs and work must be carried out by qualified carpenters in accordance with best building practice and building specifications, and finished to relevant Australian Standards.

5.8 Carports

Carports provide basic shelter for a car. They may be of timber or steel construction; stand alone or joined as a ‘lean to’ structure to a dwelling.

Standards
The carport’s structure must be sound and not compromised by corroded or rotted structural members or by a severe impact.

Structurally unstable carports that may affect the safety of residents are critical and require emergency maintenance.

Guidelines
The flooring of the carport should be adequate, not affected by oil spills/drips and safe from slipping.

For walls and ceilings, surface finish should be in place, secure and clean. Surface should be smooth, without cracks, holes, scratches or apparent damage. Render and paint should be sound and intact, not cracking or flaking.

For roof and posts, there should be no loose roof sheeting, flashing or other material; no leaks. Flashings, gutters and downpipes should be in place, made of compatible materials, secure and working without leaking.

Supports to roof should not be sagging, and the roofline should be straight.

5.9 Ceilings

Ceilings define and seal the top of a room, and protect the roof structure and other rooms from the spread of fire. Ceilings can be vital in saving lives and reducing damage where they are required to prevent the spread of fire.
Standards
Ceilings must be free from sagging, tilting, bulging or holes (other than minor indentations). Ceilings must meet the relevant Australian Standard for fire isolation.

Cornices must be securely fixed.

Guidelines
Ceilings provide one of the clearest indications of other element failures, most notably the roof. Water stains or mould on the ceiling, whilst unattractive, may not prevent the ceiling from performing its prime purpose. However, they offer a signal that a serious problem exists with the waterproofing of the roof or the bathroom above, and prompt investigation into the cause of the water stains or mould is required.

With ceilings the painted surface is part of the ceiling component. Ceilings should not have any peeling paint because this may show functional failure, i.e. when part of the ceiling is loosing its integrity.

It may be difficult to determine if a ceiling is made of asbestos cement (ACM). If the paint surfaces are intact there may be no safety issue even though there may be asbestos underneath. If the paint system is failing it may still not present a health risk until the asbestos sheeting starts to powder. However, if there is any damage to the ceiling, such as a hole or large crack, the asbestos fibres in the sheeting may be exposed and may break off into the air which then clearly becomes a health and safety issue. It is better to err on the side of caution until any health and safety concerns can be either resolved or cleared (refer to the section on ‘Asbestos Containing Materials’ in this Manual).

Very fine cracking, particularly around the cornice, is not normally a concern with plasterboard and happens when different parts of the house move small amounts because of humidity and temperature.

5.10 Clotheslines

Clothes lines allow the drying of clothes, towels and bed linen using the natural elements. Clothes lines come in several different types including Hoists, Paralines and Extend-a-Lines.

Whatever the type, the same basic principles apply: the structural integrity and operation falls into ‘safety’ and ‘function’ standards whilst the finishes fall into ‘appearance’ condition standards.

Guidelines
Clothes lines should have clean and taut hanging wires. All lines should be securely fixed. There should be no fouling of the lines and adequate solar and wind exposure should be available at the location. Mechanisms should be workable for the tenant.
It should be possible to hang out a full size sheet without catching on the ground or any shrubs or objects.

5.11 Doorways – Internal and External – General

Doorways allow people to move easily between spaces and provide separation from weather, noise, visual observation etc. when desired. Doorways include the door leaf, hinges, door locks, knobs, door frames, door stops and architraves.

Doors vary in terms of their structure (timber, metal), lining (timber, timber board, glass, steel), location (entry, internal, external, fire) and method of opening (hinged, sliding, French, bi-fold).

Standards

All doors must be securely hung and maintained to ensure structural integrity and functionality in accordance with the Building Code of Australia (BCA) and current Australian Standards.

All doors must be able to be opened and closed freely and safely, without any binding or scraping, and not have any:

- significant defects including deterioration of materials of the frame;
- broken or defective catches, handles and runners;
- broken or cracked glass, and
- holes or visually significant patches or indentations.

Glass doors must have safety glass and the glazing must be intact and have no cracks.

Lock hardware must be functional and able to secure the dwelling.

Door stops must be present at all locations where doors may impact upon adjacent walls and thereby prevent door handles from damaging walls.

Latch hardware must secure the door in the closed position, and be operational on both sides. There must be no missing handles, tongues, keepers or snibs.

Door closers with specific opening strengths, closing times and speeds intended for operation by people with disabilities and in wheel chairs must be functional and operable by those tenants. If they are not operable they may require adjustment, repair or replacement.

Guidelines

Any mesh screening should be free from holes and tears and securely held in framing.
Paint film should have full coverage appearance, seamless coating with few visible wear areas, and able to be cleaned to a fresh surface. At least 90% of the surface should be free from marks or surface damage.

French doors opening out should be restrained back against the wall with a cabin hook to prevent damage by wind gusts. Hinges should allow full fold back of the door, thus avoiding damage to both door and wall.

5.11.1 External Doors

Standards
The RTA Regulations prescribe standards for all external doors to residential premises. These standards are outlined in the section on ‘Security’ in this Manual.

Solid core doors, hinged screen (barrier) doors and sliding screen (barrier) doors must be installed to external entrances to properties when replacement of existing doors is required.

All external doors must be securely hung and maintained to ensure structural integrity and functionality.

All external doors must be able to be opened and closed freely and safely, and not have any:

- major defects including deterioration of materials of the frame;
- broken or defective catches, handles and runners;
- broken or cracked glass;
- holes and excessive visible patches.

Guidelines
As long as solid core external doors are fitted with deadlocks, then hinged screen (barrier) doors will be sufficient at those doors. Non-solid core doors should be replaced with solid core doors.

‘Shoppers entrance’ doors located inside garages that have lockable garage doors are not regarded as ‘external doors’ for the purposes of ensuring security to the premises in compliance with the RTA.

Shoppers entrance doors will be solid core doors and will be fitted with deadlocks with an internal snib and a passage (handle) set.
5.12 Drainage

5.12.1 Sanitary Plumbing

Standards
All sewerage and waste water connections and fittings must be in good working order, free from leaks, blockages and other major defects and in compliance with AS/NZS 3500.5:2000 National Plumbing and Drainage – Domestic Installations.

5.12.2 Sewage Treatment

Standards
Septic tanks must be installed in accordance with AS/NZS 1546.1:1998 On-site domestic wastewater treatment units – Septic Tanks.

Aerobic Treatment Units (ATUs) / bio-degradable systems may be installed in situations where there is no mains sewerage and it is not practical to install septic tanks. Under Department of Health regulations ATUs / bio-degradable systems must be maintained every three months and serviced to produce a biologically acceptable effluent. ATUs must be installed in accordance with AS/NZS 1546.3:2001 On-site domestic wastewater treatment units – Aerated waste water treatment systems.

Guidelines
Septic tanks may require maintenance (removal of solid waste) approximately every ten years. The HA regards servicing of septic tanks and ATUs as ‘routine maintenance’ and is the responsibility of the Organisation.

5.13 Driveways

Driveways provide adequate and direct vehicular and pedestrian access to car accommodation. They should meet the criteria for both wheeled vehicular access and pedestrian access and they may consist of solid driveways or wheel tracks, concrete, pavers, or gravel.

Guidelines
Driveways of all construction materials should be able to support the weight of vehicles without obvious deflection and prevent bogging in wet weather.

Driveways should be free from anything that may constitute a trip hazard such as sudden changes in level, misaligned pavers, moss, broken or crumbling material, missing sections and major cracks. Driveways should not be slippery whether wet or
dry, and surface water should drain effectively and not pond. Any drainage grates should be flush and not create a hazard.

Sightlines should offer drivers reasonable vision of the area before they drive a car on or off the driveway.

5.14 Earth Stakes

An earth stake is a copper rod or star picket buried in the ground. Its purpose is to carry fault currents into the ground and is essential for the effective operation of electrical safety devices (RCD, MCB or RCD/MCB). If the dwelling is not earthed, people could get electrocuted. Without an earth stake, the safety devices will not work and an electrical fault could cause a dwelling or appliances to become ‘live’ as the current flows to earth.

**Standards**


**Guidelines**

Earth stakes have green and yellow wires attached and are usually located near a water tap. In blocks of units or complexes the earth stake may be located in the main switchboard at the front of the complex, or in an electrical pit. In these instances it may not be visible.

If the earth wire is not attached to the earth stake, or is broken, there is a chance that the RCD/MCB will not switch off in a dangerous situation.

When inspecting properties it is very important to visually check that the earth stake is present, that the earth wire is attached and it is not broken.
5.15 Eaves

Eaves protect the wall from weather and ensure roof water is shed away from the wall.

Eaves may have fibre cement or timber linings, finished with paint. Fascias may be painted timber or a coated steel system often integrated with the gutter. Gutters are normally fixed to fascias and any leaks in them can adversely affect the fascia.

Guidelines
There should be no hazards such as sagging or bulging in the soffit (eaves lining). Eaves surfaces should be clean, painted, free from holes, other than minor indentations or minor surface damage, and finishes should be intact.

There should be no rotting in the fascia timbers.

Water leakage from the roof may often find its way down to the eaves, even if it originates higher up in the roof. The result can be mould and/or flaking paint on the lining.

5.16 Electrics

Standards
Electrical services, including power points, light fittings, wiring, switchboards and appliances must be maintained:

- in safe working order;
- in compliance with supply authority requirements and manufacturer’s instructions;
- free from dampness;
- free from hazards; and

In accordance with SAA 3000 wiring rule, “free from hazards” means there are no:

- broken or frayed electrical wiring;
- bare metal wires;
- loose or improper wire connections to outlets;
- painted light switches or power outlets;
- light fittings hanging from an electric wire without other firm support;
- missing or cracked cover plates on light switches or power outlets; and
- exposed fuse box connections or overloaded circuits evidenced by frequently blown fuses, or any other fault.

All electrical repairs must be carried out by a licensed electrical contractor and in compliance with Electricity Act 1945 and Electricity (Licensing) Regulations 1991.

Power points, light fittings, fans and other electrical fittings must comply with AS/NZS...
Pull-string light switches will be replaced by standard rocker switches by the HA prior to hand-over of the property to the Organisation.

5.17 Exhaust Fans

Exhaust fans remove air and moisture from rooms, and are usually located in bathrooms and kitchens. They may be mounted on walls, ceilings or windows.

Guidelines
Exhaust fans require regular cleaning to remove dust build-up. They should be free of accumulations of fluff and grease around the vent and motor which may constitute a fire hazard.

Exhaust fans should operate without any atypical mechanical noise, i.e. no apparent rattling or vibration. They should be securely fixed into position with no broken or missing parts. They should be reasonably clean and finishes generally smooth. Where exhausted to the outside, ducting should be clean and either self-closing or sealed to prevent entry of flies and insects. Vermin and fly control mesh / louvre grille should be in an unbroken and sealed condition.

5.18 Fencing

Fencing demarcates public and private areas, restricts uninvited movement of people and animals into private outdoor areas and safely contains children and domestic animals.

Fencing may be defined as 'front', 'rear', 'side', 'boundary', 'wing' and 'return' and may be made of timber, metal, masonry, fibrous cement or composite materials. Fencing includes all gates and hardware that together create a secure yard space.

Fencing should be maintained in a safe condition and perform its basic function. Rails should be mainly true and straight and vertical posts/masonry should be upright with no significant leaning.

Return fences may be provided only in special circumstances, e.g. for security/safety reasons or to prevent heavy pedestrian traffic on a corner block, subject to the HA approving a submission from the Organisation.
Standards
Fences must be free of any hazards, meet the relevant Australian Standard (AS/NZS 4680), be structurally sound and without any sharp edges.

There must be no visually significant graffiti, missing palings or deformed panels that allow children and/or pets to pass through.

There must be no gaps greater than 100 mm. Surfaces must be clean and free from holes other than minor indentations. Some loose palings or dented panels are acceptable.

Standards exist for certain fencing materials, such as COLORBOND® and timber. AS1397 and AS2728 relate to coated mass and paint film thickness on zinc and zinc alloyed fences. For timber, AS1604 outlines how timber, plywood and wood-based products should be treated. These standards ensure that the materials are fit for purpose and will withstand the elements.

5.18.1 Dividing Fences Act 1961

Under the Dividing Fences Act 1961, boundary fences between adjoining properties are required to meet the standard of a ‘sufficient fence’. The Local Government Authority may also specify a particular type of fence and specify a minimum and maximum height for a dividing fence. A sufficient fence regardless of the material
used to construct the fence must be structurally sound and in reasonable condition taking fair wear and tear into consideration.

The HA and the Organisation will ensure that fencing is repaired or replaced and thereby comply with the *Dividing Fences Act, 1961*. Boundary fences are required by law, but wing and return fencing are optional.

The HA and the Organisation will build a ‘sufficient fence’ when constructing or repairing a dividing fence or wing fence using material, and to height and appearance acceptable to the area and local by-laws.

A ‘sufficient fence’ is:

- A fence prescribed by a Local Government law; or
- A fence of any standard agreed upon by adjoining owners, provided that it does not fall below the standard prescribed by the relevant Local Government Authority.

The *Dividing Fences Act 1961* provides that owners of adjoining lands are each liable to pay half the cost of erecting or repairing a ‘sufficient fence’ between their properties. This applies to both developed and vacant land. The owner of a vacant block can defer making a contribution until that owner makes use of the block – typically by building on it.

The *Dividing Fences Act 1961* provides a mechanism for giving notice and resolving disputes. Either party must give the necessary notice and obtain agreement before constructing a fence, as the Act only allows for recovery of costs afterwards in very limited circumstances.

### 5.18.2 Fencing Containing Asbestos

Any ongoing routine or programmed maintenance work to leased/headleased properties that comprise of building components made of ACM, including fences, falls within the remit of the Organisation.

Remedial maintenance and removal of a fence which contains asbestos is the responsibility of the HA unless it requires replacing due to lack of maintenance. In this case, the HA will not take responsibility for the costs of repairing or replacing the fence, but will still remove the asbestos.

Depending on the cause of damage to ACM components and which party is responsible for building insurance, the HA may be responsible for the replacement of the components in situations where the HA ‘self insures’ the building. In the event that the Organisation carries building insurance the replacement of ACM components may be covered in an insurable event such as storm damage to a fence containing asbestos.
5.18.3 Recognition of Asbestos Fences

Corrugated fibre cement sheets have been used in Australia for over 40 years for fencing or roofing. The original product was an asbestos cement product known as ‘Super Six’ manufactured by James Hardie & Co. and later it became known as Hardifence based on the much safer cellulose fibre. Both products look very similar but there are some distinguishing characteristics.

Hardifence is always fitted with metal capping, which is an integral part and prevents the sheets from separating at the top. **Hardifence has 5 ridges** which indicates the fence is asbestos free. This differs from **Super Six which has 7 ridges**.

If the fence is fitted with fibre cement capping, then it is most likely that the fence contains asbestos. However, if the fence has metal capping it is most likely the fence is Hardifence and does not contain asbestos.
Typical bolt and washer used with Super Six fences
Features of modern Hardifence (non-asbestos)
5.18.4 Repair and Replacement of Asbestos Fences

The HA will not replace a structurally sound boundary fence just because it contains asbestos. If one property owner objects to a fence because of the asbestos content it is possible to prolong the life of a structurally sound fence by encapsulation.

The HA takes into account the financial impost of replacement fencing between adjoining owners and acts responsibly when a fence becomes structurally unsound and replacement is unavoidable.

Where it becomes necessary to replace the majority of a Super Six asbestos fence (1 metre per sheet) the responsible and most economical solution is to replace the whole fence. Where the boundary fence is between a HA owned property and a privately owned property, the HA/Organisation is obliged to comply with the Dividing Fences Act 1961 and liaise with the private property owners to arrange the contributions towards fence replacement.

Where a Super Six fence (or other) has suffered damage that is caused by a ‘storm event’ the private owner should contact his/her insurance company regarding half cost of full replacement.

Guidelines
The following guidelines should be followed by an Organisation when it receives requests from adjoining property owners regarding repair and/or replacement of asbestos dividing fences:

- If a fence is structurally sound no action should be necessary.
- A structurally sound fence may be encapsulated to prolong its life by spray painting with fence finish quality water based paint.
• A hole in a fence can be covered by gluing a thin sheet of tinplate over the hole on both sides of the fence. Do not drill holes and use screws to fix the tinplate because drilling will release significant numbers of asbestos fibres.
• Individual or several cracked sheets in an otherwise structurally sound fence can be replaced with Hardifence (a non-asbestos cement replacement for Super Six). There will be a gap where Hardifence adjoins Super Six.
• Ensure that trees and ‘woody’ shrubs do not rub against the top or bottom of a Super Six fence because this ‘mechanical abrasion’ will in time cause damage to the cement matrix and expose asbestos fibres.
• Ensure that tree roots do not crack the fence or undermined the structural integrity of the fence and cause it to lean.
• If an asbestos fence is leaning to one side it should be replaced.
• Removal of 10 square metres or more of Super Six fence must be undertaken by a contractor that has a current Restricted Asbestos Removal License. Asbestos fence panels must be completely removed from the ground, not snapped off at ground level.

If the Organisation becomes aware of damage to a fence made of ACM, the Organisation should attend the property to inspect, take photographs of the damage, and measure the fence to provide an accurate quote for removal and replacement.

If the Organisation considers that the HA is obliged to meet the cost of remedial maintenance, removal and replacement of an asbestos fence under the relevant legal agreement it should follow the ‘Maintenance Defects Process’. This process requires the Organisation to prepare and lodge with the HA a written submission along with evidence to support the request for assistance.

The Organisation is responsible in the first instance for pursuing an insurance claim under its building insurance policy (if applicable) and/or contacting the private owner of any adjacent property to advise them of their obligations to assist under the Dividing Fences Act 1961 and their options to arrange for replacement fencing.

Local Government Authorities (LGAs) advise on minimum fencing requirements under local laws. LGAs also control boundary construction work, such as retaining walls and party walls etc. under Part XV of the Local Government (Miscellaneous Provisions) Act 1960.

5.19 Fire Safety & Fire Protection Equipment

The purpose of fire safety and fire protection equipment is to actively protect occupants from the effects of fire. Fire extinguishers and fire blankets are commonly found in communal properties such as group homes, high-rise and walk-up flats and older persons’ developments, but are not normally supplied to detached houses and other accommodation.
Standards
All fire risk management activities of the Organisation (including fire safety and fire protection equipment) shall comply with the Department of Fire & Emergency Services (DFES) Fire Risk Management Guidelines, Policy and Procedures, Engineering Guidelines, and guidelines for specific occupancy types - single dwellings, multi-storey housing and boarding houses etc., required by Building Regulations WA 2012, Building Code of Australia (BCA), and any additional provisions of statutes and these standards.

Where purpose built group homes, lodging houses, refuges and similar use dwellings, are managed by an Organisation, the Organisation is responsible for ensuring that all fire safety and fire protection equipment is maintained in accordance with all DFES and BCA requirements. In vacant properties, where fire hose reels, fire extinguishers, fire blankets and any other portable equipment required under DFES guidelines are found to be missing, they must be replaced by the Organisation prior to letting. Where the required equipment is faulty any repairs must be actioned by the Organisation at its cost prior to letting.

Fire Indicator Panels, Sprinklers, Fire Hose Reels and Fire Extinguishers are all specialised equipment items that are normally maintained by specialists using a regular testing and inspection regime. The provision of routine and preventative maintenance of fire services and equipment are subject to the relevant Safety Engineered Alternate Solution approved by the DFES, Australian Building Codes Board (ABCB), International Fire Engineering Guidelines (IFEG) 2005 edition, Building Act 2011, Building Regulations 2012, as constructed drawings, maintenance manual and manufacturer specifications.

Guidelines
Maintenance of fire safety and protection equipment is the responsibility of the Organisation. Organisations should, as a minimum, undertake a regular maintenance program of fire safety and fire protection equipment in HA owned community housing properties at least once every six months.

Function and appearance condition standards apply to these types of equipment in terms of their structural integrity and finishes respectively. However any indication of possible damage, neglect or interference that could potentially affect its operation should be immediately referred to a specialist company to check. All constituent parts of fire protection equipment should be present and operating in compliance with DFES requirements.

5.19.1 Smoke Alarms
Smoke alarms detect the presence of smoke particles that set off an audible alarm to alert people within the property.
Standards
Legal Requirements
The Building Regulations 2012 require owners to have mains powered smoke alarms fitted to all residential properties in Western Australia that are subject to sale, rent or hire.

To comply with the Regulations owners must ensure that the smoke alarms fitted are:

- In accordance with the BCA applicable at the time of installation of the alarms, and
- No more than 10 years old from date of manufacture;
- In working order, and
- Permanently connected to consumer mains power.

All smoke alarms must comply with AS 3786.


Standards
Interconnectivity
In dwellings subject to sale, transfer of ownership, lease or hire, that are constructed or approved for construction after 1st May 2015, and where more than one smoke alarm is required to be installed, the smoke alarms must be interconnected.


Standards
Housing Authority Requirements
Smoke alarms to all vacant properties intended for hand over or hand back will be tested to ensure they are working, of the photoelectric type and meet the requirements of DFES guidelines and HA’s specifications prior to property being relet, for each type of building classification under the BCA.
The HA requires that smoke alarms must:
- be directly wired into the main 240 volt AC electricity supply of the property, which cannot be inadvertently switched off;
- be photo-electric type;
- have an internal, sealed rechargeable and non removable battery as back up power that will continue to operate the alarm for 180 days after the supply of power is removed;
- have a test button and a minimum 5 year guarantee;
- be either PSA Lifesaver Model 5800RL or Brooks Model EIPFSPTLH in all new installations.

The installation of smoke alarms must:
- comply with the manufacturers recommendations and the BCA, and
- meet AS 1670.6-1997.

PSA Lifesaver Model LIF5800RL (An anti-tamper screw is fitted but not visible).

This is the current model supplied by PSA. On this model an anti-tamper screw is not visible.

Brooks Model EIPFSPTLH

This is the current model supplied by Brooks. On this model an anti-tamper screw is not visible. This model can be differentiated from PSA Models by its rectangular shape.
On advice from DFES, ionisation type smoke alarms are not to be installed due to over sensitivity of the products available on the market.

The Organisation must instruct a Responsible Officer to carry out a push button test at least annually (or in accordance with relevant legal agreement) on all smoke alarms to ensure that they operate correctly.

5.19.2 Location of Smoke Alarms

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoke alarms must be installed on or near the ceiling, with special care taken to avoid installation in the following areas:</td>
</tr>
<tr>
<td>• The apex of cathedral ceilings;</td>
</tr>
<tr>
<td>• The corner junction of walls and ceilings;</td>
</tr>
<tr>
<td>• Between exposed beams, where there may be a dead air space.</td>
</tr>
</tbody>
</table>

If it is not practical to install the smoke alarm on the ceiling, then it may be installed on the wall. The recommended position in this situation is between 300mm to 500mm below the ceiling. For cathedral ceilings, the recommended position should be between 500mm and 1500mm from the apex to the top of the alarm.

Regulations regarding the locations of smoke alarms are specific to each of the residential buildings Classes (1a, 1b, 2, 3 and 4) as defined by the BCA and compliance with these regulations is essential.

The number and location of individual smoke alarms in residential dwellings depends on the building class, size and layout of the property and must comply with DFES requirements.

When an Organisation wishes to change the use of the premises in order to meet its operational requirements, it must seek permission from the HA.

When the property is handed over from the HA to the Organisation or vice versa, a safety certificate must be provided to confirm that the HA approved smoke alarms
have been tested, that they are operating correctly and meet the relevant standards and requirements, as per the Pre-Hand-over/Hand-back Inspection Checklist (see Appendix 1).

Guidelines
A change in the residential usage of a building by an Organisation may impact on the BCA classification of the building which in turn may require a reconfiguration of the fire safety equipment to meet DFES compliance requirements. For example a standard single dwelling legitimately constructed to meet the ‘Class 1a’ specification (essentially a family home) under the BCA may, at some point, be used by an Organisation to house a number of unrelated tenants. The increased risks created by unrelated tenancies should be managed by the installation of appropriate fire safety equipment, instead of the one or two smoke alarms originally located in passageways outside the bedrooms.

An Organisation wishing to change the use of premises should first obtain an assessment from an appropriate authority who can determine whether the proposed use constitutes a different BCA classification and the full extent of the DFES requirements for that BCA classification. The Organisation should then seek permission from the HA in writing, and include documentary evidence of the BCA assessment and any reconfiguration necessary to meet DFES compliance. The HA will not unreasonably withhold permission for the proposed change to the use of the premises.

Class 3 Buildings

As defined by the BCA a Class 3 building is a residential building, other than a building of Class 1 or 2, which is a common place of long term or transient living for a number of unrelated persons, including –
(a) A boarding house, guest house, hostel, lodging house or backpackers accommodation; or
(b) A residential part of a hotel or motel; or
(c) A residential part of a school; or
(d) Accommodation for the aged, children or people with disabilities; or
(e) A residential part of a health care building which accommodates members of staff; or
(f) A residential part of a detention centre.

Standards
5.19.3 Fire Escapes

Standards
All fire exits must comply with the BCA and must be free from obstruction with appropriate exit signage. All exit doors and windows must have latches, locks and handles that are fully functioning and must be able to be opened quickly and easily from the inside.

5.19.4 Emergency Lighting and Exit Signs

The purpose of emergency lighting and exit signs, where required, are to guide people to safety in an emergency, such as a fire or power failure. They must be subject to a pre-emptive maintenance regime and an immediate rectification regime.

Standards
Emergency lighting and exit signage must be installed and maintained in accordance with the BCA. Exit lights must be permanently lit, visible in the dark, unobstructed, rigidly fixed and intact with no components loose or missing.

Guidelines
Some minor blemishes on painted surfaces of exit signs are acceptable but sign faces should have a clean finish.

5.20 Fixture Joints

Standards
There must be no gaps in between the joining of vertical and horizontal surfaces in wet areas such as splash backs behind kitchen, bathroom and laundry sinks and cabinets, and surrounds of baths and showers. All gaps must be filled to prevent collateral water damage.

5.21 Floor Coverings

5.21.1 General – All Floor Types

Floors provide level and safe support for people and furniture and must be maintained to minimise the possibility of tenants tripping, slipping or falling. Floors
may also perform a life-saving role by way of fire isolation in certain building types (e.g. multi-storey units).

**Standards**  
Floors must be free of trip hazards and worn surfaces that may be exposing the underlying structural elements to moisture and damage.

Lifting edges, holes, open joints, gaps, tears, lumps, loose threads, chips, buckles, ripples, burns or similar damage must be repaired. Floor surfaces must be free of significant stains and smells and able to be hygienically maintained.

**Guidelines**  
A floor covering should be repaired regardless of age in preference to partial or full replacement, unless it is uneconomic or unsafe to do so.

### 5.21.2 Replacement of Floor Coverings

**Guidelines**  
**Total replacement** of floor coverings of vacant properties intended for handover or handback should be carried out if the floor covering is ‘extensively damaged’ throughout. ‘Extensively damaged’ means 30% or more of the total area:
- is excessively worn, stained or has odours (that do not respond to cleaning) cracked, torn to the underlay or has lifted and cannot be repaired; or
- poses a safety risk and it is uneconomical to repair or partially replace.

**Partial replacement** of floor coverings to individual rooms of vacant properties intended for hand over or hand back should be carried out if the floor coverings:
- are ‘substantially damaged’; or
- pose a safety risk and cannot be repaired, or are uneconomical to repair.

‘Substantially damaged’ means:
- less than 30% of the total laid area of carpet in any single area or room is excessively worn, stained or has odours (that do not respond to cleaning);
- Vinyl tiles that are cracked or have lifted to less than 30% of the total laid area;
- Sheet vinyl that has been scored or ripped to the underlay, and the damage cannot be repaired.

Where the damage is less than 30% of the total laid area, the floor coverings shall be repaired using similar materials. Sheet vinyl should be replaced with vinyl tiles.

**Carpet**  
Carpets provide a safe, healthy and comfortable floor covering for habitable areas of a dwelling or common areas.
Standards
Carpets and underlay when replaced must be replaced with hard wearing domestic polypropylene with low flammability and slow flame spread characteristics. Carpets must be installed to current Australian standards.

Carpets laid on concrete floors must have suitable underlay.

At property hand-over the HA provides the Organisation with a Carpet Cleaning Confirmation Form, signed by a qualified contractor to verify that carpets have been professionally cleaned as per the Pre-Hand-over/Hand-back Inspection Checklist. The same must be provided by the Organisation to the HA at property hand-back. Confirmation of carpet cleaning is not required at hand-over if the property is new and never been tenanted, or if the carpet has been newly laid.

Guidelines
Carpets are in general only installed by the HA in public housing dwellings for seniors accommodation, however carpets may be retained in community housing dwellings that have been spot purchased if the carpets are ‘as new’ or in ‘good’ condition.

Carpets should not be threadbare, holed, stretched, rotted or subject to separation of backing material.

Organisations may chose to replace carpets with vinyl prior to hand-back providing that any and all vinyl replacements comply with the required standards for vinyl floor coverings.

Ceramic Tiles
Wherever practical, tiles should be replaced individually with closest match to existing, i.e. colour, texture and size, when tiles are cracked, have holes or are defective or excessively stained.

If ceramic tiles are being totally replaced they should be replaced by vinyl tiles.

Grout should be replaced when it no longer performs its basic function. Grout should be clean, free of mould and sealed.

Timber
Carpet and/or vinyl is preferred by the HA over maintenance of polished timber floors, floating floors and veneer/laminate. However floors that are already sanded and polished may be maintained until it is not economic to do so.

Timber floors should not have loose planks, protruding nails or gaps between planks.

Timber floors should be repaired with closest match to the existing, i.e. colour, materials and finish.
**Vinyl Flooring**
Vinyl tiles may be partially or totally replaced. There should be no wear and tear of vinyl flooring that may affect its capacity to be cleaned and hygienically maintained.

If vinyl tiles are being partially replaced, they should be replaced with the closest match to existing, i.e. colour, texture and size.

Vinyl sheeting, if being totally replaced, should be replaced by vinyl tiles.

**Quarter Round (Quads) and Skirting**
Quads and skirting must be repaired or replaced when they no longer perform their basic function or pose a safety risk. If quads and/or skirtings are being repaired or partially replaced this should be carried out with the closest match to the existing i.e. colour, size and shape.

### 5.22 Flywire – Doors / Windows

**Standards**
Flywire must be present, fit for purpose and free from holes or tears on all doors and opening windows with the most cost effective material (aluminium or stainless steel, but not fibreglass) suitable for it to perform its basic function.

### 5.23 Garages

Garages provide secure accommodation for a car or similar sized vehicle.

**Guidelines**
Garages should be secure, hazard free, waterproof, adequately ventilated and sufficiently wide to allow opening of doors from a regular sedan.

Floor slabs should not have any significant cracks caused by stresses and fatigue, or penetration and corrosion by automotive liquids.

Garage walls and ceilings should have finishes that are intact, secure and clean. Surfaces should be smooth with no apparent damage, cracks, holes or scratches.

Paint and render should be sound and intact, not cracking or flaking.

Any doors and windows should be operable and have sufficient hardware to open, close and lock them.
Roofs should have no loose sheeting, flashing or other material, and no leaks. The roof line should be straight and there should be no sagging of roof supports. Flashings, gutters and down pipes should be in place, of compatible metals, and secure and working without leaking.

5.24 Gardens, Trees & Shrubs

Standards
Vacant properties intended for hand-over/hand-back must have all grass neatly cut to a height of around 50mm, clippings removed and edges trimmed as close as possible to the date of hand over/hand back. Garden beds must have all grass runners and weeds removed.

All rubbish and debris must be removed from the yard and garden beds.

Tree lopping is required when trees may potentially cause injury, damage to property or are dangerous (e.g. interfering with power lines, driveways and pedestrian access, or tree is dead and may fall). Tree lopping must be undertaken to rectify any problems prior to hand over or hand back, to ensure adequate clearance from the dwelling, driveways, gutters, power lines, fences and neighbours property.

Organisations should not plant or permit to be planted any trees within 3 metres of any wall of the dwelling situated on the premises or within 1 metre of any fence on the premises.

Guidelines
In general tenants are responsible for maintaining their own designated yards and gardens and Organisations are responsible for common areas in all multi-unit complexes under its management.

Organisations are also responsible for trimming trees that are posing a health or safety risk and are above roof height. Council permission maybe required.

As a guide the following should be removed as and when necessary:

- Lower limbs of mature trees that are causing a nuisance or hang lower than 2.1 metres;
- Trees, shrubs or bushes that are dead;
- Trees located within 3 metres of any wall of the dwelling or within 1 metre of any fence on the premises.

The Magistrates Court may rule on disputes between adjoining owners on issues such as nuisance from trees, overhead branches and falling leaves under the provisions of the common law. Independent legal advice may need to be sought in respect of each case.
5.25 Gas Bottle Restraining Devices

Standard
Where a property is serviced by liquid petroleum gas (LPG) and is in a cyclone prone area, a gas bottle restraining chain is required as per the diagrams below.

A. Gas bottle hood
B. Gas Bottle Restrainer
C. Regulator pig tails
D. Regulator
E. Gas supply line
F. Liquid petroleum gas bottle (LPG)
5.26 Gates

Gates provide controlled access between two areas and may be for vehicles or pedestrians.

**Standards**

Gates must be hazard free, have no sharp edges, be securely fixed, solid in construction, free of sagging and winding (twisting), and have no gaps greater than 100mm.

Hinges must be secure, free of excessive wear and allow the gate to swing freely above the ground. Latches and bolts must be effective, easy to operate, and secure the gate in the closed position.

One leaf of double gates must be able to be fixed (usually by a bolt in the ground).

Electrically operated gates must be able to be unlocked and opened in the event of power outages (e.g. via key operation).

5.27 Glazing

**Standards**

Any cracked glass in windows, doors or shower screens (regardless of size or extent of cracking) must be replaced as it poses a safety risk.

Glass components must be intact solid sheeting and meet size and application standards for the designated use. Glass should be secure in frames.

Glazing or reglazing of sashes, doors, fixed screens and shower screens must be carried out in strict compliance with safety regulations and requirements of the SAA Glass Installation Code, AS 1288, AS1170-2, SAA Loading Code Part 2: Wind loads.

5.28 Gutters and Downpipes

Gutters and downpipes collect and direct roof water to drainage or collection system.

**Standard**

Gutters and downpipes must be fit for purpose, free of hazards, holes or missing sections. They must shed water effectively from the building and into a drainage system, be structurally sound, securely fixed and connected. There must be no leakage over doorways.
At property hand-over the HA provides the Organisation with a ‘Gutters and Downpipes Condition Report’ signed by a professional contractor to certify that the gutters and downpipes have been checked and are free of blockages and accumulations. The same must be provided by the Organisation to the HA at property hand-back as per the Pre-Hand-over/Hand-back Inspection Checklist (see Appendix 1).

Guidelines
Gutters and downpipes should not sag and all finishes should be mostly intact.

Staining on walls can be evidence of water leaks in gutters and blocked downpipes.

5.29 Heating

Guidelines
Heaters are NSF and the HA generally does not provide them in properties that are handed over to Organisations.

If a heater is present in a spot purchased property that is intended for hand over, the Organisation may lodge a request to the HA to retain the heater. Irrespective of subsequent approval or decline by the HA, the HA will not repair or replace heaters.

5.29.1 Wood Burning Heaters

Guidelines
Wood burning heaters will be removed by the HA prior to hand over to the Organisation and not replaced with any alternative type of heater, unless the property is located in a ‘cold winter climate zone’ and the Organisation wishes to retain the heater. If the Organisation wishes to retain a wood burning heater in a ‘cold winter climate zone’, the Organisation must seek approval from the HA to do so. ‘Cold winter climate zones’ are determined by the Bureau of Meteorology (see map below).
If a wood burning heater is allowed to be retained in a cold winter climate zone the HA/Organisation will obtain certification from a qualified contractor to confirm the safe working condition of the flu at property hand over/ hand back.

Where wood burning heaters are retained they must be:
- In a safe, fireproof condition;
- Free from blockages in the flue.

### 5.29.2 Brick Fireplaces

**Standards**

Brick fireplaces and chimneys must be closed off or bricked up (including in cold winter climate zones) to make them inoperable by the HA/Organisation, with consideration given to aesthetic appearance, prior to property hand over / hand back.
5.29.3 Unflued Heaters

If a bayonet is installed the room must be adequately ventilated before a heater is used.

The purpose of ventilation is to provide a continuous free flow of air from outside atmosphere to travel through and freely exit the space in which the appliance is installed. This provides adequate fresh air for combustion and for dilution of the products of combustion, thus ensuring the gas appliance operates in a safe manner and health risks caused by incomplete combustion and formation of carbon monoxide are prevented.

Standards

The Gas Standards (Gas Fitting and Consumer Gas Installations) Regulations 1999 require that adequate ventilation exists or is installed in the area where an unflued gas heater is to operate and where a gas bayonet fitting is installed.

If venting into another space that space must in turn be vented so that a free flow of air to outside atmosphere is achieved. All other subsequent spaces must also be vented in the same way as the space with the bayonet fitting.

Gas fitters must install gas bayonet fittings in accordance with these regulations and must consider additional requirements set out in clause 5.4 of AS 5601 2002 Natural Ventilation Direct from Outside.

Unflued space heaters up to 25 MJ/h may be used in a residential (domestic) situation. Interconnecting open plan rooms with more than one bayonet fitting installed may require additional ventilation. The gas supplier inspector may be able to provide further advice on the ventilation requirements in these circumstances.

Where contractors are required to attend to the servicing of heaters or attend in relation to gas leakages at properties, they are required under legislation to install air vents as per the current legislation.

Where a **balanced flue** heater is installed, **no** additional ventilation is required as there is an external source of ventilation.

A gas bayonet point is not permitted in any bedroom or bathroom space.
Guidelines
In addition to wall and ceiling vents, the room needs to be kept well ventilated when the heater is in use. Internal doors and at least one window should be open to allow fresh air to enter the room. Room vents should be checked periodically by the occupant so they do not become blocked.

If the Organisation wishes to retain a heater it will do so at its own expense.
5.30 Hot Water Systems

Hot water systems are essential for providing heated water for washing.

**Standards**
Hot water must be delivered at all hot water taps.

Hot water systems must not present a hazard and must be securely fixed in position and comply with current Australian standards.

All associated plumbing (water & gas) and electrical work must be functioning and there must be no indication of fuel problems or leaks (gas or electric smells).

All associated cabinets, doors, drawers and tanks must be structurally sound and there must be no leaks.

Where storage hot water units are replaced, they must have the following capacity in relation to the number of occupants of the dwelling:
- one bedroom: 90 litre gas or 160 litre off-peak electric;
- two or three bedrooms: 135 litre gas or 315 litre off-peak electric; and
- four+ bedrooms: 170 litre gas or 400 litre off-peak electric.

Under the Water Services Licensing Act Regulations (2000) all plumbing work must be undertaken by a licensed plumbing contractor and all plumbing work must comply with AS/NZS 3500.2004 part 1, 2 and 4 and any amendments.

When the property is handed over by the HA to the Organisation or vice versa, a condition report for the HWS from a suitably qualified contractor (i.e. licensed with the Plumbers Licensing Board of WA) must be provided to certify that the HWS is working correctly.

**Guidelines**
Pressure release valves should be checked to ensure that, once released, they should close off again without leaving a dripping drainage pipe.

Where solar hot water units are not installed, gas or electric hot water units are replaced like for like which includes:
- Instantaneous / continuous flow, and
- Storage.

If a solar hot water unit becomes unserviceable it should be replaced by the most cost effective unit which may be solar, gas or electric depending on the situation.
5.30.1 Sanitary Fixtures Delivery Temperatures

**Standards**

Water temperature must be tempered in accordance with AS/NZS 3500.4:2003 for heated water services as outlined in the following ‘Technical Note: Water Temperature’ of the Plumbers Licensing Board of WA, to prevent scalding at the outlets of sanitary fixtures used primarily for personal hygiene (basins, baths and showers).


When the property is handed over by the HA to the Organisation or vice versa, a condition report for the HWS from a suitably qualified contractor (i.e. licensed with the Plumbers Licensing Board of WA) must be provided.

---

5.31 Kitchen Cupboards, Benchtops, Drawers & Shelving

Kitchen cupboards and benchtops provide durable, waterproof, hygienic and cleanable areas for storage and food preparation.

**Standards**

All cupboards and drawers must be able to be opened and closed freely, smoothly and safely without jamming and not have any significant defects such as:

- deterioration of materials of the frame and shelves;
- swelling of bench tops and shelves due to water damage;
- broken or defective catches, handles or latches;
- burns and scorch marks on laminates and doors;
- badly rusted hinges;
- broken or cracked glass.

Cupboard carcass parts must be in a solid state, vermin proof, able to be cleaned and maintained in a hygienic condition.

Food storage cupboards must be properly secured to prevent contamination by dust, flies, vermin or rodents and be free from evidence of dampness and rot.

Bench tops must be impermeable, sealed to walls and sink unit, and free from significant delamination or lifting of laminate, holes and open joints that provide an unhygienic food preparation surface.

Wastewater must be conveyed into the main drainage system without leaking.

Shelves and work benches must be smooth solid surfaces, free of hazards such as sharp corners and maintained to ensure hygienic and safe food preparation. This includes being free from:
- major defects such as significant chips, cracks or water damaged warped timbers;
- excessive stains or burn marks; and
- significant separation from adjacent surfaces.

**Guidelines**
Painted cupboards should have a seamless finish with few visible wear areas, and no cracking or peeling paint.

### 5.32 Laundry Troughs and Tubs

Laundry troughs and tubs provide a waterproof, robust receptacle for the washing and soaking of clothes and linen, all in a hygienic manner.

**Standards**
Laundry troughs and tubs must be installed in accordance with current Australian standards (AS/NZS 1229:2002 *Laundry Troughs & Tubs*).

They must be free of hazards, structurally secure, intact, waterproof, operational, securely fixed in position and sealed to prevent water ingress into cupboards.

They should be free of major defects with finishes intact. Plumbing pipework must be functioning and metal cabinet must be structurally capable of holding a full trough.

**Guidelines**
Laundry troughs and tubs should be free of major defects with finishes intact. They include the plumbing and cabinet/support structure.

Metal cabinets should be free of rust, stains and chips.

For timber cabinets refer to standard for kitchen cupboards.

### 5.33 Letter Boxes

Letterboxes provide an identifiable, weatherproof receptacle for receiving mail and must be maintained in full operational capacity.

**Standards**
Letterboxes must be free of hazards, securely fixed in position, weatherproof, visible and accessible from the street, recognisable as belonging to a specific dwelling, non-combustible and able to accommodate standard postage items.
If the letterbox has a built-in locking system, a working key must be provided. Any mechanisms such as hinges and locks must be in working order.

Guidelines
Letterbox finishes should be intact. Some minor blemishes in finish are acceptable, but not any that compromise protection of the underlying material or disfigure the street number. Where a letterbox is fence mounted it should be assessed separately from the fence.

5.34 Lifts

Lifts provide safe, reliable, vertical transport with barrier free access to multi-storey developments. They are covered by specialist maintenance contracts to pre-empt any system failures.

Standards
Safety systems must be in good working order so that in the event of people being trapped, communication and evacuation can be executed satisfactorily. Emergency bells and/or emergency phones must be working and the lifts must receive regular certified specialist maintenance.

Guidelines
- Lift movement should be even.
- All buttons on the consoles should be working.
- Instructions and notices should be readable.
- Lift doors should open and close securely and meet evenly.
- Communication system should be visible and intact.
- All indicator lights should be working, including those on each floor showing the lift system has registered the call for lift up or down.

All finishes should generally be intact with no surfaces peeling or severely cracked.

5.35 Light Points

Light points (fixed light sources and their switching) provide sufficient illumination to undertake normal household tasks and enhance security.

Standards
Light points must be free of hazards. They must be operable, securely fixed, function safely and comply with current Australian standards.
There must be no loose wiring, and switches must have a definite on and off position. Switch cover plates and light batten holders must be in one piece and not cracked or broken.

Finishes should be generally intact.

5.36 Lighting External

External lighting plays an essential part in enhancing perceptions of security for residents and requires early intervention if there is any failure. Lighting provides illumination of grounds, including paths.

Guidelines

Different types of external lighting include mounting on bollards, posts, walls and porch ceilings. Bollard and post types should be vertical and firmly fixed in the ground. All require replacement of globes.

There should be no objects which obstruct or compromise the light’s ability to illuminate areas (such as doorways, paths, driveways and car parking areas) adequately. Finishes should be sound.

Standards

Lighting fixtures must be securely fixed. Lamps must be in working order and comply with the current Australian standards (AS 1158).

External lighting must be free of hazards and signs of failure or potential safety issues such as covers filled with water, mould growth inside lamp covers and burn marks.

There must be no missing parts such as access plates, broken glass or missing lamps.

The RTA Regulations state that, as a minimal level of security, residential premises must have an electric light fitted to or near the exterior of the premises that –

a) Is capable of illuminating the main entry to the premises; and
b) Is operable from inside the premises.

For further details see the Department of Commerce’s FAQ Sheet at: [https://www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf]

5.36.1 Public Lighting

Depending on the situation the HA or the Organisation may be responsible for replacing blown light bulbs and fluorescent tubes to common areas. This includes
foyers, walkways, playgrounds, car parks, communal laundries, stairwells (in multi-
storey dwellings).

The following list of situations indicates which party is responsible for repairing/replacing public lighting:

- In non-strata title clusters owned by the HA in which only some of the units are managed by Organisations, the HA [Regional Estates Manager] is responsible;
- In non-strata title clusters owned by the HA in which all of the units are managed by Organisations, the Organisation is responsible;
- In private strata title complexes in which the Organisation manages some of the units, the Strata Corporate Body is responsible.

Energy efficient light fittings and globes are preferred by the HA.

5.37 Linen Cupboards

Linen cupboards provide clean and dry storage space for household linen.

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linen cupboards must be dry and free of hazards. Cupboard doors must be operable and door handles must be securely fastened. Shelves must be secure and able to be cleaned and maintained in a hygienic condition. There must be no access for vermin.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finishes should be intact, although some scratching and discolouration is acceptable.</td>
</tr>
</tbody>
</table>

5.38 Numbering

Numbering allows the identification and the location of a particular dwelling. Numbers may be fixed to letter boxes, doors, and front entries etc.

<table>
<thead>
<tr>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Numbering should be free of hazards, clearly visible and legible, easily identified and securely fixed in position. Numbering should not be obscured by objects such as trees and shrubs.</td>
</tr>
<tr>
<td>Numbering should be adequately finished to protect from elements. Minor surface imperfections are acceptable.</td>
</tr>
</tbody>
</table>
5.39 Outdoor Structures / Fixtures

5.39.1 Bores and Reticulation

Guidelines
Bores and reticulation are generally NSFs and will not be maintained or checked for correct functioning by the HA. (Discretion may be applied where a tenant is totally reliant on a bore for water).

If a bore poses a potential hazard, this must be rectified or it will be removed and filled in at the discretion of the HA.

The HA provides reticulation in some newly constructed unit clusters. The reticulation may be to individual units and common areas within clusters. Reticulation may also exist in properties that have been acquired through spot purchase. Where the HA has provided reticulation systems in new constructions prior to handover the Organisation is responsible for maintaining them.

5.39.2 Carports, Garages, Patios and Pergolas

Guidelines
Carports, garages, patios and pergolas fitted by the HA as part of the asset, will be maintained by the Organisation in accordance with the requirements of the relevant legal agreement.

Major repairs to these items will only be considered “structural” if the item is located under the main roof of the dwelling, i.e. not free-standing. Carports, garages, patios or pergolas deemed unsafe must be removed.

Carports, garages, patios and pergolas not provided under original construction or as an agreed maintained item, will be maintained by the Organisation until it is not economic to do so. The HA will not maintain, repair or replace these items. If the items become irreparable they will not be replaced by the HA.

Organisations are not obliged to maintain such items that have been installed by tenants.

5.39.3 Paving and Driveways

Guidelines
Paving and driveways are to be weeded and maintained by the Organisation to minimise the possibility of tripping, slipping or falling.

If a driveway or pathway is uneconomical to repair, it should be replaced with a ‘like for like’ solution.
5.39.4 Sheds

**Guidelines**

Sheds are NSFs and as such will not be maintained or replaced by the HA.

If a shed is present at the property prior to handover to the Organisation, the Organisation must advise the HA if it intends to retain the shed.

Organisations wishing to erect a shed must seek prior approval from the HA and ensure that the shed complies with the relevant LGA’s requirements.

Sheds that are not fit for purpose, or are structurally unsound, will be removed by the HA prior to handover.

5.39.5 Verandas/Porches/Balconies

**Standards**

Verandas, porches and balconies, and steps and stairs leading to them, must be maintained by the Organisation and be:

- In good repair, structurally sound and in safe condition;
- Free from major defects including rot and decay, broken, loose and warped decking, defective timber members and uneven surfaces; and
- Not separating or parting from the main building structure.

**Guidelines**

If verandas, porches and balconies are noted on the tenancy agreement as NSFs or were installed by the tenant in occupation, then they will not be maintained by the HA.

If such items were supplied by the HA at hand-over the HA may totally replace these items to appropriate and contemporary standard provided that the replacement is deemed to be ‘structural maintenance’, the Organisation has at all times undertaken adequate routine and remedial maintenance, and subject to the HA being obliged to replace the items under the terms of the relevant legal agreement.

5.40 Painting

**Standards**

All painting (internal and external) must be carried out to the following standards:

- All total painting must be done by properly qualified painters, in accordance with trade practice. (Small patch paint jobs to existing painted areas where matching of colour and texture can be readily achieved may be done by
general handymen);

- All materials must be used in accordance with manufacturers’ specifications;
- All workmanship must be consistent with relevant national industry standards for painting of buildings (AS. 2311);
- Gutters and external doors must be in trim colours either to complement existing roof or brick colour or in alternative acceptable colours;
- Fibro cement sheeting to eaves, linings and fixed panels must be of an acceptable colour, compatible with trim and external wall colours;
- Down pipes, vent stacks, exposed water pipes, valleys and flashings and all other roof penetrations must be painted to match colour of background.

5.40.1 Internal Painting

Guidelines
All internal paint work should be clean, in good repair, without excessive chips, marks or blemishes and of a light neutral colour scheme.

Extreme Colour Schemes
Any variation of colour scheme must be negotiated between the HA and the Organisation at time of consideration for acquisition (spot purchase), hand-over or hand-back. This is to ensure that an excessive amount of ‘extreme colour scheme’ (i.e. 50% or more of the total painted surfaces) may be corrected. (‘Extreme colour schemes’ may be defined as very dark or iridescent colours, for example dark purple, dark brown, dark blue, iridescent green, yellow or orange). Negotiation between the HA and the Organisation will ensure accountability against budgets for any necessary re-painting.

Marks and Blemishes
In the first instance all marks and blemishes should be cleaned and removed. An assessment of the condition of the paintwork should then be made as to the need for marking any blemishes on the PCR, re-painting or patch painting. This assessment should be made on the basis of the proportion of marks on the wall to complete surface area; ability to colour match paint for patch painting; and necessity for complete re-painting.

Partial Internal Painting
Partial internal painting of vacant properties intended for hand-over or hand-back must be performed if the affected paintwork cannot be satisfactorily rectified by cleaning.

Repair patching and painting of partial walls may be undertaken where a satisfactory colour and texture match with the existing can be easily achieved. But in situations where a satisfactory match with the existing cannot be easily achieved, the whole wall may be re-painted.
Where individual rooms require patching and/or painting rather than the total property, the repair should be painted instead of the total property.

**Total Internal Painting**

Total repainting of vacant properties intended for hand-over or hand-back must be performed in cases where the existing paintwork has an excessive amount of 'extreme colour scheme' (i.e. 50% or more of the total painted surfaces) or is 'substantially damaged', where there is excessive discolouration (that does not respond to cleaning), peeling or cracking of paintwork, or where wallpaper must be removed due to excessive peeling.

'Substantially damaged' painted surfaces means that 50% or more of the total painted surfaces are:
- discoloured or marked with graffiti, drawings or scuff marks and/or
- damaged with chips, cracks and/or peeling.

5.40.2 **External Painting**

**Standards**

External painting must be of a standard that prevents the applicable areas from being subject to preventable ‘wear and tear’, damage or deterioration. Any peeling, chipping, cracking or flaking which exposes the raw surface must be rectified prior to hand-over or hand-back. This includes timber elements (such as barge boards) and non-timber elements (such as roof sheeting, gutters and down pipes).

**Guidelines**

The exterior of properties should generally be painted by the Organisation in accordance with the programmed works schedule of the Organisation. Programmed works refers to non-urgent works which will improve, protect or extend the life of the property.

5.41 **Paths**

Paths provide safe and direct pedestrian access to a dwelling and connect facilities within a development. They are made of various materials including concrete, masonry, mixed or composite, tiles or gravel. Paths include all pathways within the property.

**Guidelines**

Paths should be structurally intact and provide safe passage for people walking, using wheelchairs and pushing strollers and trolleys. Path surfaces should be smooth, free of hazards (such as moss, holes or uplifts and any other surface changes that might compromise safety), slip resistant and have effective drainage.
Finishes should be intact and edges discernible. Minor surface imperfections and discolouration are acceptable.

5.42 Pests and Vermin Control

After hand-over Organisations are responsible for all pest and vermin control.

The HA and Organisations are responsible for the eradication of:

- Termites;
- Singapore Ants;
- Bees;
- Wasps;
- Cockroaches, fleas, common ants (severe infestation only where undermining paving occurs) and vermin control in apartments, duplexes, townhouses and pensioner complexes, and in single detached accommodation, but only where infestation occurs within 3 months of the tenant occupying.

Standards
The prevention and eradication of pests must be carried out in accordance with current Australian Standards (AS3660) relating to pest control and the Health (Pesticide) Regulations 1956.

All general pest control works/treatments must be guaranteed for a minimum period of three calendar months after the original treatment. Pest control treatments targeting termites require the pest controller to provide a twelve-month guarantee period.

When properties are handed over by the HA to Organisations or vice versa, current pest/termite inspection certificates must be provided to ensure that the properties are free from pests and vermin as per the Pre-Hand-over/Hand-back Inspection Checklist (see Appendix 1). The HA and Organisations will only engage licensed pest control operators who operate under Health Department regulations.

Guidelines
Treatment relating to termites should be limited to the area of the existing building inclusive of 600 mm of ground that immediately surrounds the dwellings. Fences, trees and outbuildings beyond this area do not need to be treated or inspected unless specifically required or severe infestation is detected.
5.43 Plumbing

Standards
All plumbing work must be carried out by qualified licensed plumbers in accordance with best building practice and relevant industry standards (AS/NZS 3500.1 – 3500.5).

All plumbing fixtures and appliances must be installed in accordance with the manufacturer’s instructions.

5.43.1 Plumbing fixtures (includes taps)

Standards
Plumbing fixtures including taps, water service pipes and water storage tanks must be:
- free from leaks and other major defects;
- in a safe condition; and
- comply with local authority requirements; and ASNZS 3500.1.

Shower heads and taps must be free of hazards and securely fixed in position to current Australian standards. They must operate freely and easily, provide adequate flow and have no drips or leaks.

Guidelines
Taps provide easy and reliable control of water flow. Finishes to traps should be in good condition although minor surface damage is acceptable

5.43.2 Water Using Appliances

Standards
When replacing appliances that use or supply water (such as shower heads, toilets and taps), the replacement appliance is required to have a minimum WELS water efficiency rating of 3 stars.

5.44 Power Points

Power points provide safe connection to the reticulated electricity supply for electrical appliances. They may be made of Bakelite, plastic or round metal mounted on timber pads. They are also known as single or double GPOs (general purpose outlets).
Standards
Power points must be free of hazards, free of any loose or exposed wiring or missing parts, securely fixed in position and operate effectively. They must not be located where there is a risk of moisture causing a short circuit, i.e. over basins or other water receptacles.

Guidelines
Switch mechanisms should work in both off and on positions and there should be no ‘in between’ position.

Surfaces and finishes should be free of defects and intact. There should be no cracked, broken or painted parts.

5.45 Ramps

Ramps provide access from one level to another without using steps. They are most often associated with wheelchair access, in which case particular requirements need to be met for slope, handrails, and turning points.

Most ramps are made of concrete and brick with steel pipe rails. Some may be made of timber or steel framing as temporary ramps.

Standards
Ramps must be free of hazards, structurally sound and intact. Ramp surfaces must not be slippery and handrails must be secure and able to be grabbed for support.

Guidelines
Finishes should be intact and there should be no signs of significant corrosion or structural stress in any associated structural element such as brick foundation walls or steel beams.

Junctions of ramps with any paths and balconies or other surfaces should be smooth and pose no barrier to a wheeled device such as a shopping trolley, wheelchair or stroller.
5.46 Residual Current Devices/Miniature Circuit Breakers (Safety Switches)

Standards
In 2011 legislation was introduced that requires landlords to install a minimum of 2 x Residual Current Devices (RCDs) on power and lighting circuits (see Department of Commerce’s Fact Sheet on RCD Laws at: https://www.commerce.wa.gov.au/sites/default/files/atoms/files/rd_fact_sheet_0.pdf).

The RCD component of the RCD/MCB is installed to protect an occupant from electrocution. The appliance will detect a fault in an electrical circuit and switch the power off very quickly, to significantly reduce the effect of an electric shock. The Miniature Circuit Breaker (MCB) component of the RCD/MCB is designed to interrupt the current flow if too many appliances are connected to that circuit (overload) or if a short circuit occurs.

RCD/MCBs or 'safety switches' are combined in the same fitting.

Standards
The Department of Housing Policy is to install combined residual current device and miniature circuit breakers with test buttons which allow for testing. The test button simulates an earth leakage fault and indicates whether or not the RCD/MCB is operating correctly.

The HA will install a minimum of three (3) RCD/MCBs to all properties prior to handover to the Organisation. The Department’s policy is to install an RCD/MCB to two power circuits and one lighting circuit where applicable.

When the property is handed over from the HA to the Organisation or vice versa, a Verification Form signed by a qualified contractor must be provided to certify that the RCD/MCBs have been tested and are operating correctly.

Spot purchased properties fitted with two RCD/MCBs as per the legislation must have a 3rd RCD/MCB fitted to comply with HA policy.
Each box air-conditioning unit requires its own RCD/MCB to protect its power point, because it is on its own circuit.

Organisations must ensure that RCDs comply with HA’s specifications, Australian Standards and state legislation, are maintained in working order and replaced when required. Clipsal, HPM and ABB are brands approved by the HA and all have push buttons for testing.

The Organisation must instruct a Responsible Officer to carry out a push button test at least annually (or in accordance with relevant legal agreement) on the RCD/MCB to ensure that it operates correctly; the earth wire is in place, and is connected to a water pipe and earth electrode.

5.47 Roof Plumbing

5.47.1 Roof Plumbing

Standards
Roof plumbing and drainage must be installed and maintained to current Australian standards and allow for effective collection and dispersal of rainwater from the dwelling, free from obstruction. All attachments must be firmly secured to the dwelling.

5.47.2 Gutters and Downpipes

Standards
When the property is handed over from the HA to the Organisation or vice versa, a written report confirming that the gutters and downpipes have been cleaned and cleared must be provided by a suitable contractor.

Guidelines
Gutters, downpipes and spouting should be clean and unblocked and free of leaks. Stormwater pits and drains to high-rise and multi-storey dwellings must be cleaned regularly.
5.48 Roofs

Roofs provide a weatherproof covering to the building. They may be constructed of timber, steel or concrete structure and have finishes of concrete tiles, terracotta tiles, metal, shingles and concrete slabs.

**Standards**

- Roofs must be weatherproof and maintained in accordance with current Australian standards and manufacturers’ written specifications.
- Roofs must prevent access to pests and vermin.
- Roofs must be free of major defects and hazards, and be structurally sound. There must be no loose parts, slipped, broken or cracked materials, tiles, shingles or slates. Roof sheeting must be securely fixed and watertight with no obvious holes caused by rust or corrosion.

**Guidelines**

- Roofs should be free from noticeable sagging, tilting or bulging. They can usually be viewed for any distortion of the basic structure by eyeing the ridgeline, hip lines and rafter lines to ensure they are as intended [usually straight, sometimes curved, but not usually sagging].
- Mortar should be intact at the ridge, hips and any exposed gables.
- Penetrations of the roof at vents, chimneys and solar hot water systems should be checked to ensure that flashings have not slipped or broken.
- Chimneys should be vertical with no significant cracks or instability in the masonry. Chimney mortar should be intact, complete and well pointed. Any chimney pots should be complete, securely fixed and effectively weatherproof the chimney.
- Some minor discolouration is acceptable. Any painted or glazed finishes should be intact.

5.49 Rubbish Removal

**Standards**

- Vacant properties intended for hand-over/hand-back must have all external rubbish removed. External rubbish removal (where required) may include:
  - Household refuse;
  - Tree and grass clippings;
  - Excess soil or concrete;
  - Car bodies, car parts and other abandoned goods;
  - Animal faeces.
Guidelines
At property hand-over/hand-back rubbish bins must be emptied and, if required, washed out with a suitable cleaning and deodorising product.

5.50 Security

Standards
Where security provisions are installed, with the exception of NSF (such as burglar alarms) they must be maintained by the Organisation to ensure structural integrity and functionality.

Vacant properties intended to be relet by the Organisation must be provided with locks to secure all external doors, and provided with effective catches to all windows.

Properties over two storeys will have window openings permanently restricted to a clear opening of not more than 125mm from the window sill.

Guidelines
Keyed window locks are not provided by the HA. If window locks are present in a dwelling they must have keys and be in working order otherwise they will be removed by the HA prior to handover.

Where a security (barrier) grille is not provided then sash fastening devices should be capable of fixing the window in a closed position.

5.50.1 Security Items Prescribed Under RTA Regulations

Standards
Residential Tenancy Regulations require that lessors provide and maintain such means to ensure that residential properties are reasonably secure and the following security items are prescribed:

An external door that is the main entry door to the residential property must be fitted with:
    (i) a deadlock, or
    (ii) a key lockable security screen door that complies with AS 5039-2008.

An external door that is not the main entry door to the premises must be fitted with:
    (i) a deadlock or, if a deadlock cannot be fitted, a patio bolt lock; or
    (ii) a key lockable security screen door that complies with AS 5039-2008.

(This regulation does not apply to a door to a balcony if there is no access to the balcony except from inside the residential premises).
Each exterior window of residential premises must be fitted with a lock, whether or not a key lock, that prevents the window from being opened from outside the premises unless the window is:

(i) on, or above, the second floor of a building and is not easily accessible from outside the premises; or
(ii) fitted with a security window grille that complies with AS5039-2008.

Residential premises must have an electrical light fitted to or near the exterior of the premises that is –

(i) capable of illuminating the main entry to the premises; and
(ii) operable from inside the premises.

(This regulation does not apply to residential premises to which the provisions of the Strata Titles Act 1985 apply if the strata company relating to the premises provides and maintains adequate lighting, outside of daylight hours, to the main entry to the premises).

For further details see the Department of Commerce’s Information Sheet on ‘Minimum Levels of Security’ at: [https://www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf]

The HA will ensure that minimum levels of security in properties comply with the new RTA requirements prior to hand-over. It is the responsibility of the Organisation to ensure that all existing leased properties meet the RTA’s minimum levels of security before the compulsory compliance date of 1st July 2015. Organisations are responsible for ensuring that properties meet the RTA requirements for minimum levels of security prior to hand-back.

5.50.2 Cylinders, Locks and Keys – Replacement

Standards
External door locks must be in good working order and able to secure the dwelling in accordance with the RTA Regulations.

At hand-over/hand-back all working keys must be provided by the HA/Organisation for all locks at the premises which may include:

- door locks;
- screen (barrier) doors;
- window locks;
- letter box locks;
- meter box locks;
- garage locks (where applicable), and
- any other external locks such as padlocks to gates and sheds.

Where deadlocks need to be replaced, they must be replaced with locks that are
key-operated externally and turn knob-operated internally.

If more than one door lock on a house requires replacing, all external doors must be keyed alike.

In the case of a master key system, any replacement cylinders must be compatible with the existing master key system. Where the Organisation has installed a master key system during the period of the lease, the Organisation must replace the locks at the property and hand all keys to the HA at hand-back.

Guidelines
If all keys are lost or not returned, or it is suspected that some keys have not been returned, cylinders and keys should be replaced by the Organisation to all external doors prior to reletting. If cylinders cannot be replaced, new locks should be installed.

Where the Organisation assesses that the security of a master key system has been compromised, the Organisation should replace the system and determine responsibility for costs.

5.51 Screen Doors (Barrier)

Barrier Screen doors (as distinct from ‘Security Screen Doors’ that by definition comply with AS 5039-2008) provide some security at entry points to the dwelling and provide a barrier to airborne insects.

Standards
Barrier Screen doors must be provided at every external entrance to the dwelling wherever the other security locks at the external entrance already provide for compliance with the RTA security regulations.

Barrier screen doors must be free of hazards and distortion, fit neatly into rebates and must not impede the operation of the main doors.

Locks must be operational.

There must be no holes in the fly mesh or separation of the mesh from the door that will compromise its function to provide a barrier to insects.

Guidelines
Finishes should be generally intact. Minor dents and scratches to the frame are acceptable.
5.52 Security Window Grilles

Security window grilles (compliant with AS 5039-2008) provide a higher level of security to exterior windows.

**Standards**

Security window grilles must be free of hazards, structurally sound, operable and lockable.

Security window grilles, whether ‘Security’ type (i.e. compliant with AS 5039-2008) or ‘barrier’ type, must only be installed on opening windows and not sealed windows in order to meet the safety standard for emergency egress in the event of fire.

**Guidelines**

In most cases security window grilles are considered NSFs (unless required by the RTA).

Finishes should be intact.

5.53 Showers

Showers are easily accessed spaces which allow the washing of a person using a constant stream of water.

**Standards**

Showers must be free of hazards, structurally sound with all mechanical, water supply and drainage devices working adequately, waterproof and free of slippery surfaces. Finishes should be intact.

Shower screens must be firmly fixed and frames should have at least 90% of the applied finish intact. ‘Fixed panel’-type shower screens must open freely and safely and not have any cracks in the glass. All replacement glass to shower screens must be laminated safety glass and comply with the relevant national standard (AS 1288). Doors should operate with ease, not interfere with other doors and close to form an effective seal.

Shower curtain rails must be firmly fixed in position, structurally sound and able to support a curtain for its entire length.

Shower roses and associated fittings should have at least 75% of the applied finish intact, be securely fixed and operable. Replacement shower heads must have a minimum WELS water efficiency rating of 3 stars (see ‘Plumbing’).

Any sliding or swing screen panels operate as designed and do not fall off tracks or swing across other fixtures.
5.54 Smoke Alarms

Refer to section on ‘Fire Safety and Fire Protection Equipment’

5.55 Stairs & Steps

Stairs and steps provide easy access for an ambulant person between two or more levels.

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stairs and steps must be structurally sound and stable, and comply with BCA requirements. There must be no uneven risers or treads that may pose a hazard. Handrails must always be available. Any coverings over steps and stairs such as carpets must be securely fixed and not worn.</td>
</tr>
<tr>
<td>Any balustrades must be securely fixed in position and intact and have no gaps greater than 125mm. All surfaces must be slip resistant and applied surface finishes must be in place across the whole of the surface.</td>
</tr>
</tbody>
</table>

5.56 Stoves (General)

Stoves provide a safe and convenient method of cooking food.

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stoves must have:</td>
</tr>
<tr>
<td>• An approved anti-tilt bracket (all upright stoves);</td>
</tr>
<tr>
<td>• One-metre-long flexible connection to gas pipe; and</td>
</tr>
<tr>
<td>• A closed link or approved type safety chain between stove and wall (for gas stoves only).</td>
</tr>
</tbody>
</table>

Anti-tilt brackets are supplied with all electric stoves and have manufacturer’s instructions for fitting.

All stoves must be fitted by qualified technicians and installed to Australian Standards.

Stoves should present no hazards (such as gas leaks, exposed and frayed electrical wiring, strong electrical smells, constant tripping of the circuit breaker) and must be securely fixed to rear wall or floor to prevent tilting.

Stoves must be fully functioning and structurally intact. All heating elements/burners
must be seated properly and operating. All switches and control knobs must be operable; all oven and grill door hinges and handles should be firmly fixed and doors should operate with ease. Oven doors should correctly align with ovens and seal when closed. The seal material must be intact and firmly fixed. All sliding grill parts and oven shelving must be in place and operate with ease.

When the property is handed over by the HA to the Organisation or vice versa, the stove must be clean and a condition report for the stove from a suitably qualified contractor must be provided.

Guidelines
The surface finish of all cooking fitments both internally and externally should be free of excessive wear, in a presentable state and able to be maintained in a hygienic condition.

5.56.1 Anti-Tilt Brackets and Restraining Chains

Standards
Anti-tilt brackets are required for gas, electric and all electric elevated stoves. The anti-tilt brackets are installed on the floor underneath the stove or on the wall behind the stove.

All gas stoves with a flexible hose must have a restraining chain.

Guidelines
To check if the anti-tilt bracket is installed and functioning correctly, attempt to tilt the upright stove towards you. No movement should be detected.

Gas elevated stoves are not fixed with anti-tilt brackets but a powder coated angle bracket fitted from the rear of the elevated stove to the wall. To check the installation of this bracket, gently pull the stove towards you to ensure the powder coated angle bracket is securely fitted.

Two types of gas stoves are commonly fitted to HA properties; hard piped stoves and stoves with flexible hose. The following diagram shows hard piped gas stove installed with anti tilt bracket on wall and restraining chain.
Restraining chains are generally viewable by looking down the side of the stove. Generally restraining chains are installed at the back of the stove, but they can also be installed at the side of the stove.

The following diagram shows a gas stove installed with a flexible hose, anti-tilt bracket on floor and restraining chain. These are commonly used in new installations.
5.57 Structural

Dwelling must be structurally sound, weatherproof, safe and secure.

Guidelines
The Organisation is responsible for all remedial maintenance to structural components of the properties in the first instance. However with respect to major repairs of a structural nature the Organisation should refer concerns over structural defects to the HA in writing. (See definition of ‘structural maintenance’ in the definitions section at the front of this Manual).

Organisations should follow the ‘Maintenance Defects Process’ under which the HA requires that Organisations provide adequate evidence in the form of a submission, including all supportive documentation and a technical assessment where necessary.

The HA will then investigate the nature of the purported defect and all relevant legal, contractual, and funding/lease agreements to identify if the HA has any obligation to rectify the defect at the property. The HA will respond to the Organisation in writing to advise of the outcome of the submission.

Some costs of major structural repairs may be met by the HA if the Organisation has carried out adequate remedial maintenance on the asset and subject to the HA being obliged to meet costs under the terms of the relevant legal agreement.

5.57.1 Walls

Typically walls define space, provide enclosure, are load bearing and support other components like windows and doors. Walls can be required to provide fire separation when acting as a party wall.

Standards
Walls must be in accordance with the BCA. They must be structurally sound, weatherproof, true, straight and vertical.

Walls must be free from major sagging and bulging, large holes, large cracks and gaps. Cornices, skirtings, mouldings and architraves must be securely fixed and free from damage.

Guidelines
External walls should be free from:
- Major defects including rot, holes or decay, split, broken, fractured, deteriorating or loose materials;
- Graffiti or unsightly vandalism;
- Evidence of dampness; and
- Evidence of termite damage, whether active or inactive.
Internal walls should be free from large unsightly stains and defects and finishes reasonably clean in appearance. There should be no peeling paint, wallpaper or missing tiles.

Wall surfaces should be able to be kept clean. There should be no significant discolouration, mould growth or blistering of painted finishes.

5.58 Toilets

**Standards**
Toilets must be hazard free, structurally sound and components (seats, cisterns and bowls) must be securely fixed and functioning in accordance with current Australian standards.

Cisterns must operate without excessive or prolonged noise and must not leak onto floor or pan.

Cistern buttons must operate with ease and return to original position when released. The cistern valves must cut off when released, and cistern taps must be in a sound and operable condition.

Replacement cisterns must be dual flush and have a minimum WELS water efficiency rating of 3 stars (see section on ‘Plumbing’).

**Guidelines**
All components should operate freely and have no leaks. There should be no significantly chipped or cracked materials. Toilet surfaces should be clean and in a generally sound condition, able to be cleaned and kept in a hygienic state. Some water staining of the toilet pan is acceptable.

5.59 Vanity Cabinets

Bathroom vanity cabinets provide for storage of personal items used for personal grooming.

**Standards**
Vanity cabinets must be solid, free from corrosion or rot, vermin proof and able to be maintained in a clean and hygienic state. They must have impermeable top and splashback, free from significant delamination, holes and open joints.

**Guidelines**
Shelving should be intact. Vanity unit doors and drawers should be solid, operate smoothly and easily, and seat properly when closed. All handles, locks, catches etc. should operate satisfactorily and secure the door/drawer in the closed position.
5.60 Windows

5.60.1 General

Windows provide a means of excluding the weather whilst maintaining access for natural light and ventilation.

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows must be free of hazards and provide a reasonable level of security and protection from the weather. They must be securely in position.</td>
</tr>
<tr>
<td>The RTA Regulations prescribe standards for all windows to residential properties. These standards are outlined in the section on ‘Security’ in this Manual.</td>
</tr>
<tr>
<td>Windows must be in good repair and able to be easily opened and securely closed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows should have no significant distortion and finishes should be intact. Fixed window frames are to be in a sound condition with no major defects, cracks, gaps or rust.</td>
</tr>
<tr>
<td>Rollers on sliding windows should be free rolling and window catches and latches should be effective. Sashes should work effectively and any window locks should be lockable.</td>
</tr>
<tr>
<td>Putty or silicone sealant around the edge of the glazing should be intact and prevent moisture from entering the sash. Some slight weathering, very minor surface scratching and indentations are acceptable.</td>
</tr>
</tbody>
</table>

5.60.2 Glass

<table>
<thead>
<tr>
<th>Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glass components must be intact solid sheeting and meet size and application standards for the designated use. All glass replacement must comply with the relevant national standards (AS.1288).</td>
</tr>
</tbody>
</table>

5.60.3 Window Flyscreens

Window flyscreens exclude insects, particularly flies and mosquitoes from a dwelling.

<table>
<thead>
<tr>
<th>Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Window flyscreens should be free of hazards, perform the function of excluding insects from entry and not prevent the operation of the window set. Screens should allow access to the window.</td>
</tr>
</tbody>
</table>
Flyscreens should be intact and have no holes or tears. Some scratching or denting to frames is acceptable but they should be generally sound.

5.60.4 Window Treatments

Guidelines

Internal
The HA does not generally supply internal window treatments. Window treatments are considered to be NSF and will not be repaired or replaced by the HA.

External
The HA and Organisations do not generally supply external awnings to dwellings; however exceptions are at the Organisation’s discretion.

5.61 Window Locks

Standards
The RTA Regulations prescribe standards for locks that must be fitted to all external windows of residential premises. These standards are outlined in the section on ‘Security’ in this Manual.
COMMUNITY HOUSING ASSET MANAGEMENT

PROPERTY HAND-OVER/HAND-BACK PROCESS

1. INTRODUCTION

1.1 This document outlines the process for overseeing the transfer of managed (leased) community housing properties between the Housing Authority (HA) and external Organisations.

2. ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HA</td>
<td>Housing Authority</td>
</tr>
<tr>
<td>HWU</td>
<td>Hot Water Unit</td>
</tr>
<tr>
<td>LGA</td>
<td>Local Government Authority</td>
</tr>
<tr>
<td>PCR</td>
<td>Property Condition Report</td>
</tr>
<tr>
<td>RCD</td>
<td>Residual Current Device</td>
</tr>
</tbody>
</table>

3. APPLICABILITY

3.1 This document details the process to be followed when the HA wishes to take back a property from an Organisation, when an Organisation wishes to return a managed property to the HA, and when the HA transfers a managed property to an Organisation.

3.2 This document applies to day to day property transfers under a managed lease arrangement and does not influence any other program negotiated position.

3.3 This process may not apply to any other program for the transfer of properties in which alternative arrangements have been negotiated.

4. PURPOSE / OBJECTIVE

4.1 The objective of this document is to:

- Clearly outline the hand over /hand back process;
- Establish a common standard for the hand-over/hand-back of properties between HA and Organisations;
- Formalise any maintenance, repair and written verifications required before or after property transfer.
5. **HAND-OVER/HAND-BACK PROCESS**

5.1 Hand-back occurs when:

   i. the HA requests that an Organisation returns a property to the HA;

   ii. an Organisation requests that the HA receives the return of a property.

5.2 Hand-over occurs when the HA transfers a property to an Organisation.

5.3 The Hand-over/Hand-back process is illustrated in the flowchart at Appendix A.

6. **REQUEST BY THE HOUSING AUTHORITY FOR THE RETURN OF A PROPERTY FROM AN ORGANISATION**

6.1 Initial Phase

6.1.1 If the HA requests the return or exchange of a property from an Organisation, this will be done in writing and the reasons given. The HA will provide a Pre-Hand-over/Hand-back Inspection Checklist to the Organisation, and the following process will apply.

6.1.2 The Pre-Hand-over/Hand-back Inspection Checklist (Appendix B) is a guide to help Organisations identify the detail of maintenance that must be carried out to the property prior to hand-back and is not exhaustive. This document must be read in conjunction with the maintenance responsibilities outlined in the CHA or Lease Agreement and the ‘Community Housing Asset Condition Standards and Guidelines Manual for Managed Premises’.

6.1.3 In the event that the HA intends to demolish the dwellings(s) and redevelop the site, the HA will advise the Organisation in writing of the maintenance tasks required at the property under these circumstances.

6.2 Maintenance Requirements

6.2.1 The Organisation will carry out maintenance and cleaning as required to ensure that the property meets the required standards for hand-back.

6.2.2 Once complete, the Organisation will contact the HA to arrange an appointment to carry out a joint inspection of the property.

6.2.3 Any maintenance or other issues identified during the inspection which should have been carried out to fulfil the Organisation’s maintenance responsibilities under the CHA or Lease Agreement, the ‘Community Housing Asset Condition Standards and Guidelines Manual for Managed Premises’ and any negotiated agreement, will be discussed and agreed with the Organisation onsite.
6.2.4 The HA will provide the Organisation with written confirmation of the agreed list of maintenance or a suitable outcome and a negotiated completion timeline.

6.3 Completion of Maintenance

6.3.1 The Organisation will carry out maintenance and cleaning as agreed at the joint inspection, as outlined under 6.2.4

6.3.2 Once complete, the Organisation will contact the HA to arrange an appointment to carry out a second joint inspection of the property.

6.3.3 If further maintenance is required this will be discussed with the Organisation onsite at the second inspection and written confirmation of the agreed list of maintenance and completion timeline will be provided to the Organisation.

6.4 Acceptance of Property

6.4.1 When all the property maintenance is completed as agreed, the Organisation will contact the HA to arrange a final inspection.

6.4.2 The Organisation will arrange a “Special Meter Reading” through the Water Corporation WA and notify the HA when the reading has been undertaken. The Organisation will also be required to finalise accounts with all other utility providers.

6.4.3 The HA representative will meet with the Organisation’s representative on-site to carry out a final inspection and complete a Property Condition Report.

6.4.4 The Organisation representative will give to the HA representative all keys for the property which will comprise of at least one key for every lock at the property, and written evidence/verification/condition reports for RCDs, smoke alarms, stove/oven, HWU, gutters and downpipes, carpet cleaning (where required), pest inspection and any other relevant material.

6.4.5 A Property Acceptance Acknowledgement Form will be signed by both the HA representative and the Organisation representative. A copy will be provided to the Organisation.

6.4.6 The HA representative will arrange for all relevant property management details to be updated accordingly. The Organisation will be advised in writing once this is completed.
7. REQUEST BY AN ORGANISATION TO HAND-BACK A PROPERTY TO THE HOUSING AUTHORITY

7.1 Initial Phase

7.1.1 A request to relinquish or exchange a property must be submitted by the Organisation to the HA in writing.

7.1.2 The HA may contact the Organisation to discuss the reasons for wanting to relinquish the property.

7.1.3 The HA will then assess the Organisation’s request to relinquish the property and notify the Organisation in writing of the final decision. If the request is declined the HA will provide a reason for the decline.

7.1.4 If the request to relinquish a property is approved, the HA will notify the Organisation in writing and provide a copy of the Pre-Hand-over/Hand-back Inspection Checklist (Appendix B).

7.1.5 The Pre-Hand-over/Hand-back Inspection Checklist (Appendix B) is a guide to help Organisations identify the detail of maintenance that must be carried out to the property prior to hand-back and is not exhaustive. This document must be read in conjunction with the maintenance responsibilities outlined in the CHA or Lease Agreement and the ‘Community Housing Asset Condition Standards and Guidelines Manual for Managed Premises’.

7.1.6 In the event that the HA intends to demolish the dwellings(s) and redevelop the site the HA will advise the Organisation in writing of the maintenance tasks required at the property under these circumstances.

7.2 Maintenance Requirements

7.2.1 The Organisation will carry out maintenance and cleaning as required to ensure that the property meets the required standards for hand-back.

7.2.2 Once complete, the Organisation will contact the HA to arrange an appointment to carry out a joint inspection of the property.

7.2.3 Any maintenance or other issues identified during the inspection which should have been carried out to fulfil the Organisation’s maintenance responsibilities under the CHA or Headlease Agreement, the Community Housing Asset Condition Standards and Guidelines for Managed Premises’ and any negotiated agreement will be discussed and agreed with the Organisation onsite.

7.2.4 The HA will provide the Organisation with written confirmation of the agreed list of maintenance or a suitable outcome and a negotiated completion timeline.
7.3 Completion of Maintenance

7.3.1 The Organisation will carry out maintenance and cleaning as agreed at the joint inspection, as outlined under 7.2.4.

7.3.2 Once complete, the Organisation will contact the HA to arrange an appointment to carry out a second joint inspection of the property.

7.3.3 If further maintenance is required, this will be discussed with the Organisation onsite at the second inspection and written confirmation of the agreed list of maintenance and completion timeline will be provided to the Organisation.

7.4 Acceptance of Property

7.4.1 When all the property maintenance is completed as agreed, the Organisation will contact the HA to arrange a final inspection.

7.4.2 The Organisation will arrange a ‘Special Meter Reading’ through the Water Corporation WA and notify the HA when the reading has been taken. The Organisation will also be required to finalise accounts with all other utility providers.

7.4.3 The HA representative will meet with the Organisation’s representative on-site to carry out a final inspection and complete a Property Condition Report.

7.4.4 The Organisation representative will give to the HA representative all keys for the property which will comprise of at least one key for every lock at the property, and written evidence/verification/condition reports for RCDs, smoke alarms, stove/oven, HWU, gutters and downpipes, carpet cleaning (where required), pest inspection and any other relevant material.

7.4.5 A Property Acceptance Acknowledgement Form will be signed by both the HA representative and the Organisation representative. A copy will be provided to the Organisation.

7.4.6 The HA representative will arrange for all relevant property management details to be updated accordingly. The Organisation will be advised in writing once this is completed.
8. HAND-OVER OF A PROPERTY FROM THE HOUSING AUTHORITY TO AN ORGANISATION.

8.1 Initial Phase

8.1.1 The HA will notify the Organisation when a property is identified for the Organisation to manage and advise the Organisation of the anticipated timeline for completion of maintenance and cleaning prior to formal hand-over.

8.1.2 The HA will carry out maintenance and cleaning as required to ensure that the property meets the required standards for hand-over.

8.2 Acceptance of Property

8.2.1 The property will not be formally handed over to the Organisation until leases are executed by both the HA and the Organisation.

8.2.2 When the HA is ready to conduct the formal property hand-over the HA representative will provide to the Organisation a Hand-over Pack which includes the signed lease, PCR, property keys, RCD and Smoke Alarm Verification, Condition Reports for Stove, HWU, Gutters and Downpipes, Carpet Cleaning Confirmation (where required), Pest Inspection Report and any other relevant material.

8.2.3 At the time of the formal hand-over a Key and Property Pack Receipt Form will be signed by both the HA representative and the Organisation’s representative. A copy will be provided to the Organisation by the HA.

8.2.4 The HA will ensure that a “Special Meter Reading” has been undertaken by the Water Corporation of WA, and will notify the relevant LGA, Strata Manager (where applicable) and the Water Corporation of the Organisation’s billing address for rates, levies and annual service charges.

8.2.5 The Organisation will be responsible for the creation of new accounts with all utility providers.

8.2.6 Upon receipt of the property keys the Organisation may proceed to inspect the property and has 14 days in which to return a signed copy of the PCR to the HA.

8.2.7 In the event that the Organisation considers that further maintenance work is required to bring the property up to handover standard, the Organisation must provide written notification to the HA within 14 days of the formal hand-over.

8.2.8 If the HA representative agrees with the Organisation’s request for further maintenance, the HA representative will arrange for the works to be completed.

8.2.9 The HA representative will arrange for all relevant property management details to be updated accordingly. The Organisation will be advised in writing once this is completed.
9. INFORMATION ABOUT THIS DOCUMENT

<table>
<thead>
<tr>
<th>CREATION</th>
<th>NAME</th>
<th>BUSINESS GROUP / DEPARTMENT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHOR</td>
<td>Bob Chown</td>
<td>Property &amp; Contract Administration</td>
<td>v.1.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Housing Asset Management</td>
<td>14/2/12</td>
</tr>
<tr>
<td>REVIEWED</td>
<td>Bob Chown</td>
<td>Property &amp; Contract Administration</td>
<td>v.2.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Housing Asset Management</td>
<td>4/4/12</td>
</tr>
<tr>
<td>REVIEWED</td>
<td>Bob Chown</td>
<td>Property &amp; Contract Administration</td>
<td>v.3.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Housing Asset Management</td>
<td>6/5/15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VERSION</th>
<th>DATE</th>
<th>DESCRIPTION OF CHANGE</th>
<th>APPROVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>4/4/12</td>
<td>s3.2, s3.3, s5.1.2, &amp; s6.1.7 deletions. S6.4 added.</td>
<td></td>
</tr>
<tr>
<td>3.0</td>
<td>6/5/15</td>
<td>General update: revisions to all sections</td>
<td></td>
</tr>
</tbody>
</table>

9.1 Please direct any queries regarding this document to the Senior Project Manager, Property & Contract Administration, Community Housing Asset Management.
### APPENDIX A

#### HAND BACK PROCESS

<table>
<thead>
<tr>
<th>From Organisation to HA</th>
<th>Hand Over Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Phase</strong></td>
<td></td>
</tr>
<tr>
<td>AMPO provides Org with Pre-handover Inspection Checklist and negotiates a completion timeframe with the Org</td>
<td>AMPO inspects property &amp; arranges for maintenance works to be completed as per Asset Condition Standards Manual</td>
</tr>
<tr>
<td>Org notifies AMPO when it considers all maintenance work is completed and arranges joint inspection</td>
<td>AMPO notifies Org of timeframe for completion of works and arranges for Leases to be drawn up &amp; executed</td>
</tr>
<tr>
<td><strong>Inspection Phase</strong></td>
<td></td>
</tr>
<tr>
<td>At Joint Inspection AMPO negotiates an agreed list of any additional maintenance in accordance with the Asset Condition Standards Manual if required, &amp; completion timeframe. AMPO provides copy of list to the Org.</td>
<td>When AMPO considers all maintenance works are completed AMPO prepares ingoing PCR and arranges to meet Org rep to conduct formal handover</td>
</tr>
<tr>
<td>Org notifies AMPO when all maintenance work is completed and arranges another joint inspection</td>
<td>At meeting AMPO gives the Org rep the Handover Pack, keys and Ingoing PCR. Org rep signs the Key &amp; Property Pack Receipt.</td>
</tr>
<tr>
<td><strong>Handover Completion</strong></td>
<td></td>
</tr>
<tr>
<td>Does property pass inspection by HA?</td>
<td>AMPO negotiates with Org an agreed list of additional maintenance works to be completed</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>HA accepts property handback</td>
<td>Org places tenant in property</td>
</tr>
</tbody>
</table>

#### HAND OVER PROCESS

<table>
<thead>
<tr>
<th>From HA to Organisation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Phase</strong></td>
<td></td>
</tr>
<tr>
<td>AMPO inspects property &amp; arranges for maintenance works to be completed as per Asset Condition Standards Manual</td>
<td>AMPO notifies Org of timeframe for completion of works and arranges for Leases to be drawn up &amp; executed</td>
</tr>
<tr>
<td>When AMPO considers all maintenance works are completed AMPO prepares ingoing PCR and arranges to meet Org rep to conduct formal handover</td>
<td>At meeting AMPO gives the Org rep the Handover Pack, keys and Ingoing PCR. Org rep signs the Key &amp; Property Pack Receipt.</td>
</tr>
<tr>
<td><strong>Inspection Phase</strong></td>
<td></td>
</tr>
<tr>
<td>Does Org have any additional Post-Handover maintenance requests?</td>
<td>AMPO negotiates with Org an agreed list of additional maintenance works to be completed</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Org undertakes ingoing PCR</td>
<td>Org undertakes ingoing PCR</td>
</tr>
<tr>
<td><strong>Handover Completion</strong></td>
<td></td>
</tr>
<tr>
<td>AMPO prepares ingoing PCR and arranges to meet Org rep to conduct formal handover</td>
<td>When AMPO considers all maintenance works are completed AMPO prepares ingoing PCR and arranges to meet Org rep to conduct formal handover</td>
</tr>
<tr>
<td>Org places tenant in property</td>
<td>At meeting AMPO gives the Org rep the Handover Pack, keys and Ingoing PCR. Org rep signs the Key &amp; Property Pack Receipt.</td>
</tr>
</tbody>
</table>

Version: 3.0
Issue Date: 06/05/15
This checklist is intended as a guide to help determine the scope of works required to meet lettable standards. It is not intended to be exhaustive, and some points may not be relevant. Refer to the ‘Community Housing Asset Condition Standards & Guidelines Manual for Managed Premises’ for full information relating to required property standards. The HA and Organisations agree to complete the following maintenance prior to arranging a joint inspection:

- Ensure that at least one set of working keys is available at hand-over/hand-back for all locks at the property including doors, barrier screens, window locks, letter box, meter box, and padlocks for gates and sheds.
- Thoroughly clean all uncarpeted floors.
- If floor coverings need replacement, this should be completed prior to arranging an inspection.
- Clean stove, oven and grill including drip trays and behind the stove. Clean and degrease range hood/extraction fans and mesh filters.
- Exhaust fans covers must be removed, cleaned and replaced. If the exhaust fan is not working or the cover is missing or broken, it must be renewed.
- Clean air vents and air conditioning filters.
- Wash/dry clean and rehang curtains.
- Venetian blinds must be washed and vertical blinds dusted.
- If curtains, venetian blinds or vertical blinds are in a poor condition, they must be removed together with all non-standard tracks, rails, fixtures and fittings and the wall repaired.
- Clean all windows inside and out and remove any stickers.
- Clean all flyscreens and security screens.
- Clean all doors and frames inside, outside and over the top.
- Check all doors buffers.
- Clean all cupboards inside and out including back walls and shelves. Remove any kitchen utensils and household items etc. from cupboards.
- If contact on cupboard shelves is in a poor condition, re-apply new contact or remove old contact and paint the shelves.
- Remove marks from walls, doors and ceilings.
- Remove stickers and signs from walls, doors and ceilings.
- If property requires painting, this should be done prior to arranging an inspection.
- Clean all window sills, skirting boards, sliding window and sliding door tracks and frames.
- Clean all light fittings and shades.
- Replace cracked or damaged light switch or power point covers.
- Bathroom, toilets, bathroom cabinets, shower recess, including floors and all grouting must be thoroughly cleaned and mildew and calcium must be treated and removed.
- Shower curtains must be removed and glass shower screens thoroughly cleaned.
- Remove all cobwebs from internal and external areas.
- Bathroom, toilets, bathroom cabinets, shower recess, including floors and all grouting must be thoroughly cleaned and mildew and calcium must be treated and removed.
- Shower curtains must be removed and glass shower screens thoroughly cleaned.
- Remove all cobwebs from internal and external areas.
- Lawns must be mowed, edges trimmed, leaves raked up and removed. Flower beds and garden areas must be trimmed and weeded, with all leaves and clippings removed.
- Shrubs and trees must be trimmed back to ensure adequate clearance from the dwelling, driveways, gutters, power lines and neighbours property etc.
- Make level any uneven brick pavers and/or slabs and replace any that are broken or missing.
- Clean mildew and cobwebs from eaves. If water stained; investigate and remedy. Eaves must be painted if necessary.
- Remove all rubbish including broken or spare bricks, and slabs from the yards, garage, carport and garden sheds.
- Driveways, carports and all other concrete areas must be free from oil and grease stains.
- Letter box must be cleaned out and the number replaced/reppaired if required.
- Rubbish bins must be emptied and if required, washed out with a suitable cleaning and deodorizing product prior to hand-over/hand-back.

N.B. Written evidence showing works have been completed is required for the following:

- Cleaning and clearing of gutters and downpipes;
- Carpets have been professionally cleaned;
- RCDs and smoke detectors have been professionally tested and are functioning correctly;
- Stove/Oven and Hot Water Unit have been inspected and serviced as required;
- A current pest/termite inspection report must be provided to ensure that the premises are free from pests and vermin including, but not restricted to rats, mice, cockroaches, termites, Singapore ants, common ants, wasps, bees and fleas.