



COMMUNITY HOUSING ASSET MANAGEMENT

PROPERTY HANDOVER PROCESS

1. INTRODUCTION

- 1.1 This document outlines the process for overseeing the transfer of managed (leased) properties between the Housing Authority (HA) and Community Housing Organisations (CHOs).

2. APPLICABILITY

- 2.1 This document details the process to be followed when the HA wishes to take back a property from a CHO, when a CHO wishes to return a managed property to the HA, and when the HA transfers a managed property to a CHO.
- 2.2 This document applies to day to day property transfers under a managed lease arrangement and does not influence any other program negotiated position.
- 2.3 The transfer of properties within any other program negotiated position will not necessarily change this hand over process.

3. PURPOSE / OBJECTIVE

- 3.1 The objective of this document is to:
- Clearly outline the handover process;
 - Establish a common standard for the handover of properties between all parties;
 - Formalise any maintenance or repair before or after handover.

4. HANDOVER PROCESS

4.1 Handover of a property refers to any of the following:

- When a property is being returned to the HA by a CHO ('handback') at the request of either the HA or the CHO, or
- When a property is being transferred to a CHO from the Department.

4.2 The process for property handovers is illustrated in the flowchart at Appendix A.

5. REQUEST FROM THE HOUSING AUTHORITY FOR THE RETURN OF A PROPERTY

5.1 Initial Phase

5.1.1 If the HA requests the return or exchange of a property from a CHO, this will be done in writing and the reasons given. A Pre-handover Inspection Checklist will be provided, and the following process will apply.

5.1.2 The Pre-handover Inspection Checklist (Appendix B) is to be used to assist in identifying the detail of maintenance that must be carried out to the property prior to handover. This document must be read in conjunction with the maintenance responsibilities as outlined in the CHA or Headlease Agreement and relevant policy including the *Community Housing Rental Surpluses Policy*.

5.2 Maintenance Requirements

5.2.1 The HA will advise the CHO in writing if there is no maintenance required on the property (e.g. as a result of redevelopment).

5.2.2 The CHO will carry out maintenance and cleaning as required to ensure that the property meets the handover standards.

5.2.3 Once complete, the CHO will contact the Asset Management Project Officer (AMPO) to arrange an appointment to carry out a joint inspection of the property.

5.2.4 Any maintenance or other issues which should have been carried out to fulfil the CHO's maintenance responsibilities under the CHA or Headlease Agreement and relevant policy, and identified during the inspection, will be discussed and agreed with the CHO onsite.

5.2.5 The AMPO will provide the CHO with written confirmation of the agreed list of maintenance or a suitable outcome and a negotiated completion timeline.

5.3 Completion of Maintenance

- 5.3.1 The CHO will carry out maintenance and cleaning as agreed at the joint inspection, as outlined under 5.2.4
- 5.3.2 Once complete, the CHO will contact the AMPO to arrange an appointment to carry out a second joint inspection of the property.
- 5.3.3 Should any outstanding maintenance be identified after the second inspection, this will be discussed with the CHO onsite and written confirmation of the agreed list of maintenance and completion timeline will be provided to the CHO.

5.4 Acceptance of Property

- 5.4.1 When all the property maintenance is completed as agreed, the CHO will contact the AMPO to arrange a final inspection time.
- 5.4.2 The AMPO will meet with a representative the CHO on-site to carry out a final inspection and complete a Property Condition Report.
- 5.4.3 One full set of property keys will be accepted by the AMPO and a Property Acceptance Acknowledgement Form will be signed by both the AMPO and the CHO representative. A copy will be provided to the CHO.
- 5.4.4 The CHO will be responsible for arranging a "Special Meter Reading" through the Water Corporation WA and notifying the AMPO when the reading has been taken. The CHO will also be required to finalise accounts with all other utility providers.
- 5.4.5 The AMPO will arrange for all property management details to be changed and the CHO will be advised in writing once completed.

6. REQUEST FROM A CHO TO HANDBACK A PROPERTY TO THE HOUSING AUTHORITY

6.1 Initial Phase

- 6.1.1 A request to relinquish or exchange a property must be submitted in writing.
- 6.1.2 The relevant AMPO may contact the CHO to discuss the reasons for wanting to relinquish the property.
- 6.1.3 The HA will then assess the CHO's request to relinquish the property.
- 6.1.4 The CHO will be notified in writing of the final decision. A reason will be provided if a request is declined.
- 6.1.5 The CHO will be advised in writing if there is no maintenance required on the property (e.g. as a result of redevelopment).
- 6.1.6 If a request to relinquish a property is approved, the CHO will be notified in writing and provided with a copy of the Pre-handover Inspection Checklist (Appendix B).
- 6.1.7 The Pre-handover Inspection Checklist (Appendix B) is to be used to assist in identifying the detail of maintenance that must be carried out to the property prior to handback. This document must be read in conjunction with the maintenance responsibilities as outlined in the CHA or Headlease Agreement.

6.2 Maintenance Requirements

- 6.2.1 The CHO will carry out maintenance and cleaning as required to ensure that the property meets the handover standards.
- 6.2.2 Once complete, the CHO will contact the AMPO to arrange an appointment to carry out a joint inspection of the property.
- 6.2.3 Any maintenance or other issues which should have been carried out to fulfil the CHO's maintenance responsibilities under the CHA or Headlease Agreement and identified during the inspection will be discussed and agreed with the CHO onsite.
- 6.2.4 The AMPO will provide the CHO 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 CHO will carry out maintenance and cleaning as agreed at the joint inspection, as outlined under 6.2.4.
- 6.3.2 Once complete, the CHO will contact the AMPO to arrange an appointment to carry out a second joint inspection of the property.

- 6.3.3 Should any maintenance be identified after the second inspection, this will be discussed with the CHO onsite and written confirmation of the agreed list of maintenance and completion timeline will be provided to the CHO.

6.4 Acceptance of Property

- 6.4.1 When all the property maintenance is completed as agreed, the CHO will contact the AMPO to arrange a final inspection time.
- 6.4.2 The AMPO will meet with a representative the CHO on-site to carry out a final inspection and complete a Property Condition Report.
- 6.4.3 One full set of property keys will be accepted by the AMPO and a Property Acceptance Acknowledgement Form will be signed by both the AMPO and the CHO representative. A copy will be provided to the CHO.
- 6.4.4 The CHO will be responsible for arranging a "Special Meter Reading" through the Water Corporation WA and notifying the AMPO when the reading has been taken. The CHO will also be required to finalise accounts with all other utility providers.
- 6.4.5 The AMPO will arrange for all property management details to be changed and the CHO will be advised in writing once completed.

7. HANDOVER OF A PROPERTY FROM THE HOUSING AUTHORITY TO A CHO

7.1 Initial Phase

- 7.1.1 The HA will notify the CHO when a property becomes available for transfer to the CHO's management.
- 7.1.2 The HA will contact the CHO to arrange an appointment to carry out a joint inspection of the property.
- 7.1.3 If the CHO agrees to take on the management role the HA will carry out maintenance and cleaning as detailed in the Pre-handover Inspection Checklist.
- 7.1.4 Any maintenance or other issues identified during the inspection will be discussed with the CHO onsite.
- 7.1.5 The HA will provide the CHO with written confirmation of the agreed list of maintenance and a completion timeline.

7.2 Acceptance of Property


- 7.2.1 The HA will contact the CHO to arrange a suitable time to meet the CHO representative on-site to carry out a final inspection and complete a Property Condition Report.
- 7.2.2 A Property Acceptance Acknowledgement Form will be signed by both the HA and the CHO representative. A copy will be provided to the CHO.
- 7.2.3 Keys will not be handed over to the CHO until leases are executed by both parties
- 7.2.4 The HA will arrange a "Special Meter Reading" through the Water Corporation WA.
- 7.2.5 The CHO will be responsible for the creation of new accounts with all utility providers.
- 7.2.6 The HA will provide a handover pack which will include the signed lease, PCR, property keys, RCD and smoke detector electrical certificate, Pest inspection report and any other relevant material.
- 7.2.7 The HA will arrange for all property management details to be updated and the CHO will be formally advised once completed.

8. DEFINITIONS AND ABBREVIATIONS

Abbreviation / Acronym	Definition
HA	Housing Authority (Department of Housing)
CHO	The Community Housing Organisation
AMPO	Asset Management Project Officer
PCR	Property Condition Report

9. INFORMATION ABOUT THIS DOCUMENT

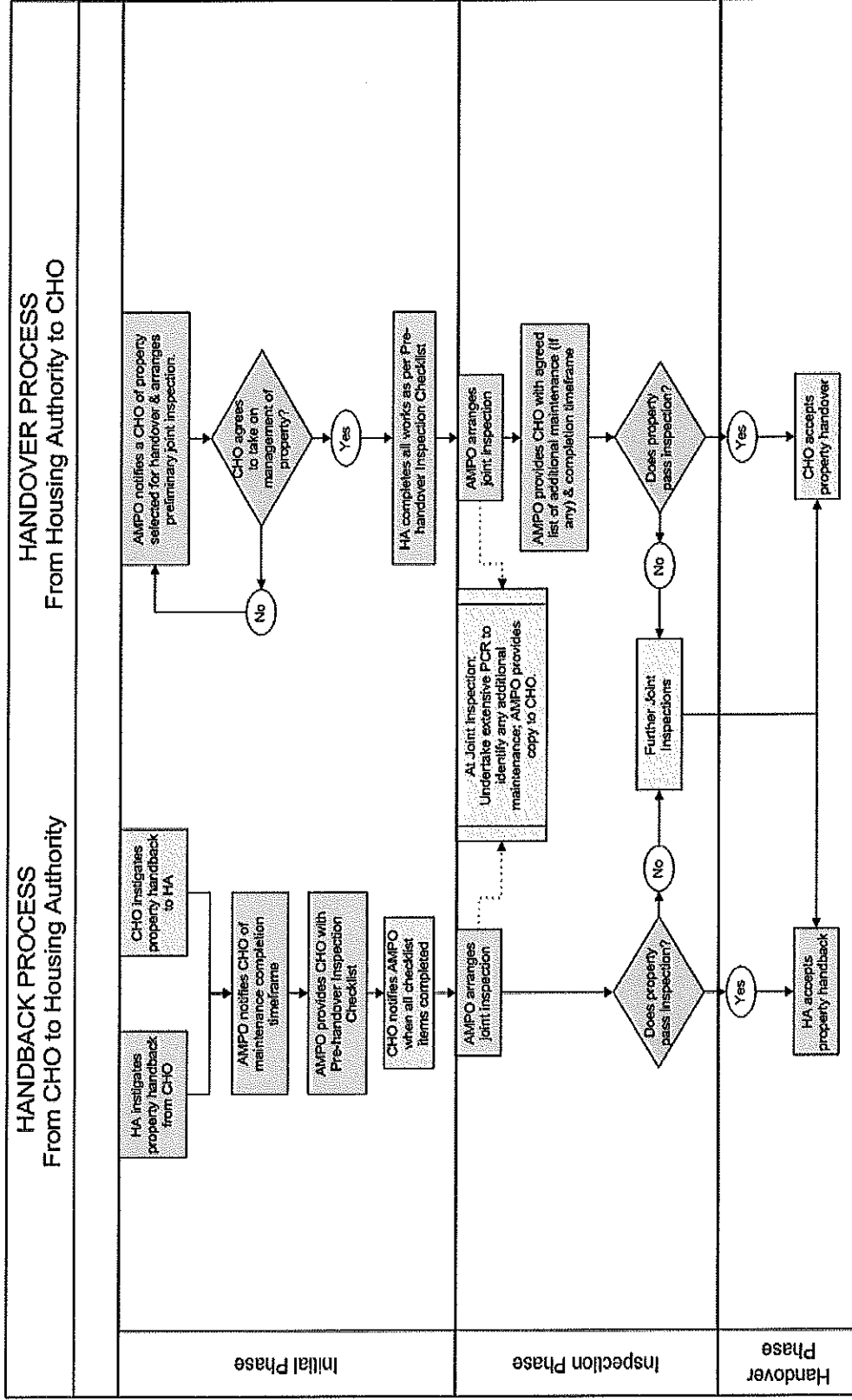
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VERSION	DATE	DESCRIPTION OF CHANGE	APPROVED
2.0	4/4/12	s3.2, s3.3, s5.1.2, & s6.1.7 deletions. S6.4 added.	

9.1 Please direct any queries regarding this document to the Senior Project Manager, Community Housing Asset Management.



APPENDIX A





APPENDIX B

PRE-HANDOVER INSPECTION CHECKLIST

This checklist is intended as a guide to help determine the scope of works required. It is not intended to be exhaustive, and some points may not be relevant. Refer to the *Asset Condition Standards* document for further information relating to maintenance. The HA and CHOs agree to complete the following maintenance prior to scheduling an appointment for joint inspection:

- Ensure that at least one set of working keys is available at handover for all locks at the property including doors, barrier screens, window locks, letter box, meter box, and padlocks for gates and sheds.
- All floors that are not carpeted are to be mopped/scrubbed clean.
- If floor coverings are in need of replacement, this should be completed prior to arranging an inspection appointment.
- Stove, oven and grill including drip trays and behind the stove to be thoroughly cleaned. Range hood/extraction fans, mesh filters to be cleaned and degreased.
- Exhaust fans covers to be removed, cleaned and replaced. If the exhaust fan is not working or cover is missing or broken, they must be renewed.
- Air vents and air conditioning filters to be cleaned.
- Curtains to be washed or dry-cleaned and rehung.
- Venetian blinds to be washed and vertical blinds dusted.
- If curtains, venetian blinds or vertical blinds are in a poor condition, remove together with all non-standard tracks, rails, fixtures and fittings and repair the wall.
- All windows to be cleaned inside and out. Remove any stickers.
- Flyscreens and security screens to be thoroughly cleaned.
- All doors and frames must be cleaned inside, outside and over the top.
- Check all doors buffers.
- All cupboards inside and out are to be thoroughly cleaned, including back walls and shelves. Kitchen utensils, household items etc must be removed from cupboards.
- Ensure if contact on cupboard shelves is in a poor condition, re-apply new contact or remove old contact and paint the shelves.
- Marks are to be removed from walls, doors and ceilings.
- Stickers and signs are to be removed from walls, doors and ceilings.
- If property requires painting, this should be done prior to arranging an inspection appointment.
- Window sills, skirting boards, sliding window and sliding door tracks and frames are to be cleaned.
- All light fittings and shades to be cleaned.

- Replace cracked or damaged light switch or power point covers.
- Bathroom, toilets, bathroom cabinets, shower recess, including floors and all grouting to be clean and free of soap residue, mildew and calcium.
- Shower curtains removed and glass shower screens to be thoroughly cleaned.
- Cobwebs to be removed internally and externally.
- Lawns to be mowed, edges trimmed, leaves raked up and removed. Flower beds and garden areas to be trimmed and weeded, with all leaves and clippings removed.
- Shrubs and trees to be trimmed back to ensure adequate clearance from the dwelling, driveways, gutters, power lines and neighbours property etc.
- Level 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.
- 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 to be free from oil and grease stains.
- Letter box must be cleaned out. Replace/repair number if required.
- Rubbish bins must be emptied and if required, washed out with "Wheelie Bin Phenyl" prior to keys being handed over.

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 will be provided thereby ensuring 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.