

Quality Assurance - Policy Number 201

Edited August 2023

1. Purpose

This policy outlines how we ensure that our maintenance work is completed to an approved Pacific Community Housing standard.

2. Scope

This policy applies to all properties owned, managed and leased by Pacific Community Housing and its subsidiaries.

3. Principles

Our quality assurance covers:

- Condition assessments – based on Property Inspection Reports for our own properties.
- Safety compliance.
- Assessment of structural integrity.
- Audits of work performed by our Multi Trade Contractors (MTC).

We inspect all properties biennially using the Condition Assessment Survey Inspection methodology (CASI). This method assesses asset quality for safety, function and appearance including identification of structural defects (see Property Assessment policy).

4. Safety Compliance

We undertake a Property Safety Compliance Assessment (PSCA) annually for each owned, managed or leasehold property to make sure that we comply with our legal obligations and obtain annual certification where required for:

- Annual Fire Safety Statement, where applicable for each Essential Fire Safety Measure installed in the building as per legal requirements.
- Annual smoke alarm testing & servicing for statutory compliance.
- Residual current devices (RCD) testing compliance.
- Key window locks compliance.
- Swimming pool barriers compliance (as required).
- Thermostatic mixing valves compliance.

We conduct routine structural integrity checks of owned, managed or leasehold properties every two years. These assessments allow us to identify structural repairs and plan for any items that need repair (see Structural Repairs procedure for each asset for detail).

5. Contractor Audits

We check work done by our contractors to make sure it is satisfactory. Audits include desktop reviews of completed work orders, site inspections or call-backs to tenants after the work is undertaken to confirm that the work is complete and assess tenant satisfaction.

6. Privacy and Confidentiality

Pacific Community Housing will keep applicants', tenants' and residents' information and feedback confidential, in line with privacy laws and standards.

7. Legislative Framework and Related Policies

- Repairs, Maintenance and Damage – Policy 202
- Property Inspection Report – Form
- Residential Tenancies Act 2010