

## **NRSCH Standard Conditions of Registration**

- 1) A registered community housing provider must comply with the conditions to which its registration is subject.
- 2) The following are conditions of registration that apply to each registered community housing provider unless otherwise specified:
  - (a) the provider must comply with all provisions of the National Regulatory Code set out in Schedule 1 to Community Housing Providers (Adoption of National Law) Act 2012
  - (b) the provider must comply with any applicable requirements of the community housing legislation of a participating jurisdiction in relation to the transfer of, or other dealing with, any community housing assets of the provider,
  - (c) the provider must have provision in its constitution for all its remaining community housing assets in a participating jurisdiction on its winding up to be transferred to another registered community housing provider or to a Housing Agency in the jurisdiction in which the asset is located,
  - (d) the provider must, at the times and in a manner approved by the primary Registrar for the provider, provide any information required by the primary Registrar with respect to the exercise of the provider's functions, including arrangements with other persons with respect to the exercise of the provider's functions,
  - (e) the provider must, after receiving a written request for information from a Registrar in relation to the affairs of the provider, provide within 14 days (or such longer period as may be permitted by the Registrar) the Registrar with the information requested including a copy of any document or record specified in the request,
  - (f) the provider must, if requested to do so in writing by a Registrar, ensure that a suitably qualified officer of the provider attends, at such times as the Registrar may direct, a meeting with the Registrar in order to answer questions about the affairs of the provider,
  - (g) the provider must allow a Registrar to carry out inspections at any reasonable time of the provider's premises or records,
  - (h) the provider must notify the primary Registrar for the provider of the occurrence of any of the following within the time specified:
    - i. a decision to appoint a voluntary administrator to the provider or a decision to wind-up the provider--as soon as practicable after the decision,
    - ii. the appointment of a receiver to the provider--as soon as practicable after the provider learns of the appointment,
    - iii. a decision to apply for the cancellation of the provider's registration--as soon as practicable after the decision and at least 28 days before the application is made,
    - iv. a decision to conduct a vote at a meeting on a matter that could affect the provider's eligibility to be registered or its category of registration--as soon as practicable after the decision and at least 28 days before the meeting is held,
    - v. a change in the affairs of the provider that may have an adverse impact on its compliance with the community housing legislation--before or no later than 72 hours after the change,
    - vi. any other occurrence notified in writing to the provider by the primary Registrar--within the time specified in that notice,
  - (i) the provider must keep a list of all of the provider's community housing assets in a form approved by the primary Registrar and must make the list available to the primary Registrar on request.

# Schedule 1 National Regulatory Code

(Section 15 (2) (a))

## 1 Tenant and housing services

The community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients particularly in relation to the following:

- (a) determining and managing eligibility, allocation, and termination of housing assistance,
- (b) determining and managing rents,
- (c) setting and meeting relevant housing service standards,
- (d) supporting tenant and resident engagement,
- (e) facilitating access to support for social housing applicants and tenants with complex needs,
- (f) managing and addressing complaints and appeals relating to the provision of housing services,
- (g) maintaining satisfaction with the overall quality of housing services.

## 2 Housing assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

- (a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management),
- (b) setting and meeting relevant property condition standards,
- (c) planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance),
- (d) planning and delivering its housing development program (asset development).

## 3 Community engagement

The community housing provider works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities, specifically in relation to:

- (a) promoting community housing to local organisations that work with potential residents, tenants or clients, and
- (b) contributing to place renewal and social inclusion partnerships and planning relevant to the provider's community housing activities.

## 4 Governance

The community housing provider is well-governed to support the aims and intended outcomes of its business, specifically in relation to the following:

- (a) ensuring coherent and robust strategic, operational, financial and risk planning,
- (b) ensuring effective, transparent and accountable arrangements and controls are in place for decision making to give effect to strategic, operational, financial and risk plans,
- (c) complying with legal requirements and relevant government policies,

- (d) ensuring that the governing body has members with appropriate expertise or that such expertise is available to the governing body.

## **5 Probity**

The community housing provider maintains high standards of probity relating to the business of the provider, specifically in relation to the following:

- (a) establishing and administering a code of conduct,
- (b) establishing and administering a system of employment and appointment checks,
- (c) establishing and administering a system for preventing, detecting, reporting on and responding to, instances of fraud, corruption and criminal conduct,
- (d) maintaining the reputation of the community housing sector.

## **6 Management**

The community housing provider manages its resources to achieve the intended outcomes of its business in a cost effective manner, specifically in relation to the following:

- (a) demonstrating it utilises its assets and funding to meet business goals,
- (b) implementing appropriate management structures, systems, policies and procedures to ensure the operational needs of its business can be met (including having people with the right skills and experience and the systems and resources to achieve the intended outcomes of its business).

## **7 Financial viability**

The community housing provider is financially viable at all times, specifically in relation to the following:

- (a) ensuring a viable capital structure,
- (b) maintaining appropriate financial performance,
- (c) managing financial risk exposure.