

## National Awards for excellence

## in Community Housing

### The National Award for Excellence in ASSET MANAGEMENT

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#### Introduction to the category

This award is presented to the organisation that has managed its assets most effectively, by maintaining their standard, maximising their value, and making use of these assets to best meet the needs of tenants and applicants – in the most cost efficient way. This broad category includes design decisions, asset development strategies, procurement procedures, investments, property maintenance, and planning.

#### Criteria used by the judging panel

Four criteria have been used to determine excellence.

##### 1. Enhanced quality of life for tenants

You will need to show how responsible asset management can sustain and enhance tenants' quality of life.

*Evidence could include examples of:*

- Policies/procedures implemented by the organisation in relation to maintenance and upgrades that demonstrate a commitment to fairness and transparency.
- How the organisation has made a connection between property acquisition and development, and the changing needs of tenants and the local community – such as meeting the needs of particular client groups (e.g. people with disabilities).
- Implementation of design features that improve both the quality of the stock and the tenants' quality of life.

##### 2. Responsiveness and cost-effectiveness

You will need to show how your organisation balances the need to be cost effective while also being responsive to tenants' maintenance requests.

*Evidence could include examples of:*

- Effective relationships with local tradespeople who respond quickly and provide a good quality of service at reasonable rates.

- Procedures to monitor the quality of maintenance work undertaken. This may include ways in which tenants are involved in the evaluation of contractors or services.
- Processes to make key decisions about asset management strategies, such as major upgrades versus disposal.

##### 3. Energy efficiency and environmental benefits

You will need to show how your organisation approaches environmental issues, including strategies you may have implemented to improve energy savings and cost effectiveness.

*Evidence could include examples of:*

- Ongoing or one-off strategies to minimise negative environmental outcomes.
- Innovative housing design, energy saving, or other environmental friendly strategies in new or existing stock.
- Support/information provided to tenants to encourage their active participation in achieving environmentally friendly outcomes and energy cost savings.

##### 4. Cyclical maintenance and upgrade plans

You will need to show how your organisation effectively structures its maintenance and upgrade processes.

*Evidence could include:*

- Long-term maintenance and renewal plans that reduce the need for reactive maintenance work.
- A management plan for stock maintenance that balances the need to maintain the value of assets while ensuring tenants enjoyment of their home and living environment.
- Procedures to evaluate property acquisition or disposal options against short/ long-term maintenance costs.

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### **National Community Housing Training, Resources and Services**

This list is a guide only and is by no means complete – if you know of other good practice resources out there please let us know so that we can spread the word.

#### **Building a Better System Manual**

This manual has descriptions of community housing organisations that have shown good practice in areas of their service delivery. The areas include: improving outcomes, supporting growth, managing community housing, developing indigenous housing, responding to special needs and design and construction.

Available from the National Community Housing Forum 02 9211 0422

#### **National Community Housing Standards**

The Awards are not linked to accreditation but the standards are good practical examples of some of the areas that are covered by the criteria.

Available Online: [www.nchf.org.au/standards.html](http://www.nchf.org.au/standards.html) or hard copy from NCHF 02 9211 0422

#### **Queensland**

##### **Queensland Community Housing Coalition**

38 Hope St  
South Brisbane Qld 4101  
Phone: 07 3844 9947  
Fax: 07 3844 3297  
Email: [adminsupport@qchc.asn.au](mailto:adminsupport@qchc.asn.au)  
Web: [www.qchc.asn.au/welcome.htm](http://www.qchc.asn.au/welcome.htm)

##### **Queensland Community Housing Resource Workers**

Web: <http://www.qchc.asn.au/CHRW/defaultchrw.htm>

#### **NSW**

##### **NSW Federation of Housing Associations**

Level 3, 17 Randle Street  
Surry Hills NSW 2010  
Phone: 02 9281 7144  
Fax: 02 9281 7603  
Email: [nswfha@communityhousing.org.au](mailto:nswfha@communityhousing.org.au)  
Web: [www.communityhousing.org.au](http://www.communityhousing.org.au)

NSWFHA is also developing a good practice database of organisations that are happy to share their good practice examples.

##### **Association to Resource Co-operative Housing**

27a/94 Oxford Street  
Darlinghurst NSW 2010  
Phone: 02 9361 6834  
Fax: 02 9361 6395  
Email: [archnsw@arch.asn.au](mailto:archnsw@arch.asn.au)  
Web: [www.archnsw@arch.asn.au](http://www.archnsw@arch.asn.au)

#### **Victoria**

##### **Community Housing Federation of Victoria**

85 Cowper Street  
Footscray Victoria 3068  
Phone: 03 9687 2933  
Email: [chfv@chfv.org.au](mailto:chfv@chfv.org.au)  
Web: [www.chfv.org.au](http://www.chfv.org.au)

#### **South Australia**

##### **Community Housing Council of SA**

283-285 Payneham Rd  
Royston Park SA 5070  
Phone: 08 8362 1022  
Fax: 08 8362 1944  
Email: [info@chcsa.org.au](mailto:info@chcsa.org.au)  
Web: [www.chcsa.org.au](http://www.chcsa.org.au)

#### **Western Australia**

##### **Community Housing Coalition of WA**

1st Floor 33 Moore Street  
East Perth WA 6004  
Phone: 08 9221 7933  
Fax: 08 9221 7944  
Email: [reception@communityhousing.com.au](mailto:reception@communityhousing.com.au)  
Web: [www.communityhousing.com.au](http://www.communityhousing.com.au)

### **Useful Good Practice websites**

#### **Churches Community Housing**

[www.churches.org.au](http://www.churches.org.au)

#### **National Community Housing Forum**

[www.nchf.org.au](http://www.nchf.org.au)

#### **Non-profit Governance & Management Centre:**

[www.governance.com.au](http://www.governance.com.au)

#### **Community Housing Information and Reference Service**

<http://chirs.infoxchange.net.au/about.html>

#### **Community Housing Federation of Australia**

[www.chfa.com.au](http://www.chfa.com.au)

#### **Queensland Standards and Accreditation Unit**

[www.chsau.qld.gov.au](http://www.chsau.qld.gov.au)

#### **Australasian Housing Information Network**

[www.infoxchange.net.au/menu/hh.html](http://www.infoxchange.net.au/menu/hh.html)

#### **Australasian Housing Institute**

[www.housinginstitute.org](http://www.housinginstitute.org)

### **For more information on the National Awards for Excellence**

#### **Contact:**

##### **National Community Housing Forum**

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Web [www.nchf.org.au](http://www.nchf.org.au)