

The Queensland State Regulatory Code sets out the performance outcomes and performance requirements that registered local government community housing providers must comply with under the *Housing Act 2003*.

## 1. Tenant and housing services

The local government 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 assistance

## 2. Housing assets

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

- a. determining changing housing needs and plans asset acquisitions, disposals and reconfiguration to effectively 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)

## 3. Community engagement

*\*(PO 3 is deemed to be satisfied for local governments)*

- a. promoting community housing to local organisations that work with potential residents, tenants or clients

## 4. Governance

The local government 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 the governing body has members with appropriate expertise, or that such expertise is available to the governing body*

## 5. Probity

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

- a. establishing and administering its 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 local government manages its resources in a cost-effective manner, specifically in relation to the following:

- a. demonstrating it utilises its housing assets and housing related funding to meet housing related 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 local government is financially viable at all times, specifically in relation to the following:

- a. ensuring it has a viable capital structure
- b. maintaining appropriate financial performance
- c. managing financial risk exposure

*\*Areas shaded in grey are not required to be actioned by local governments (e.g.: Performance requirements 3a and 4d)*