

Housing Associations: Running them Right!

A Regulator's Ruminations



6th National Housing Conference

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NSW Community Housing

- Community housing sector accounts for 10% of all social housing
- Diversity of not-for-profit providers
- Assists 78,000 people
- Some 400 providers manage over 17,000 properties
- Growth
 - Property transfer
 - Title transfer
 - Commonwealth/State investment

Regulatory Framework

- Housing Act 2001
- Housing Regulation 2009
- Regulatory Code
- Registrar

Regulatory Code

Eight performance requirements:

1. Fairness and Resident Satisfaction
2. Sustainable Tenancies and Communities
3. Asset Management
4. Sound Governance

Regulatory Code

5. Standards of Probity
6. Protection of Government Investment
7. Efficient and Competitive Delivery of Community Housing
8. Development Projects

Regulatory Code

Classes

- Class 1. Growth Provider
- Class 2. Housing Provider
- Class 3. Housing Manager
- Class 4. Small Housing Manager

Sound Governance

- **Expertise of governing body**
Is effective and has a range of expertise that is sufficient for the scale and scope of the community housing provided.
- **Decision-making**
Operations are subject to satisfactory arrangements, controls and decision-making processes
- **Compliance with legal and other requirements**
Compliance with such legal and regulatory requirements, professional standards and guidelines relevant to its operations.
- **Planning**
Planning that adequately identifies the priorities and resources necessary to sustain performance.
- **Coherence in other performance requirements**

Challenges

- Organic nature of governing bodies
- Focus on scrutiny & strategy
- Alert to good practice
- Compliance -v- performance
- Mission -v- margin

Regulatory assurance

- Direct
 - Registration
 - Compliance
 - Investigation
 - Notification
- Indirect
 - Annual Statement of Performance
 - Guidance Notes
 - Case studies
 - Industry collaboration

Objectives

- Well governed and viable organisations
- Delivering quality services to applicants, residents and tenants
- Capable of attracting and protecting investment in community housing
- Continuously improving operations

Thank you

For further information, contact:

Tel: 1800 330 940

Email: registrar@housing.nsw.gov.au

Web: www.rch.nsw.gov.au