

### **Maintenance Regulation**

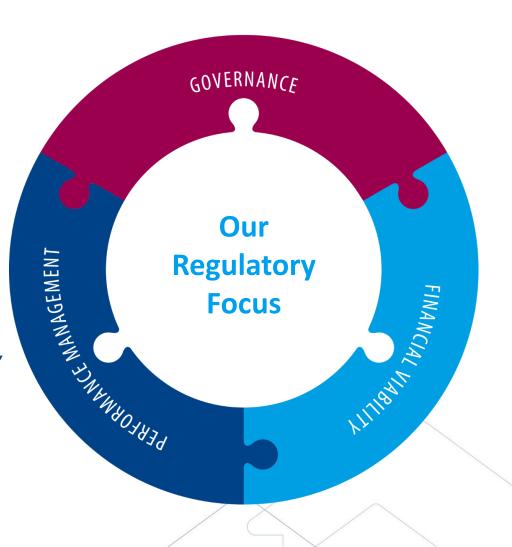
Steven Sheridan
Head of Performance & Communication
Regulation Office



# Regulatory Focus



Our mission is to protect AHB assets and safeguard the interests of their current and future tenants by regulating for a well governed, well managed and financially viable sector.



### Role of Regulation



- Provide Assurance to Tenants, Boards, Government & Potential investors & the AHB Sector
- Demonstrate a stable and well-regulated Sector
- Safeguard tenants and public investments
- Facilitate investment in Social Housing by growing confidence in the Sector
- Contribute to the overall sustainability of the Sector

#### What do we look for...



- ✓ Good Governance
  - Fully functioning Boards
  - Skills, expertise & diversity
  - Strategic direction & oversight
  - Risk Management
- √ Financial Management
  - Financial Viability
  - Strategic & Business Planning
  - Detailed Financials & Forecasting
- ✓ Performance Management
  - People
  - Property
  - o Performance



# Regulatory Framework

### **Evolution of Regulation**



- Voluntary Regulatory Code: July 2013
- iRC & Regulation Office established: Feb 2014
- Financial Standard\*: July 2015
- Funding Eligibility: Circular 15/2016
- Governance Standard: Dec 2017
- Performance Standard: Dec 2018
- Bill Published: July 2019



## Funding is linked to Regulation



#### **Circular 15/2016**

'From 1 January 2017, in addition to the requirement to have signed up to the Code, those AHBs that are able to demonstrate commitment to and engagement with both the VRC and the Financial Standard and Assessment Framework, having undergone a satisfactory assessment as part of the annual assessment process by the Regulation Office will be considered eligible for funding under the above schemes'

Failure to comply with Standards can impact on future funding

### Regulatory Framework: VRC +



Proportionate

Transparent

Risk Based

Comply or Explain

## Financial Standard

#### **Financial Viability**

- Surplus/Deficit
- Liquidity
- Cashflow

#### **L-T Viability**

- Strategy
- Business Planning
- Annual Financial Return
- 30-year Extrapolated Financials
- Stress Testing & Mitigations
- Key Financial Ratios
- · Asset Management
- Risk Management

#### Governance Standard

**Fully Functioning Board** 

Oversight, Direction & Control

Strategy/Leadership

**Outcomes Focused** 

Transparency

Skills, Expertise & Diversity

Financial Governance & Risk Management

**ISSUED: NOV 2017** 

# Performance Standard

- People
  - Tenant Policies
  - Allocations
  - Income Mgmt.
  - Communication
- Property
  - Voids
  - H&S
  - Sinking Fund
  - Stock Condition Surveys
  - Repairs & Maintenance
  - · Asset Mgmt.
- Performance
  - KPI
  - VFM
  - Management & Maintenance Costs
  - Planning & Oversight

**ISSUED: DEC 2018** 

**ISSUED: JULY 2015** 

# **Performance Standard**

#### **Performance Standard**



- Purpose to define and set a standard for essential service performance.
- Captures the arrangements for the
  - Tenancy management
  - Housing management
  - Asset management
  - Other tenant facing services



### **Performance Standard**



#### It all about:



**PEOPLE** 



**PROPERTY** 



**PERFORMANCE** 

### Its key to remember...



- AHBs are subject to existing legislative, statutory and compliance requirements.
- It is the primary responsibility of the Board and/or Staff to identify, understand and comply with these statutory obligations.
- Use the Standard as roadmap to success

# **Overview**



PEOPLE	PROPERTY	PERFORMANCE
Policies	Health & Safety	Performance Management Indicators
Income Management	Repairs & Maintenance	Value for Money
Communication	Void Management	Management & Maintenance Costs
Allocations & Lettings	Stock Condition Surveys	Integrated Operational & Financial Planning
	Sinking Fund Provision	
	Asset Register	
	Asset Management	

### **People**



- Tenant Policies and Protocols in place e.g. reporting a repair
- Safeguard the tenant and their home
- Services to the Tenant
- Roles and Responsibilities
  - Landlord
  - Tenant
- Communication/Engagement
- Tenant Satisfaction



## **Property**



- Ongoing Health & Safety compliance
- Maintaining homes in good condition
- Managing Void properties
- Understanding condition Stock Condition Survey's
- Ensuring Sinking Fund provision is adequate
- Asset Management Stock meets needs of tenants
- Asset Register





### Repairs & Maintenance



Clear policy on planned, cyclical and responsive repairs



- Effective delivery of responsive repairs including prioritising urgent repairs
- System to record all repair histories, including costs
- Annual Budget to fund repairs



# Repairs & Maintenance contd.



 Use of competent, insured and suitably accredited contractors (or direct employees)



- Data on quality and cost of repairs services against agreed performance indicators
- Management of Contractor performance
- Understanding of costs and cost drivers
- Ensuring Value for Money



### Performance

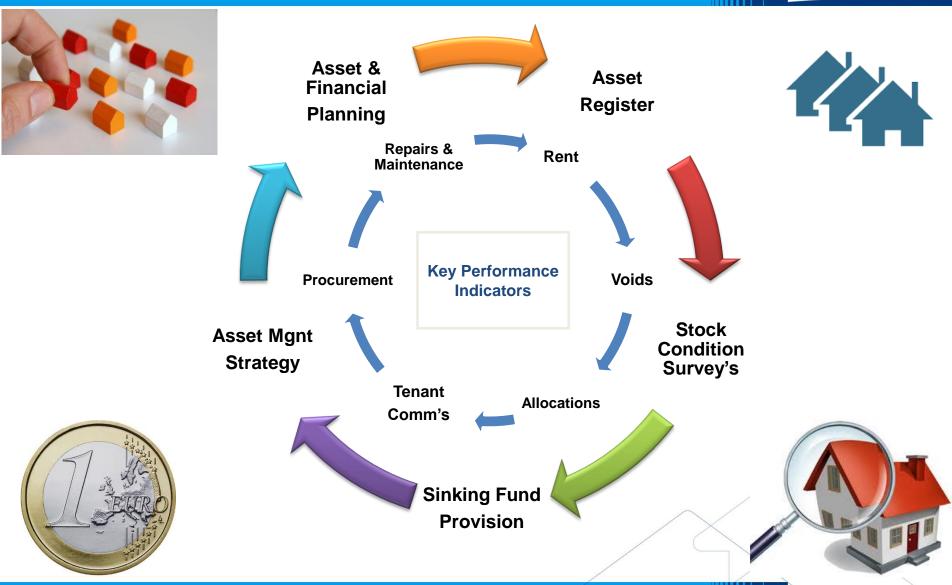


- Establish Key Performance Indicators
- Robust reporting system in place
- What do the Board see?
- What performance data is shared with tenants?
- VFM Objectives are these being achieved?
- Proactive supervision of maintenance costs
- Ability to deliver in a growth environment



### **Holistic Asset Management**





### What we look for:



- ✓ Organisations with clearly defined Goals & Objectives
- Clear oversight based on robust performance reporting
- ✓ Organisations fully understand their Risks
- ✓ Tenants & Homes are at the heart of decision making.
- ✓ Clear plans for the repairs, maintenance and long-term management of homes
- ✓ Ability to fully fund maintenance program

## **Key Takeaways:**



- ☐ Ensure you're meeting Legal & Compliance Obligations
- Safeguard Tenants
- Protect & Maintain Homes
- Plan for the future
- □ Complete Stock Condition Survey
- Ensure Sinking Fund Provision adequate
- Keep doing what you are doing
- Inform us if you have a breach/sanction/fine

### THANK YOU



E: regulation@housingagency.ie Ph. 01 656 4170

www.housingagency.ie/regulation