



Property Management Requirements

Requirement	Detail
1. General requirements	
General maintenance	The Provider is to maintain all Properties in accordance with all relevant Laws and the standards and requirements applicable to a Class 1: Social Landlord.
Planned maintenance, unscheduled repairs and defect rectification	Planned maintenance, unscheduled repairs and defect rectification must be carried out in accordance with [the Operational Manual and] the relevant asset management plan for the Properties submitted to the Regulatory Authority (the Asset Management Plan) and the Provider's internal policies and procedures in relation to the Services as submitted to the Regulatory Authority.
Records	The Provider is to maintain a system (or systems) that contains all relevant information, data and records relating to the Properties.
2. Specific requirements	
Interior Hardware	All interior hardware (including all windows, cupboards, doors and latches) is to be functional. Appropriate privacy lock(s) will be present on all toilet and bathrooms doors. Any such locks must be capable of being unlocked from outside the toilet or bathroom.
Window safety mechanisms	All windows above ground level must be fitted with appropriate security or restrictor stays.
Stove security	Stand-alone stoves must have an anti-tip device and drop bolt fitted and operating. Built-in ovens must be adequately restrained.
Hot water cylinder	Seismic straps must be securely fitted to each hot water cylinder.
Gas fittings	Any gas fittings and appliances must be safe to operate and must be inspected and certified on a regular basis and in accordance with the Gas (Safety and Measurement) Regulations by a person authorised under the Plumbers, Gasfitters and Drainlayers Act 2006.
Curtains and blinds	Appropriate curtains or blinds must be fitted and fully functional on (at least) all windows in living rooms, dining rooms and bedrooms.
Childproof storage	Where children are residing in a Property with a Tenant, adequate childproof storage space must be provided in each kitchen, bathroom and laundry.
Doors and windows	All exterior doors, windows and associated hardware must be functioning and sealing well.
Entry lighting	All entrance doors must have appropriate light fixtures and fittings.



Requirement	Detail
3. Helpdesk and Inspections	
Helpdesk	The Provider is to maintain, and ensure the Tenant is aware of, a 24/7 telephone contact point (Helpdesk) which allows the Tenant to contact the Provider free of charge to notify the Provider of any issue (including any emergency in relation to the Property and any Property-related jobs). All Helpdesk calls must be answered or the Tenant must be able to leave a recorded message.
Inspections	The Provider is to inspect each Property and each Tenancy at least once every 12 months. For an inspection to be considered as conducted, both the Property elements and Tenancy elements need to be completed, however the Property elements and Tenancy elements of the inspection may be conducted together or at separate times.
Property elements	The inspections must, in relation to the Property: <ul style="list-style-type: none">• check the state of repair of the Property;• ascertain and record visible and notified defects;• check the Property complies with all applicable Laws;• check health and safety risks are appropriately managed; and• check smoke alarms.
Tenancy elements	The inspection must undertake the Tenancy-related checks as required under paragraph 3(e) (Inspections) of the Tenancy Management Requirements.
Job logging	Immediately following the inspection(s), the Provider is to log, or ensure the Tenant logs, any defects and other jobs in relation to the Property to the Helpdesk.
4. Response to defects and jobs	
	<i>[Drafting note: to be included.]</i>



Requirement	Detail
5. Asset Management <i>[Drafting Note: sections 5 and 6 only to be included in relation to New Supply Development Funding and Capacity Services Agreements]</i>	
Whole of life solution	<p>The Provider is to:</p> <ul style="list-style-type: none">• provide and implement a robust and reliable whole of life asset management solution to the Properties;• adopt a proactive process of continuous improvement and innovation, including advising MSD once a year on any innovations that may allow MSD to improve its capabilities; and• focus its asset management activities in the Asset Management Plan in order to minimise interruption to Tenants and optimise asset performance and availability.
Asset management planning	<p>The Provider is to provide asset management services that:</p> <ul style="list-style-type: none">• ensure Properties' assets meet or exceed the Asset Condition Standards referred to below;• deliver a planned approach to asset renewal and replacement which allows for flexibility and changes over time and ensures continuous improvement;• utilise an approach based on ISO55000 standards on asset management and New Zealand Asset Management Support (NAMS) documents; and• collect condition and maintenance history to facilitate accurate planning and maintenance.
6. Asset Condition Standards and Asset Condition Surveys	
Asset Condition Standards	<p>The Asset Conditions Standards are, with respect to each individual Property, an average condition rating of 3 or better for the components of that Property (assessed in accordance with NAMS) at all times.</p>
Provider Asset Condition Surveys	<p>The Provider is to carry out surveys to ascertain whether it has complied with its obligations in relation to the remediation, maintenance and refurbishment of the Properties as set out in the Asset Management Plan (an Asset Condition Survey).</p> <p>The Provider must produce a report based on an Asset Condition Survey in relation to each Property which will assess whether the Property is being maintained as required, and provide these reports to MSD on request.</p>
MSD Asset Condition Surveys	<p>The Provider shall allow MSD to carry out (or procure) Asset Condition Surveys, provided that MSD notifies the Provider at least 20 Business Days in advance and uses its reasonable endeavours to minimise disruption to Tenants and the Services.</p> <p>If an MSD Asset Condition Survey shows that the Provider has not, or is not complying with its obligations MSD shall be entitled to notify the Provider, specify a reasonable period within which the Provider is to carry out the required work (at the Providers cost) and recover the costs of the applicable Asset Condition Survey from the Provider.</p> <p>If the Provider fails to complete such work, MSD will be entitled to undertake such work and recover all costs of such from the Provider.</p>