

## Purpose

This policy outlines the framework, objectives and principles that guide the management of Pacific Link Housing (PLH) and its wholly owned subsidiaries (PLH Group) assets to ensure that we plan, acquire, operate, maintain and dispose of the assets in support of our mission and aligned to our organisational strategic objectives.

## Scope

This policy applies to all non-financial physical and intangible assets owned or managed the PLH Group.

This policy does not apply to property managed by the PLH Group that is privately owned by a non-government third party.

## Asset Management Framework

The PLH Group's Asset Management Framework comprises:

- Asset Management Policy (this document)
- Strategic Asset Management Plan (SAMP)
- Asset Management Plans, where required (AMP)
- Asset Policies
- Asset Procedures
- Asbestos Management Plan and Register
- Contracts with maintenance contractors, and
- Asset Register and Asset Management Database from which AMPs are developed

The PLH Group is committed to continuously improving asset management processes, systems, resources and capabilities. To support this commitment all elements of the Asset Management Framework are periodically reviewed to ensure they remain relevant and effective in meeting the evolving needs of our organisation and stakeholders.

## Asset Management Objectives

The primary objectives of our asset management policy are:

- **Safety and compliance:** Ensure all assets meet safety standards and comply with relevant regulations, codes and contractual requirements.
- **Sustainability:** Promote energy efficiency and environmental sustainability through efficient resource use and responsible management practices.
- **Affordability:** Maintain housing affordability for tenants while achieving financial sustainability.
- **Lifecycle management:** Optimise whole of asset lifecycle management to minimise long-term costs and maximise operational efficiency.
- **Community impact:** Enhance the quality of life for residents and contribute positively to the community through well-maintained and functional assets.

## Asset Management Principles

We recognise the importance of effective asset management to fulfill our mission of providing safe, secure and affordable homes for those in need. There are five key principles that PLH Group will adopt and integrate to improve our asset management performance:

1. **Transparency and accountability:** Maintain transparent processes for asset management decisions and operations, ensuring accountability to stakeholders.
2. **Tenant focus:** Prioritise the needs and well-being of tenants in all asset management activities, including maintenance and improvements.
3. **Continuous improvement:** Regularly review and improve asset management practices based on industry standards, technological advancements, and feedback from stakeholders.
4. **Risk management:** Proactively identify and mitigate risks related to asset ownership, management, maintenance, and operation.
5. **Financial sustainability:** Manage assets to achieve a balance between financial viability, affordability for tenants, and sustainable investment in housing stock.

### Accountabilities

Role / Committee	Accountability
PLH Group Boards	Accountable for setting the overall strategic direction of Asset Management in line with our organisational objectives and compliance obligations and for establishing the Asset Management Policy.
Group Chief Executive Officer	Accountable for ensuring this policy continues to align with PLH Group's strategic direction, and that guidance and controls are in place to help measure and monitor compliance with this policy and any related documents.
Group Executive Manager Operations	Accountable for coordinating the processes for the management of the asset portfolio with a whole of lifecycle approach.
All staff	Responsible for complying with the principles and requirements in this policy and any related policies, procedures or standards.

### Related Policies

Repairs and Maintenance Policy

Alterations and Disability Modifications Policy

Managing Health Hazards in Properties Policy

Property Acquisition and Disposal Policy

Property Development Policy

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