Property Asset Strategy FY23-25

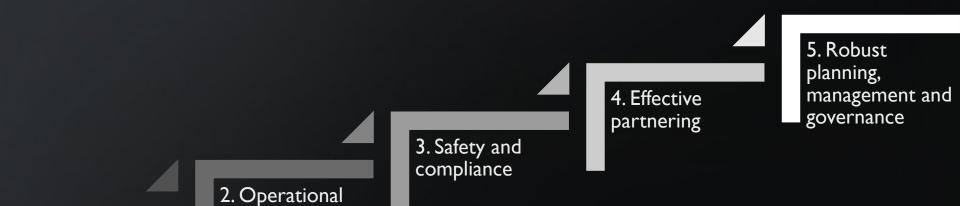


Strategic intent

'The provision of fit-for-purpose, safe and compliant property assets to enable the business to achieve its strategic priorities and operational objectives.'



Property Asset Plan



I. Customer Satisfaction

excellence

I. Customer Satisfaction

- i. Ongoing consultation with customers
- ii. High levels of responsiveness to ensure customer satisfaction



2. Operational excellence

- i. Fit-for-purpose property and asset provision
- ii. In a cost-effective and timely manner



3. Safety and compliance

Build or acquire and maintain all property assets in accordance with legislative requirements and standards to maximise the safety, functionality and operating environment of our residential accommodation and commercial centres



4. Effective partnering

Effective and professional relationships with our landlords, developers and maintenance service providers to promote delivery of cost-effective business outcomes



5. Robust planning, management and governance

Effective planning for the design of the property solutions ☐ Purchase versus lease properties ☐ Property portfolio composition — optimal position of each element of Commercial v residential Functionality ☐ Number of each ☐ Size of each □ Regions ☐ Access to Affordable / Social Housing Investment versus for business

Property Management Lifecycle



1

PLAN

- 1. Review corporate
- 2. strategy
 Consultation with
 stakeholders,
 including capacity
- 3. review of portfolio Location, functionality, condition & compliance-based
- 4. assessment Identification of operational & compliance requirements
- 5. Industry research & analysis

BUILD / BUY / LEASE

- 1. Acquisition of lease of property in accordance with
- 2. capital budget Research requirement, market availability, options and
- 3. costs
 Build and
 refurbishment of
- 4. properties
 Scoping in
 accordance with
 relevant
 legislative
 requirements &
 standards

3

MAINTAIN

Property cleaned and maintained in accordance with the maintenance works plan and relevant legislature requirements and standards

4

MANAGE

- 1. Management of internal resources &
- 2. budgets
 Risk
 identification &
- mitigation
 Manage
 relationships
 with service
 providers
- 4. Compliance
- 5. monitoring Monthly performance
- 6. reporting Administrative processes



2023 Property Portfolio

LEASED – Market based

PURCHASED

Commercial properties

Residential properties

x3

Houses x 14

Complex of units x l

