



Fact Sheet - Government Regional Officers' Housing (GROH) Program

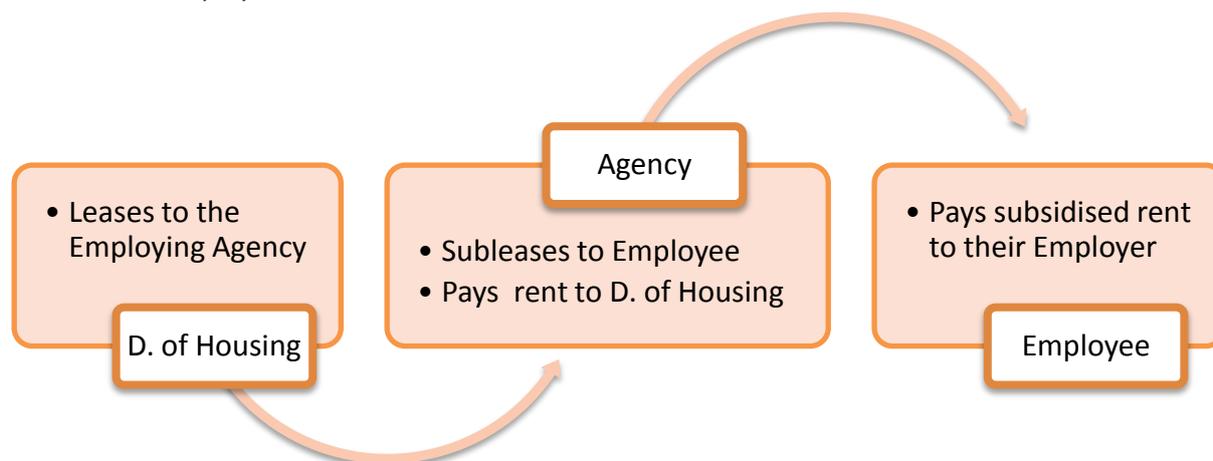
The Department of Housing provides accommodation for government employees through the Government Regional Officers' Housing (GROH) program. This program is managed by the Housing Programs Directorate; property and tenancy management services are provided by Service Delivery staff in the relevant Regional Offices.

GROH Assets

The Department of Housing manages over 5,500 GROH properties in over 250 locations across Western Australia. Approximately 55% of the stock is owned by the Department, and the remainder is leased from the private market. Additional accommodation is acquired via leasing, spot purchase and construction.

Rental Relationship

GROH accommodation is provided at the discretion of the employing agency. The Department of Housing leases the property to the employing agency, who then sub-leases it to their eligible employees. The employing agency pays rent to the Department of Housing, and the employee pays rent to their employer at a subsidised rate.



Department of Housing responsibilities

The GROH Program is managed by two distinct business areas within the Department of Housing:

- 1) The Housing Programs Directorate
- 2) Service Delivery staff in the Regional offices

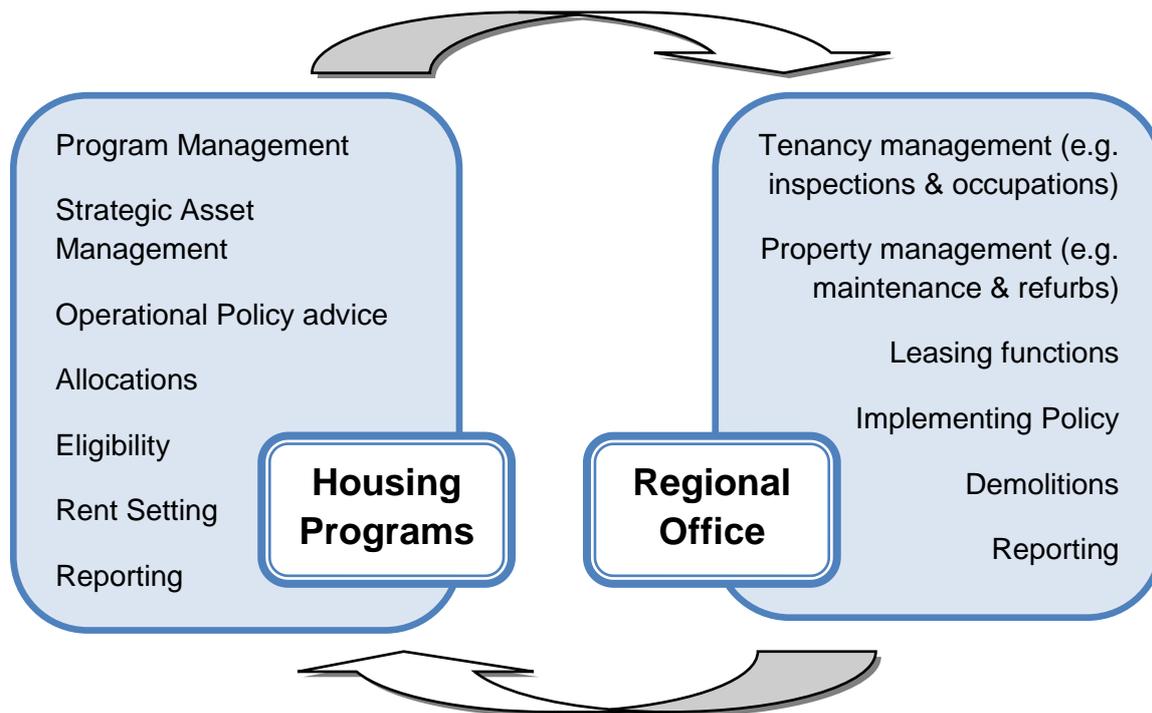
The **Housing Programs Directorate** manages the GROH program and assets at a strategic level. Housing Programs is also responsible for setting, collecting and reviewing the rental charges paid by the employing agencies.

We regularly liaise with the employing agencies regarding: housing supply and demand, capital acquisitions, rental charges, asset planning and policy issues. Housing Programs has minimal contact with the employee / tenant.



Regional Service Delivery staff deal directly with the employee / tenant to provide property and tenancy management services (e.g. maintenance and property inspections). The regional offices are responsible for managing properties in designated areas.

The employing agency will deal with regional staff to organise the movement of tenants between properties that are already allocated to their agency. Requests for additional properties must be submitted to the Housing Programs Directorate.



The Employing Agency is responsible for:

- Payment of rent to Housing Programs on a monthly basis
- Collection of employee rent
- Allocation of properties to tenants
- Advising Housing Programs of their housing demand across the state
- Assessing the eligibility of their employees (in line with the GROH Eligibility Policy)
- Setting of employee rent level (in line with the Tenant Rent Setting Framework)

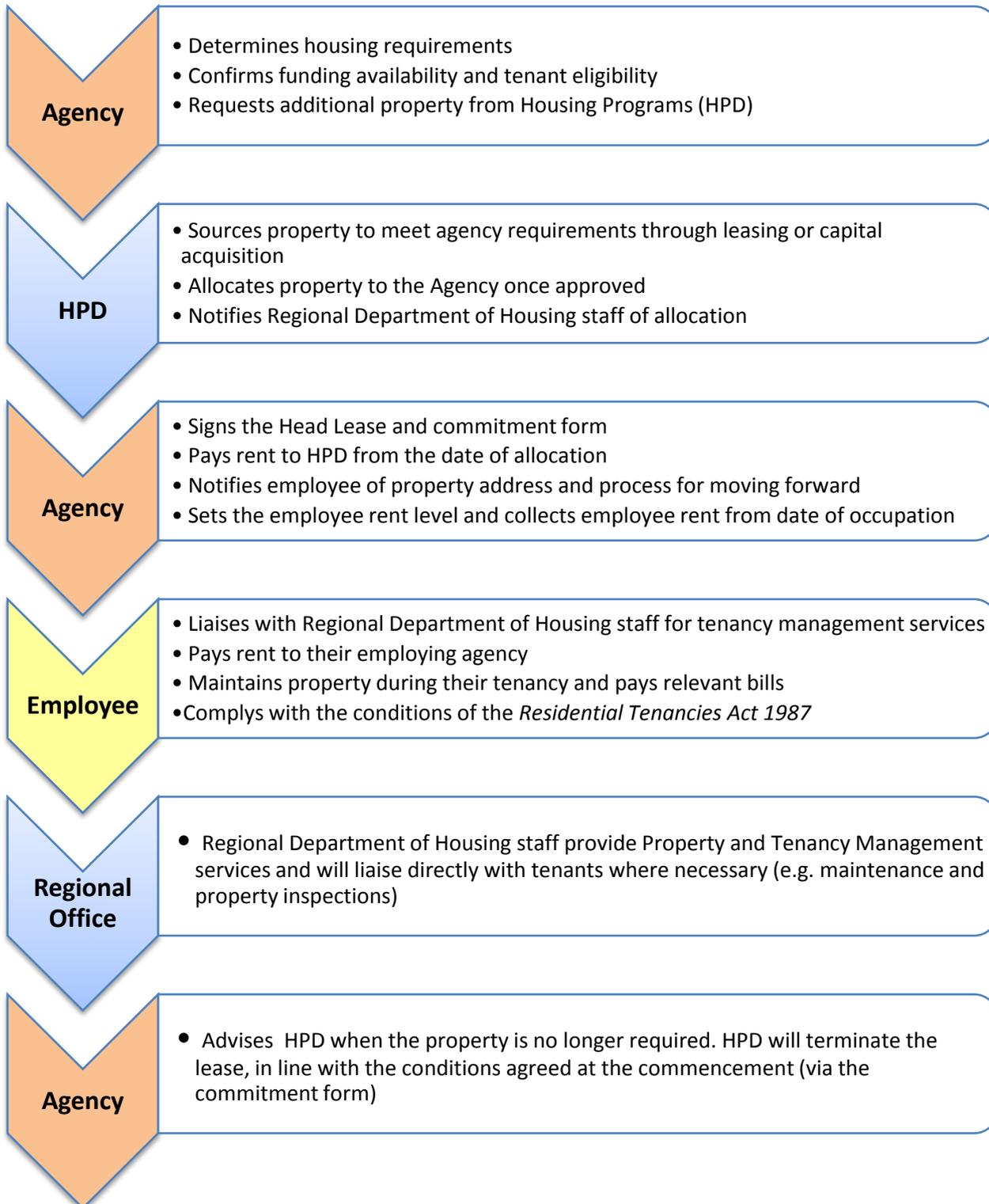
The Employee / Tenant is responsible for:

- Complying with the requirements of the Residential Tenancies Act 1987
- Payment of rent to their employer
- Payment of water, gas and phone bills
- Liaising with Regional Service Delivery staff for all tenancy and property management issues
- Maintenance of property (and garden) condition and cleanliness



Allocation process

The following flow chart summarises the process to request and occupy an additional property:





Leasing Functions

Approximately half of the GROH portfolio is leased from the private market. If a housing request cannot be satisfied with existing stock, the Leasing Officers will be asked to source a leased property. The regional Leasing Officers and Coordinator Leasing (at Housing Programs) manage the lease from the Landlord, the head-lease to the Agency and the Tenancy Agreement with the Tenant. Leasing Officers are also responsible for rent reviews, lease renewals and cancellations.

Property Maintenance

Maintenance is managed at a regional level. Tenants are responsible for reporting all maintenance issues and damage to the Department's maintenance call centre: Housing Direct. Housing Direct will liaise with the tenant, the regional office, and the contractor to carry out the necessary works.

Vacant Properties

There are two types of vacant GROH properties; those that are allocated to Agencies and those that are unallocated (aka 'unlettable'). Housing Programs actively monitors vacant properties and reports on both types on a monthly / six weekly basis; regional officers and client agencies are asked to provide feedback / updates on these properties.

The Department of Housing has been directed to take a firmer stance on vacant properties in future. As a result, operational policies and procedures are currently under review.

Rental Costs

Rental values paid by the employing agency reflect the cost of providing housing in regional and remote locations; these values are reviewed annually.

- Leased Properties: Housing Programs pays the full rent to the property owner and passes the full rent on to the employing agency (i.e. market rent)
- Owned properties in market locations: Rent is based on market values in locations where there is a viable property market (i.e. market rent)
- Owned properties in non-market locations: Rent is based on the cost to procure the property in locations where there is no viable property market (i.e. cost rent)

The employee's rent is set by their employer, in line with the Tenant Rent Setting Framework (TRSF). The TRSF sets the maximum rental amount that a government employee can be charged for a property of a particular amenity level in each location.

Other fees and charges

The employing agency pays an administration fee of \$30 per week (per property) for property and tenancy management services; they may also be charged service and / or furniture fees where applicable. The employee is responsible for utility bills and tenant liability charges incurred during their tenancy.