

# Schedule 2 Services

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## 1. Description of Services

The Services to be provided by, and the obligations on, the Service Provider set out in this agreement are the **Services**.

The Services that the Service Provider must provide are:

- (a) Employ the minimum number of CHOs for each Community as set out in Schedule 3.
- (b) Ensure that communities without a locally based CHO have access to tenancy management services and receive regular, scheduled visits and inspections by a CHO on a basis agreed to by the CEOH and Service Provider.
- (c) Maintain 50% Indigenous employment rate for all CHOs employed.
- (d) Provide the following tenancy management and support services:
  - (i) Maintain a front desk for tenancy management services with minimum office hours of 8:30am — 12pm and 1pm — 4pm Monday to Friday in communities identified in Schedule 3.
  - (ii) Conduct a tenancy inspection for every dwelling twice a year.
  - (iii) Conduct a tenancy support visit to all dwellings on a quarterly basis.
  - (iv) Support DHLGRS to sign tenants to Tenancy Agreements.
  - (v) Notify HRG members and community residents of scheduled HRG meetings.
  - (vi) CHO to attend Housing Reference Group meetings as notified by DHLGRS.
  - (vii) Assist community residents to complete and lodge DHLGRS property and tenancy management forms.
  - (viii) Provide advice to community residents on DHLGRS policies and processes.
  - (ix) Record and report repairs and maintenance identified by tenants and through tenancy inspections and support visits.
  - (x) Record and report to DHLGRS property and tenancy management issues raised by residents.
  - (xi) Update tenancy information in Tenancy Management System (TMS) for all dwellings as required.
  - (xii) Maintain a key register and hold spare keys in a secure facility.
- (e) Provide access to the following resources to support the delivery of Services:
  - (i) Vehicle to conduct household visits / inspections, attend meetings.
  - (ii) Office accommodation / space.
  - (iii) Office hardware, such as desk, chair, telephone, facsimile, lockable cabinet.
  - (iv) Computer, printer and Internet connection.
- (f) Service Provider must provide the reports required in Schedule 6, and must ensure that it

## **ATTACHMENT A**

keeps adequate records in order to provide those reports.