Stimulus Works – Project Overview

OVERVIEW



In addition to CEHL's program of maintenance and Third Schedule works, CEHL has secured an extra \$6.7m from the Victorian Government Maintenance Stimulus Grants. This will fund property maintenance and upgrades across a quarter of all properties, in all regions over the next two years. The works will reduce maintenance liability, improve home energy efficiency and comfort and reduce climate risk.

PRIORITIES . . .

General upgrades to reduce maintenance liability and risk

Improve energy efficiency

Reduce climate risk

Government stimulus funds also designed to create local jobs

CEHL + CO-OPS WORKING TOGETHER - TO ACHIEVE THIS GOAL

How works are prioritised

By reviewing data from:

- Property inspections, including identifying energy efficiency opportunities
- Co-op Future Direction
 Plans and asset intents
- Planned works and upgrades
- Circuit files to identify coop completed works
- Climate risk audit

Works selected will meet Program priorities & funding requirements

- Ensuring long-term viability of property portfolio
- Increase energy efficiency
- Reduce climate risk
- Provide local jobs

All regions will receive works in first year.

Delivery of Third Schedule and stimulus funded works will be combined and completed in a COVID Safe way.

CEHL + Co-ops working together

Cost of stimulus works fully funded. No financial contribution required by co-ops

- CEHL will provide an outline of works to co-op maintenance directors
- CEHL + co-ops work together to confirm heater and hot water service replacements, and if there are any vacancies coming up
- CEHL + co-ops work together to confirm commitment to ongoing maintenance and compliance items

Centralised support

To complete the works, we've re-organised the team.

The CEHL Asset Services Team will be a central contact for all co-op property matters

propertysupport@cehl.com.au

CO-OPERATION

COMMUNICATION

Plan of works for each co-op

The works plan will include:

- List of stimulus funded works (No cost to co-op)
- List of planned/Third Schedule works (usual co-op contribution applies)
- CEHL's role
- Co-op's role
- Ongoing maintenance requirements
- Expected timeline
- Who to contact for support

Tracking Progress

Portal project page with overview of each region of:

- Total planned works
- Works in progress
- Works complete
- Q&A for maintenance directors of co-ops
- Quarterly Regional Forum Report

Co-ops provide performance evaluation of works completed via surveys so we can track and improve service as we go.

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THE PROCESS





Co-op Maintenance **Director receives works** plan

- list of stimulus funded works
- list of Third Schedule work
- CEHL role + co-op role
- Ongoing maintenance planning and requirements
- Expected timeframe for works
- Contact for support propertysupport@cehl. com.au

Examples of types of works:

Bathroom upgrades

Reduce maintenance Underpinning Driveway repair Kitchen upgrades

Co-op confirms ...

- any upcoming vacancies
- heater + hot water replacements required



For all property + works support

propertysupport@cehl.com.au 1800 353 669

For information about overall progress

www.cehl.com.au/haveyoursay /stimulusworksproject

amends plan based on co-op feedback - if required

CEHL confirms plan

CEHL contacts Maintenance Director

to organise Third Schedule Works Agreement & Stimulus Works Agreement



CEHL contacts

Household to book in dates for work to start



Works start

Household will be contacted directly to confirm dates + times

A Quarterly progress reports provided to co-ops at regional forums

Improve home energy efficiency

- heater replacement
- hot water system replacement

Reduce climate risk

- Heating upgrade to split system
- Hot water system replacement
- Insulation
- Draught proofing



Work completed

Household receives short survey about satisfaction with service + works