



**SHELTER**

because housing matters

## **NRSCH Q & A**

### *Performance Outcome 1 – Tenants and Housing Services*

#### **Can a non-registered provider manage tenancies on behalf of registered provider?**

Yes, a provider may wish to outsource some aspects of their business. This comes under the category of 'Affiliated Entities'.

Registered community housing providers can enter into outsourcing arrangements (whether with a group entity or with another entity): Although outsourcing may result in the service provider taking day-to-day managerial responsibility for activities, the community housing provider remains responsible for complying with its obligations under the National Law and for all performance requirements that relate to the outsourced activity.

The provider's risk management framework should deal with the risks associated with the outsourcing of a material community housing activity.

Outsourcing arrangements should be evidenced by a written, legally binding agreement and should include a clause that allows the primary Registrar access to documentation related to the outsourcing arrangement. The service provider is also required to cooperate with the Registrar in relation to the Registrar carrying out its regulatory functions under the National Law, as if it were a registered community housing provider.

Providers must monitor the ongoing performance of service providers and must maintain control over activities that impact on their compliance under the National Law.

*Source: QLD Registrar's office (22 April 2014)*