

Industry round table with Minister Shane Rattenbury

28 January 2015

Action item update

✚ TAMS to provide this information on the ACT Government website.

- This information has not yet been published, however, the presentation content is the basis for the new website that is currently under construction

✚ Industry Associations to provide TAMS invites to industry forum.

- TAMS remains available for any opportunities to attend industry presentations or meetings.

✚ Discussion between Directorates as a first step towards developing a strategic level vision document.

- Red Tape Reduction Task Force is finalising its full review of the Estate Development Plan requirements and industry consultation will soon be sought. TAMS has reduced its requirements, however, this is subject to agreement with other stakeholders as TAMS is only one of more than 28 referral agencies for EDPs.
- TAMS has been working with Environment and Planning Directorate (EPD) in regard to developing a Streetscape Vision document. We are about to move to the next phase; seeking quotes from consultancies to commence the development of such a document. During the development of this document, industry will be canvassed for input.

✚ Developers want to build beautiful places but there are issues around ongoing funding

- TAMS is working with EPD who are looking at the issue of ongoing funding for maintenance, liability and handover and the effect this has on design of our developments, city and suburbs. There is no clear way forward at this time, however, it is a work in progress and further updates will be provided through the TAMS Industry quarterly round table meetings.
- TAMS is talking, generally, with industry about options to look at life cycle costs for all developments and investigate how we can use innovative design and products to reduce ongoing maintenance costs and reduce the impact on maintenance through better, low maintenance materials etc

✚ Implement key recommendations in associated with the verge Blitz

- With the establishment of Access Canberra and the combining of the key regulatory agencies in that new organisation, the coordination and implementation of the Blitz program, including the consideration of the recommendations, is going to be picked up by this group. Terms of Reference are being developed and a review of the recommendations will also be conducted. This arrangement will ensure that all aspects of compliance and regulation are involved in each of the blitzes to cover all areas of construction, environmental, safety and protection of assets etc.
- Further updates will be provided through the Quarterly meetings

✚ **Consider trialling an estate or precinct where final verge landscaping is not completed until after housing construction.**

- We have this on the action list, however, there has not been any major work done in this area to date. Asset Acceptance has discussed the proposal internally and with a Developer in the ACT that does undertake the method of leaving the verge to last, however, more investigation is required.
- Some developers have expressed concern that this was the process years ago and they are not supportive of going back to that process again and would still like to look at alternative solutions to address the asset damage issue.
- TAMS supports the implementation of different management concepts to control building works in these areas and reducing the overall impact and maintenance costs for damaged assets. We will continue to work with Industry to look at alternative ways to address these issues further over the next 6 – 12 months.

✚ **Strengthen skills in the facilitation of good urban design outcomes potentially through training and use of experts.**

✚ **Involve those responsible for ongoing maintenance earlier in design standards and approval processes.**

- Discussion with industry through our quarterly meetings has shown that we all agree that the standards, codes and guidelines are required to establish the baseline. However, we also agree that there needs to be a focus on outcomes which we have been implementing over the past 12 months and we are starting to receive some good feedback on this particular issue. Flexibility and facilitative approach to reviews is required and we are hoping that this is more obvious than it may have been previously, but at the same time, industry are also realising that this can increase the perception of inconsistent outcomes depending on which project we apply it to, so it is important that we maintain the balance.
- We have a process to identify the training and skill development requirements for all staff in the team and we strive to ensure that our staff are always on the top of the latest information, where possible, for new products and processes. We will continue to develop the skill sets as required and maintain continuous communication with the maintenance staff and asset owners as we are responsible for managing the acceptance of assets.
- Any unusual or difficult issues raised in any of the phases for all of the submissions are discussed with the maintenance managers and the asset owners prior to Asset Acceptance providing formal comment.

✚ **Commit to greater consistency in advice and a process of escalation if required to resolve issues.**

- There is a process in place to ensure that if it was in the approved design and the infrastructure is delivered as per the approved design, we will accept that agreement. The only caveat is that it assumes that the design has been certified by the consultant as being in accordance with the Standards, Codes and Guidelines unless otherwise agreed with Asset Acceptance and there are no Safety issues that have resulted in an unknown issue arising between the submissions. This will also apply to the process of

EDP and Design Acceptance, however, a key aspect of this is to ensure that non compliances are identified up front and discussed prior to submission and that, if there are changes from the EDP and the Design Acceptance process, the context may have changed requiring a review and possible change to be considered.

- An escalation process drafted, reviewed and then implemented through one of the quarterly industry meetings has been in place for some time. As soon as the new website is up and running a new Advisory Notice will be issued giving clear guidance as to the escalation process available to all of industry. There are flyers on the tables also providing this information.
- We have also repromulgated our primary contact phone number which will always be answered by an Asset Acceptance staff member and a central email address which will also be read and responded to by someone in Asset Acceptance within 24hrs, except public holidays and weekends.
- There are times when we are not able to accept the design, plan, layout etc as it is not supported by standards, codes or guidelines. However, we undertake to look at all of these issues as they arise and work with Industry to achieve a position that we can both live with. On any occasions where a “no” is to be issued it will be accompanied with an explanation and reference to the discussion with the consultants or proponent and the appropriate area in a standard, code or guideline.

↓ **Report back on progress from the sub group working on approaches to garbage issues, including assessment of potential for smaller garbage trucks in town centres**

- For lots of good reasons we did not undertake the review in 2014, however, we have commenced an internal review as the first phase. As part of the review we are also looking at similar codes in other jurisdictions, and in some instances they are keen to look at ours. Once this review is completed (expected to be around October 2015), initial consultation in the quarterly industry meetings held by AA will be undertaken and a wider review will be considered. The final part of the review will be back to the original reference group and property council. Regular updates will be provided through our consultation meetings on the progress and it will be added to the action plan for the various meetings.

↓ **Consider greater flexibility within current standards review and proposed strategic document on streets and places.**

- The current standards review has been undertaken with Industry and it is understood, with industry involvement at both the working group and steering committee level, this issue has been addressed.
- As reported earlier, we are working on the development of the strategic document for streets and there is also work in this space being undertaken with the Environment and Planning Directorate which we are also involved in.

↓ **Negotiate with utilities and Telcos in the development of the strategic document on streets and places.**

- Asset Acceptance has commenced bi monthly meetings with ACTEW to discuss various challenges and opportunities and we hope to provide updates at the quarterly meetings

as well as add any new challenges or opportunities that may be raised by Industry. A recent meeting has provided an opportunity to further review the process for street light energising which will save additional time.

- Asset Acceptance held a workshop late last year on several aspects of verge management and requirements. It was surprising that the community representatives that attend this meeting were very strong on their objection to reducing the size of the current verges.

⚡ **Industry to lift its performance in the quality and thoroughness of documentation.**

- There has been little improvement in the total number of 1st submission rejections. It is anticipated that the new WAE software package and portal being implemented over the next 6 months will assist with improving the basic errors that are being experienced which then allow both parties to look at and address the more technical aspects causing submissions to be rejected.
- A large number of document packs delivered to the TAMS Building are also being rejected or being identified as missing information that should have been identified in a final check against the reference documents. TAMS will continue to work, through the industry consultation meetings, to address these ongoing issues. These simple errors do impact our resources and the time we have to review fully compliant submissions.

⚡ **Industry to contact Asset Acceptance as early as possible if there are questions, or assistance is required, to agree on a way forward.**

- For the past three years, Asset Acceptance has been encouraging more face to face meetings and discussions prior to formal submissions if there are areas that are considered high risk or that may not meet the standards, codes or guidelines. Although many members of industry are taking this offer up, there are still a large number of submissions that are received with known non compliance not being “highlighted”. This is an area we are currently discussing at the industry consultation forums every quarter.

⚡ **TAMS to make information more accessible through industry meetings, noting that all TAMS standards, codes and reference documents are available on the website.**

- The development of the new web page has been delayed due to resource constraints; however, we are still working on a new format and a more informative web page. Furthermore, it is important to note that key aspects of information are exchanged at the quarterly industry consultation meetings and this is a key aspect to these meetings.
- Asset Acceptance is also expanding the already existing Advisory Notice process which was implemented through the consultation meetings. These notices will have General Information Advisory Notes and Review Notification Advisory Notices, and we will go through the process of tabling these at every consultation meeting before publishing.
- We have also implemented Survey Monkey surveys to be undertaken after every industry meeting, workshop, consultation meeting or just general meetings to work through key issues and risks etc. This information will then be used to inform our KPIs and areas that we need to focus on.

⚡ **Get information out to industry about the roundtables and seek input on issues to be discussed.**

- Asset Acceptance has published all the meetings and workshops that will be conducted for the entire year and will continue to do this each year. This will give industry greater ability to plan and to ensure these dates are looked into your calendar.

✦ **Industry to assist in the promotion of the roundtables which are aimed at addressing the issues that have been raised at this roundtable, and for industry and TAMS to work together.**

- Asset Acceptance has published all the meetings and workshop dates and topics that will be conducted for the entire year and will continue to do this each year. This will give industry greater ability to plan and to ensure these dates are booked into your calendars.
- We would like to discuss the opportunity to get these dates published in various industry magazines and websites but will look at this for the 2016 Program.