



Responsive Maintenance and Repairs Policy

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1. Purpose

To document Eastern Suburbs Rental Housing Co-operative's (ESRHC) policy for dealing with responsive maintenance and repairs.

2. Basis for Policy

Housing Act 1983 - Performance Standards for Registered Agencies
Residential Tenancies Act 1997
National Community Housing Standards Manual

3. Policy

ESRHC will endeavour at all times to maintain a system of responsive maintenance and repairs to properties under its control in a manner that:

- Ensures transparency of decision making;
- Provides good service in a timely manner; and is
- Equitable between tenants and across properties.

4. Procedures

To meet the above policy objectives, ESRHC has developed the following guidelines.

4.1 Time frames for maintenance

Urgent repairs

ESRHC will undertake all urgent repairs immediately.

Urgent repairs are those that **need** to be fixed and include:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by ESRHC for hot water, water, cooking, heating or laundering
- Failure or breakdown of the gas, electricity or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

(Refer to Residential Tenancies Act and Booklet “Renting a home”)

Non-urgent repairs

All other non-urgent repairs should, where possible, be carried out within 14 days.

4.2 Maintenance requests

Urgent repairs

Emergency maintenance requests should be phoned through to the Maintenance and Administration Co-ordinator if within office hours or the Maintenance Director if after hours.

Non-urgent repairs

For all other maintenance, tenants are requested to either email the office or complete and post a Maintenance Request Form to the office.

Once the maintenance request is received at the office, the relevant tradespersons will be contacted to carry out the required repairs within a reasonable time frame.

4.3 Quality checks on repair work

Random quality checks should be carried out by the Maintenance and Administration Co-ordinator on a regular basis to ensure quality control and the required standards are being met by tradespersons.

4.4 Tenant damage and damage resulting from break-ins

All tenant damage should be reported within 48 hours in writing to the office.

All repairs shall be arranged by the Co-operative.

Tenants will be required to enter into an agreement with the office for the payment of these works.

Should there be property damage as a result of a break in, a police report is required and the Co-operative notified immediately.

4.5 Vacated properties (Start and End of Tenancies)

At the start of each tenancy the Maintenance and Administration Co-ordinator meets with the new member and all aspects of the property are inspected.

A "Property Condition Report" is to be signed by both parties to verify the condition of the property at handover.

At the end of each tenancy it is proposed that the Maintenance and Administration Co-ordinator and the outgoing tenant do a final hand over of the property. The Property Condition Report is to be signed by both parties to verify the condition of the property stating any damage or maintenance that may need to be rectified by the outgoing tenant.

At the ending of a tenancy and before the start of a new one, any maintenance issues should be rectified. Carpets should be cleaned, gas and electrical safety checks carried out. The property must be handed over in a clean and safe condition.

4.6 OH&S Risk Assessment & Management Reports

A copy of the Risk Assessment report must be lodged in the Occupational Health and Safety Register and all actions to rectify monitored by the Maintenance and Administration Co-ordinator.

The relevant bodies must be notified of the risk and action taken to rectify the problem as soon as possible.

Tradespersons are to be advised that they must inform the Maintenance and Administration Co-ordinator if a safety issue arises preventing them from carrying out their job.

The Maintenance and Administration Co-ordinator must assess the situation and take action to rectify any safety hazards.

Tenant responsibilities

All tenants must ensure tradespersons have a safe place to work in. All pets must be restrained; hoses and any other tripping hazards removed and children kept out of the work area until such time as the works are completed.

4.7 Monthly Board Reports

A monthly Maintenance Report must be tabled at all Board meetings.

Maintenance reports should detail:

- Maintenance carried out during the period;
- All major works requests. These should be accompanied by two quotes so the Board can assess who should do the job.

Any works exceeding \$10,000 are to be forwarded to the Board of Directors for approval.

Any problems relating to maintenance must be reported to the Board.

4.8 Major Works

Any works of a structural nature or requiring a building permit from the municipal council or exceeding \$10,000 must, be forwarded to the DHHS for permission to proceed.

4.9 Property Files

All maintenance requests and details of work undertaken and the date of completion should be entered into the Chintaro property database.