

POLICY

MAINTENANCE AND REPAIRS

RESPONSIVE MAINTENANCE – URGENT AND NON-URGENT REPAIRS

RECORD DETAILS

Policy	Asset Management
Date authorised by Executive	August 2017
Review responsibility	General Manager Assets & Maintenance
Date last reviewed	August 2019
Next review date	August 2020
Version	V 1

PURPOSE

Haven; Home, Safe (HHS) is committed to the provision of well-maintained stock to protect the value of the asset, provide tenants with consistent quality standards for rental accommodation and to appropriately discharge its duties under the Residential Tenancies Act (RTA) 1997.

Responsive maintenance is maintenance that is done while the property is tenanted e.g. if something stops working or breaks and needs repair.

SCOPE

AHA properties owned by HHS.

PROCEDURES

- HHS has a state-wide 1300 number that tenants can call to speak to one of our Maintenance Services Team (MST)
- HHS or its agent will provide a contact point for tenants to report urgent or non-urgent repairs during defined standard business hours (9 am– 5 pm weekdays).
- An after-hours contact (5pm-9am weekends) will be provided for tenants to notify HHS or its agent of any urgent repairs only after hours.
- MST members will answer the call and determine the nature of the repair that needs to be undertaken.
- The MST will then assign a trade to attend the property to carry out the repair either within 24 hours if it is an urgent repair or within 14 days if it is a non-urgent repair as defined by the RTA1997 legislation.
- The trade is required to contact the tenant directly to arrange a suitable time for when repairs can be carried out.
- HHS maintains an active list of contractors and their current insurances to ensure that our interests are protected and that the contractors respectfully deliver quality trade services at a fair market price.
- The MST can authorise all essential repairs to the value of \$2000.00.

To be completed by Line Manager:

- Any repairs over \$2000.00 will need authorisation from the General Manager. Once authorisation has been provided, the MST will manage the repairs process, undertaking final checks that works have been completed to expected levels of quality.

- All requests, repairs, maintenance and outcomes and the contractor utilised will be recorded on the database against the property by the MST.
- The after-hours contractor arrangements will be reviewed annually.
- If a repair is reported 'After Hours', either after 4:30 pm or on the weekend and it is not deemed to be of an urgent nature, the cost of the callout may be charged back to the tenant. If the repair is deemed to be tenant related damage, the cost may also be charged back to the tenant.

URGENT REPAIRS

HHS or its agent will endeavor to provide a response within 24 hours for all urgent repairs. Urgent

Repairs are defined in the Residential Tenancies Act 1997 as per the table below;

Burst water service	Failure of breakdown of any essential service or appliance provided by the Landlord for hot water or heating
Blocked or broken toilet system	Failure or breakdown of the gas, electricity or water supply
Serious roof leak	Any fault or damage in the premises that makes the premises unsafe or insecure
Gas Leak	An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
Flooding or serious flood damage	Serious fault in lift or staircase at the rented premises
Serious storm or fire damage	Any fire to a property needs to be reported urgently

NON - URGENT REPAIRS

- HHS or its agent will endeavour to provide a response within 14 days for all non-urgent repairs
- If the repair is deemed to be tenant related damage, the cost may be charged back to the tenant (refer to the Tenant Property Damage Operational Guidelines)