

Document Name	Maintenance & Repairs Policy
Document ID	HA_Nat_Web
Document Owner	Senior Asset Services Officer
Authorised by:	Senior Leadership Team
Effective date:	10 September 2020
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Maintenance and Repairs Policy

Context

This Policy applies to Salvation Army Housing, Salvation Army Housing (Victoria) and Salvos Housing (together "SAH")

The purpose of this policy is to outline SAH's commitment to ensure that all properties owned or managed by SAH are safe, secure, and maintained to the expected standard as set out in relevant state legislation.

Policy Statement

Principles

- All Urgent and Responsive maintenance activities required to be carried out by SAH are to be undertaken in compliance with the timeframes specified in relevant State Residential Tenancies Act and/or any other relevant legislation and standards.
- Where damage beyond fair wear and tear is assessed, reimbursement for rectification works will be sought from the responsible party in accordance with the Tenant Repair Cost Policy.
- Regular inspections of property assets will be undertaken in line with relevant legislation and standards to monitor the condition of property assets and ensure they are being maintained to an acceptable standard.
- All works and safety checks will be carried out by suitably qualified and licensed contractors.
- Prescribed Accommodation (Rooming Houses) will be registered with relevant authorities and maintained to the required standards.
- Maintenance activities will be recorded appropriately and monitored to inform performance management, risk management, financial management, and continuous improvement.
- Planned maintenance works will be undertaken to ensure compliance with relevant legislation and standards and to optimise asset performance.
- All unplanned maintenance activities will be prioritised according to legislative requirements with safety as a priority and with consideration to asset plans.

Raising Maintenance and Repairs requests

- Tenants can raise requests via phone or email directly with the relevant Office Staff.
- For urgent After-hours maintenance, tenants are to call an emergency number provided to the tenant on sign-up.

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Scope

This policy applies to all maintenance and repair requests raised by SAH staff, residential tenants or their advocates in respect of properties where SAH is responsible for maintenance.

This policy does not apply in respect of tenancies where a third party, not SAH is responsible for maintenance ie leased properties, Transitional Housing Properties (THM), and properties managed on a fee for service arrangement.

Definitions

Urgent maintenance – Repair requests raised by either SAH staff or tenants to resolve an immediate safety issue as defined by the relevant state residential tenancies act.

Responsive maintenance - Requests raised by either SAH staff or tenants to restore a non-structural broken or damaged component to a working condition ensuring that property remains in a safe, habitable and secure condition.

Planned maintenance – Scheduled in advance within a maintenance plan for the replacement of fixtures, fittings or other upgrade works to assets as well as cyclical testing of safety devices such as smoke alarms, gas and electrical appliances.

After hours maintenance – Requests raised by either SAH staff or tenants to resolve an immediate safety issue defined as Urgent by the relevant State Residential Tenancies Act that requires a resolution outside normal business hours.

Related legislation, policies and or procedures

- Residential Tenancies Act - Victoria 1997
- Residential Tenancies Act – South Australia 1995
- Residential Tenancies Act – Western Australia 1987
- Residential Tenancies Act – NSW 2010
- Residential Tenancies and Rooming Accommodation Act - QLD 2008
- Residential Tenancies Act – A.C.T 1997
- Residential Tenancies Act – Tasmania 1997
- Inspections Policy
- Maintenance and Repairs Procedures
- Tenant Repair Cost Policy
- Alternations and Disability Modifications Policy