

PURPOSE

The purpose of this policy is to ensure all properties owned or managed by Salvation Army Housing Victoria (SAHV) are well maintained and are safe, habitable and secure. We do this by appropriately managing maintenance activities according to legislative standards and SAHV asset management practice.

SCOPE

This policy applies to all maintenance activities carried out on property owned or managed by SAHV including any repair or replacement of white-goods and furnishings when applicable.

It excludes any alterations, modifications, upgrades, major structural repairs and refurbishments.

POLICY STATEMENT and PRINCIPLES

Statement

Maintenance performed on SAHV property will be performed to protect the value of the assets, maximise the useful life of properties, and provide a consistent service maximizing available resources.

Where practicable the maintenance program will aim to minimise reactive repairs by optimizing planned and preventative maintenance maximizing the time property is available to tenants.

Principles

- All maintenance activities carried out on property assets are to be undertaken in compliance with the Victorian Residential Tenancies Act 1997 (RTA) and/or any other applicable legislation and standards.
- All unplanned responsive maintenance activities will be prioritised according to legislative requirements, safety and maintaining an existing tenancy as a priority.
- All repairs are the landlord's responsibility, but if the tenant or resident caused damage beyond fair wear and tear, the landlord can ask them to arrange or pay for repairs.
- It is the tenant's responsibility to report maintenance to SAHV.
- All works will be carried out by suitably qualified, licensed and insured contractors.
- Prescribed safety checks will be carried out and certificates obtained and recorded when required and at each vacancy to ensure the property meets requirements and is safe for tenancing.
- Maintenance plans will be prepared with a focus on meeting service levels, asset life targets, managing risk, and efficient use of available resources within financial constraints.
- Efficiencies are to be sought so long as they are not to the detriment of the quality of works and services, and opportunities to maximise works carried out at the time of vacancy will be prioritised in line with maintenance plans.
- Asset intent will inform maintenance plans and be considered prior to carrying out all maintenance activities.

- Maintenance activities will be monitored and recorded appropriately to inform performance monitoring, risk management, financial management, and continuous improvement in line with organizational objectives following the principles of ISO 55000/1 as outlined by the Strategic Asset Management Plan.

MAINTENANCE CATEGORIES

URGENT REPAIR

This is where something breaks down and is required to be made safe and/or repaired to maintain the property in its safe, habitable and secure condition. These are defined by the RTA as:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a landlord or agent 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.

NON-URGENT REPAIR

These are any repairs that fall outside of the definition of an Urgent Repair as defined by the RTA and listed above.

MAINTENANCE TYPES

RESPONSIVE

Responsive maintenance is unplanned and reactive maintenance performed to restore a non-structural broken or damaged component to a working condition ensuring that property remains in a safe, habitable and secure condition.

When major repairs, refurbishment or complete replacement of component(s) are required it typically becomes Planned Maintenance.

Typically responsive maintenance is identified by the tenant or SAHV during a Housing Inspection.

CYCLICAL

Maintenance that is foreseeable and required to be undertaken on a regular ongoing basis that is preventative in nature or is required for compliance and/or is managed as part of a contracted building management service such as but not limited to:

- ESM: Fire systems checks
- ESM: Mechanical ventilation
- ESM: Vertical transportation
- ESM: Active & passive systems
- Smoke alarm checks (domestic)
- Cleaning: Gutters
- Grounds & garden maintenance
- Pest Control
- ESM: Firefighting equipment
- ESM: Personal fire suppression equipment
- ESM: Other
- ESM: Firefighting equipment
- Electrical test & tag
- Cleaning: Common area(s)
- Rubbish Removal: Common area(s)
- Servicing: Gas appliances

This is typically identified as part of an Asset Inspection and is scheduled according to Building Regulations, Building Standards, manufactures recommendations, risk and Asset Intent.

PLANNED

Non-Structural

For the purposes of maintenance this refers to the major repairs, refurbishment or replacement of any component typically outlined within the definition of Responsive Maintenance. It also extends to the following when applicable but not limited to:

- Furniture
- Window coverings (Internal)
- Plumbing
- Grounds & gardens
- Cooling
- Whitegoods
- Floor Coverings (Excludes wet areas)
- Painting (Internal-excluding wet areas)

Typically Non-Structural Planned Maintenance identified as part of a Housing, Vacant or Asset Inspection and is scheduled according to need, Risk, Budget & Asset Intent.

Minor-Structural

For the purposes of maintenance this refers to the major repairs, refurbishment or replacement of components outlined in Cyclical Maintenance. It also extends to the following when applicable but not limited to:

- Landscaping
- Steps & Stairs <1.01mtr.
- Retaining walls <1.01mtr.
- Window Blinds (internal)
- Painting (Wet areas & external)
- Paving
- Driveways
- Drainage – Subterranean & external
- Fencing <1.81mtr.
- Floor Coverings (Wet areas)

Typically Minor-Structural Planned Maintenance identified as part Vacant or Asset Inspection and is scheduled according to Risk, Budget & Asset Intent.

VACANT

This can include any of the above to prepare the property for a new tenancy, hand-back to an owner, redevelopment or sale.

Maintenance Priority Ratings

EMERGENCY & AFTER HOURS

Urgent Responsive Repairs that are required to keep a property fit for human habitation and make a property safe and secure which may exclude restoration of full property functionality.

Availability: This service can be requested and delivered 24 hours a day 365 days a year.

Timeframe: The target timeframe is two(2) to four(4) hours to make the property safe.

URGENT

Urgent Responsive Repairs that are required to keep the property safe, habitable and secure and may exclude restoration of full property functionality.

Availability: This service can be requested during normal business hours and delivered during standard tradesperson working hours.

Timeframe: The target timeframe is up to 24 hours to make the property safe and restore functionality where practicable.

PRIORITY

Responsive Non-Urgent Repairs that are required to keep the property functional when it is not dangerous and remains safe, habitable and secure, but there is some loss to the property amenities relating to an Urgent Repair. This may include the completion of restoring full functionality of repairs done as Urgent Repair under an Urgent, Emergency or After Hours Maintenance Priority rating.

Availability: This service can be requested during normal business hours and delivered during standard tradesperson working hours.

Timeframe: The target timeframe is up to seven (7) days to make the property safe and restore functionality where practicable.

NON-URGENT

This is for Responsive & Non-Responsive Repairs that are required to keep the property fully functional but do not adversely affect safety, habitability or security. This may include the completion of restoring full functionality of repairs done as Urgent, Emergency & After Hours.

Availability: This service can be requested during normal business hours and delivered during standard tradesperson working hours.

Timeframe: The target timeframe is up to fourteen days to make the property safe and restore full property functionality.

PROGRAMMED

This is any Cyclical, Planned or Vacant Maintenance. This will be done as scheduled by the Maintenance Plan and/or within prescribed regulatory requirements when applicable.

DEFINITIONS

Property or Property Assets	typical includes land, dwellings, fitted fixtures & fittings, outbuilding(s) fencing & landscaping
Habitable	means fit for human habitation.
Maintenance information	means the preservation of a property by repairing and servicing its components to maintain its desired functionality.
Alteration, Modification or Upgrade	means changing a property or any of its components to altering its functionality or performance.
Asset Intent	indicates where a property is within its lifecycle from acquisition to disposal.
Structural	means any component of a property that forms part of its structure or, is vital to its structural performance or is required to support the functioning amenities of the property.
Repair	means to fix when it stops performing to an acceptable level or stops working completely.
Maintenance Plan	means work that is scheduled in accordance with Building Regulations, Building Standards, manufactures recommendations, risk, financial restraints and Asset Intent.