



THE HAVEN FOUNDATION

RESPONSIVE MAINTENANCE & REPAIRS POLICY

Purpose

To document THF's policy for dealing with responsive maintenance and repairs

Basis for Policy

Housing Act 1983, Performance Standards
National Community Housing Standards Manual

Policy

THF 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.

Procedures

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

Time frames for maintenance

Urgent repairs

THF 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
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance, ie hot water, cooking heating or laundry
- Broken windows (security issues)
- Door locks (after break-ins etc)

(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.

Maintenance requests

Urgent repairs

Emergency maintenance request should be phoned through direct to the Maintenance Coordinator or CEO, or the office is open.

Maintenance Coordinator or CEO will fill in Maintenance Request Form on behalf of the tenant, so the Office has a record of the emergency maintenance required by tenant.

Non-urgent repairs

For all other maintenance, tenants are requested to send Maintenance Request Forms to the office.

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

Quality checks on repair work

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

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 THF.

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 THF notified immediately.

Vacated properties (Start and End of Tenancies)

At the start of each tenancy, the CEO and the Maintenance Co-ordinator meets with the new tenant, and all aspects of the property 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 CEO and the Maintenance Co-ordinator and the outgoing tenant do a final handover 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.

OH & S Risk Assessment & Management Reports

A copy of the Risk Assessment report must be lodged in the OHS Register and all actions to rectify monitored by the Maintenance Coordinator.

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 Coordinator if a safety issue arises preventing them from carrying out their job.

The Maintenance Coordinator 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.

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.

All maintenance requests should be tabled.

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

Major Works

Any works exceeding \$5,000 must, together with two quotes, be forwarded to the THF Board of Directors for permission to proceed. Urgent works are to proceed on the CEO's direction.

Property files.

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