



# MAINTENANCE POLICY

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|---------------|----------------|
| Policy Number | MA03           |
| Version       | 3              |
| Date          | September 2019 |
| Review Date   | September 2021 |

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## 1 Purpose

The purpose of this policy is to outline Access 2 Place’s (A2P) commitments to maintaining and enhancing the property conditions of their owned properties in accordance with the *Residential Tenancies Act (SA) 1995* and *Community Housing Providers (National Law) Act (SA) 2013*.

## 2 Context

In addition to the above legislation, the *Housing Improvement Act 2016 (SA)* and *Regulations* prescribe minimum housing standards that must be met for residential premises to be considered safe and suitable for human habitation.

A2P acknowledges its responsibility to ensure the safety and wellbeing of tenants through ensuring maintenance is appropriately responded to and completed within timeframes that comply with all relevant statutory and contractual requirements relating to repairs and maintenance.

## 3 Scope

This policy applies to all owned and leased A2P properties.

## 4 Risk

The absence of a A2P Maintenance Policy could mean tenants live in properties that are potentially not safe and/or habitable. In addition, A2P could also be at risk of non-compliance with legislative and contractual obligations.

## 5 Policy Detail

### 5.1 General Policy

A2P will provide and maintain A2P properties to a reasonable state of repair, having regard to the age of the property and its prospective life cycle.

### 5.2 Duty of Care

A2P has a responsibility to exercise professional care toward tenants in the way asset management decisions are determined and in the manner that duties and responsibilities are carried out.


A2P will take all reasonable steps to ensure the health, safety and wellbeing of tenants when carrying out maintenance works.

A2P will undertake maintenance works that are consistent with relevant legislation and by-laws, including the *Residential Tenancies Act 1995 (SA)*, local Council regulations, Building Code of Australia, Australian Standards and other relevant industry standards, and all applicable relevant health and safety standards.

### 5.3 Budgeting

A2P will ensure, in relation to responsive and planned maintenance work, that:

- Sufficient budget is available to cover costs over all maintenance programs.

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- Future liabilities are identified and sufficient provisions will be made for future expenditures.

Note: This includes the requirement that there is fair and equitable expenditure across the property portfolio.

#### 5.4 Timeframes for Completion of Maintenance

The following table provides guidelines for the completion times and/or to make safe varying categories of maintenance works consistent with the *Residential Tenancies Act 1995 (SA)*.

**Note:** Any urgent repairs of a temporary nature undertaken to make a property safe must be completed within 14 days unless of a serious consequence requiring their completion sooner.

| Category          | Timeframe for Response                              | Description  | Urgency |
|-------------------|---|--|---------|
| <b>Priority 1</b> | Work to commence within 4 hours after notification. | <p>Any repair work that is urgent and immediately affects tenants' health, safety and security.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• storm damage;</li> <li>• major flooding;</li> <li>• large area of roof blown off or collapsed;</li> <li>• fallen trees or possibility of falling trees or large limbs;</li> <li>• electrical faults which may result in shocks or injuries;</li> <li>• fire damage to building or contents;</li> <li>• internal or confined area gas escapes;</li> <li>• damage caused to building by vehicle;</li> <li>• burst pipes where the service can't be isolated; and</li> <li>• faulty external main door locks or where premises need securing.</li> </ul> | Urgent  |
| <b>Priority 2</b> | Work to commence within 24 hours after              | Repair work that is urgent but does not immediately affect tenants' health, safety of security.  | Urgent  |



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|                   | notification.   | <p>This includes:</p> <ul style="list-style-type: none"> <li>• no light, no power, no water;</li> <li>• blocked sewer drains/waste pipes/storm water drains;</li> <li>• repair or replacement of hot water units;</li> <li>• gas escapes (if not priority 1);</li> <li>• faulty pans and cisterns/faulty ball valves;</li> <li>• leaking taps;</li> <li>• major roof leaks;</li> <li>• some vacancy repairs (e.g. kitchen replacements undertaken as part of vacancy repairs are given a longer overall turnaround time, but measurements and ordering of the cupboards and tiles should start within the first 24 hours).</li> </ul> |            |
| <b>Priority 3</b> | Work to commence within 14 days or a longer reasonable period | <p>Non-emergency maintenance requests.</p> <p>All other repairs that are not a threat to the security or safety of the tenants are regarded as being routine maintenance. If a tenant requests non-emergency maintenance repairs, tenants are to be contacted and advised of the decision within the 14 days. In some instances, if the extent of the work required is not clear, a technical assessment may be required prior to issuing a work order which would include either the Tenancy Officer or relevant tradesperson attending the property and assessing the required work.</p>  | Not urgent |

### 5.5 Maintenance Response and Completion Times

#### Stage 1

Maintenance has responded (as per the identified priority rating in section 5.4 of this policy) and the repair or modification has been actioned and completed with no need to return to the property.

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## Stage 2

Maintenance has responded (as per the identified priority rating in section 6.1 of this policy) and a temporary or partial repair or modification has been action but not completed and there is a need to return to the property.

Stage 2 repairs or modification must be completed within 6 weeks.

- The Asset Manager is required to report to the Operations Manager at the 3-week mark and notify if the repairs or modifications are expected to be completed within the original 6-week timeframe or if there is a risk it may take longer. Tenants will be informed as soon as possible when it is anticipated that the completion date will exceed the 6 weeks.
- Electric appliances, e.g. stoves, hot water systems, exhaust fans, etc., are in good condition and in working order.
- All switches, light fittings, fixtures, power outlets, etc. are working and are in good condition.

## 5.6 Monitoring electrical safety standards

A2P will comply with Federal and State legislation, where applicable, to ensure properties are at an appropriate level of electrical safety.

A2P will maintain a cyclical maintenance schedule and conduct periodic property inspections to support the regular assessment and monitoring of property electrical safety standards.

## 5.7 Smoke Alarms

### 5.7.1 Installation

A2P will comply with Federal legislation and ensure all owned properties are appropriately fitted with the required number of working smoke alarms in accordance with Australian Standard 3786.

A2P will install smoke alarms in properties in accordance with the Building Code of Australia and any other relevant legislation. The property type (owned or leased) can influence what installation obligations A2P has, staff are required to identify what the property type is and if there are specific obligations for a particular property before installing smoke alarms. Refer to the A2P Maintenance Procedure Manual for more information (to be developed).

### 5.7.2 Checks


A2P will conduct annual smoke alarm service checks in A2P properties.

## 5.8 Residual Current Device (RCD)

A2P will comply with the Australian/New Zealand Wiring Rules DR AS/NZS 3000:2018 when undertaking residual current annual testing, in both owned and leased properties

## 5.9 Window locks

A2P will provide and maintain locks and other devices that are necessary to ensure that A2P properties are reasonably secure in accordance with the *Residential Tenancies Act 1995 (SA)*.

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A2P will provide 1 set of window keys to the tenant. Neither the landlord nor the tenant can alter or change the locks without the other's consent.

**5.10 Pest control**

A2P will maintain all A2P properties in a reasonable state of repair and cleanliness in accordance with the *Residential Tenancies Act 1995 (SA) sections 67 and 68*, in all matters related to pest control.

**5.11 Telephone connections**

a) New dwellings

Often higher connection fees apply to new build dwellings. A2P will reimburse any additional connection fees payable by tenants moving in to a new build A2P property.

b) Existing dwellings

The connection of telephone services for existing dwellings is considered the responsibility of the tenant. A2P will not reimburse standard connection fees to existing A2P properties.

c) National Broadband Network

In areas where National Broadband Network (NBN) connections are available, the connection fee is the responsibility of the tenant. A2P will not reimburse NBN connection fees.

**5.12 Maintenance at complexes - common area maintenance**

A2P will be responsible for the regular maintenance of common areas and/or gardens in A2P complexes.

**5.13 Tenant charges**

Any maintenance costs required by tenants that is considered beyond 'reasonable wear and tear' will be the responsibility of the tenant.


**5.14 Tenant alterations- additions**

A2P understands that tenant needs may change over time and that tenants may want to alter a property to make it more suitable to their needs. Prior to commencing, tenants must request permission from A2P for any additions or alterations they wish to make to the property. A2P will assess all requests to ensure that alterations or additions do not breach building codes or expose tenants or others to danger. Requests and approvals for modifications or additions must be given in writing. Staff are required to refer to the *A2P Property Alternations – Additions Request Form*.

**5.15 Planned painting**

A2P will act in accordance with the Community Housing Maintenance Accommodation Standards in matters relating to the painting of rental properties:

**Internal:** A2P will regularly assess the internal painting of A2P properties and program repairs accordingly.

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**External:** A2P will assess properties within a painting cycle of no more than 8 years in accordance with the A2P programmed maintenance plan. In some locations the cycle number will be less, for example seaside locations may indicate a painting cycle of 5 years.

**5.16 Out-of-hours emergencies**

A2P has an after-hours phone line which tenants can call for an emergency maintenance request.

**5.17 Work Orders**

A written work order is required for all maintenance undertaken in A2P properties. This information will be entered onto Chintaro.

**5.18 Variations to work orders**

Contractors and/or tradespeople are not permitted to vary work orders without the approval of A2P. Any approval given by A2P will be noted and authorised on the relevant work order.

**5.19 Outstanding and overdue work orders**

A2P will regularly review all maintenance requests that have not been completed by the due date.

Where non-completion is confirmed, A2P will contact the company to ascertain the reasons for delay. Where necessary, A2P will negotiate an extension of time with the contractor.

Where works are not completed by any agreed time, A2P has the right to cancel the work order and re-issue it to another contractor.

**5.20 Quotes and Tendering**

Refer to the *A2P Procurement Policy*.

**5.21 Property inspections and maintenance needs**

Refer to the *A2P Property Inspection Policy (in development)*.

**5.22 Insurance**

A2P Housing is responsible for ensuring all A2P properties have sufficient building insurance.

Tenants are responsible for arranging their own personal contents insurance needs.


**5.23 Responsibilities**

It is the responsibility of the:

The Chief Executive Officer (CEO) is responsible for ensuring this policy and associated procedures are applied and committed to by A2P staff.

The Operations Manager (OM) is responsible for monthly reporting on maintenance matters to the CEO and Board.



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The Assets Coordinator is responsible for reporting on maintenance matters to the OM on a regular basis.

## 6 Procedure

This policy informs the A2P Maintenance Procedures (to be developed).

## 7 Definitions

**7.1 Chintaro** refers to the property management system used by A2P for scheduling and managing all aspects of the organisation’s maintenance program.

**7.2 Responsive Maintenance** refers to unplanned and reactive maintenance performed to restore an asset to an operational or safe, secure condition.

**7.3 Vacancy Maintenance** refers to maintenance undertaken at the end of a tenancy to return the property to a tenable standard which means as an absolute minimum, the property must meet the mandatory property standards.

## 8 Reference Documents and Links

### 8.1 Directive Documents

- Residential Tenancies Act 1995 (SA)
- Community Housing Providers (National Law) (SA) Act 2013
- Housing Improvement Act 2016 (SA) and Regulations
- Work Health and safety Act 2012 and Regulations

### 8.2 Supporting Documents


- Community Housing Maintenance Accommodation Standards
- Building Code of Australia (BCA)

### 8.3 Related Documents and Resources

- A2P Internal Painting Policy
- A2P Smoke Alarm Policy
- A2P Termination of Tenancy Policy
- A2P Maintenance Procedure Manual (to be developed)

## 9 Policy Approval

|   |  |
|---|--|
| <b>Content Author:</b>  | <b>Delegated Authority:</b> CEO  |
| Date: September 2019<br>Name & Position: refer to section 10. | Date approval given: 17 <sup>th</sup> September 2019<br>Name: Jonathan Lardner |

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## 10 Revision History

| <i>Date</i>    | <i>Version</i> | <i>Author / Amended By</i>  | <i>Comments / Review History</i>   |
|----------------|----------------|---|--|
| 20/09/2016     | 1              | Lyndi Gepp  | Original Draft   |
| 12/06/2018     | 2              | Russell George  | Revised 6.1 Timeframes for completion of maintenance and added 2-stage benchmark times for urgent repairs and their completion. Also entered policy into the new policy format.      |
| September 2019 | 3              | Rebecca Chapman, working collaboratively with Tania Noonan and Nathan Butler. | Revised to include standalone policies (smoke alarms, RCD and internal painting. Format changed to include contents page and introduce 3 sections: Planned, cyclical and responsive. |