

HOA03 Maintenance and Repairs Policy

Purpose

The purpose of this policy is to ensure that YWCA Housing maintains all properties under its management or ownership to a community standard and never below a habitable standard in accordance with the Housing Registrar's Performance Standards and other relevant standards.

YWCA Housing has an Asset Management Plan designed to:

- Ensure that owned and/or managed community properties meet acceptable standards.
- Protect the value of assets.
- Use available resources effectively and efficiently; and
- Ensure the acquisition and development of housing stock meets the identified needs of its target population.

Scope

- This document applies to all properties which are owned and/or managed by YWCA Housing.

Policy Statement

- YWCA's planned maintenance comprises the development of a program designed to maintain properties in good repair, safe and secure condition during the life of the property. This includes initiating repairs and/or replacement to fixtures, fittings or surfaces, where YWCA Housing is responsible, in order to remedy natural deterioration as a result of reasonable wear and tear, and servicing and maintenance of appliances and fittings. Where DHHS is responsible YWCA Housing will notify DHHS to initiate the repairs.

Maintenance works can be defined as follows:

1. Responsive Maintenance.
2. Planned Maintenance.
3. Cyclical Maintenance.
4. Capital Improvement.

Property inspections

YWCA Housing carries out property inspections to ensure accommodation meets the requirements of their policies and the needs of residents. Inspections will be undertaken at the following intervals:

- When a tenant exits a property (vacant inspection)
- The expectation is that properties are fully inspected inside and out, approximately every 6 months.
- Ad hoc inspections in response to upgrade works or a tenant maintenance request.
- After insurable events (fire, storm, flood, tenant damage etc.).
- (Refer also Inspection Policy)

Responsive Maintenance

1. Responsive maintenance consists of day-to-day maintenance and includes repairs required to return an item to working condition. Generally, the tenant must be relied upon to notify YWCA Housing, although YWCA Housing staff may identify also identify a repair or improvement.
2. Responsive maintenance is determined as urgent maintenance and non-urgent maintenance. Non-urgent maintenance has sub-categories of priority maintenance and normal maintenance.
3. YWCA Housing is to provide reliable and timely response to maintenance requests to satisfy legislative requirements under the Residential Tenancies Act 1997. The following time frames are to be adhered to:
 - a) Urgent Maintenance – must be completed within 24 hours.
 - b) Priority Maintenance – must be completed within 7 days.
 - c) Normal Maintenance – must be completed within 14 days.
4. YWCA Housing are responsible for meeting the above timelines on all properties owned and managed by YWCA Housing.
5. YWCA Housing insures properties against damage from certain insurable events such as fire, flood, storms or malicious damage. YWCA Housing will take all reasonable steps to ensure that it can recover from its property insurance any amount which may be claimed under the terms of its policy.
6. YWCA does not provide contents insurance for tenant belongings. Tenants are encouraged to insure their own contents.
7. YWCA Housing provides its contractors with all the available information in support of an effective repair and the required repair timeframe.

Cyclical Maintenance

- Cyclical maintenance refers to regular, scheduled maintenance.
- This maintenance assists in extending the life of the installation, fixture or building element, as well as ensuring it is functioning correctly and efficiently.
- Cyclical maintenance also includes regular maintenance to ensure compliance to building codes or safety standards.

Planned Maintenance

- Planned Maintenance is pre-arranged works that extend the life of the building element or property.
- YWCA Housing has in accordance with its Asset Management Plan, a planned and systematic approach to carrying out nonurgent works that:
 - Extend the life of the item or property.
 - Reduce health and safety concerns.
 - Reduce events which decrease the level of service provided to tenants.
 - Renew a component of the building, fixture or fitting that is beyond a repair.
 - Improve a component of the building, fixture or fitting.

Contractor Management

- YWCA Housing selects Contractors to ensure the interests of the organisation are protected, in particular:
 - Contractors respect tenants and their needs and abide by YWCA Code of Conduct.
 - Contractors meets all compliance which includes, but not limited to, public liability insurance
 - Contractors deliver quality work in a timely manner.
 - Contractors charge a fair price for services; and
 - Contractors fulfil their OHS obligation to a safe workplace.

Responsibility for Whitegoods and Furniture – Rooming House Programs

- YWCA Housing is responsible for repairs, maintenance and replacement of whitegoods, kitchen items and furniture to rooming house properties.

Responsibilities

YWCA's National Housing Operations Manager has responsibility for ensuring that:

- this policy is implemented, and its application monitored,
- the policy continues to comply with relevant legislation, and
- this policy is reviewed to evaluate its ongoing effectiveness.

Related Information

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| YWCA | Policy HOA03.1 Responsive Maintenance |
| YWCA | Procedure HOA03.1 Maintenance definitions and response times |
| YWCA | Procedure HOA03.2 Reporting and assessing maintenance requests |
| Legislation | Residential Tenancies Act 1997 (Vic) |
| Standards | Housing Registrar (Vic): Performance Standards |
| Standards | NRSCH: Evidence Guidelines |

| Document Control Data | |
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| Policy 1.2.5 Rent Management | |
| Responsible Officer | Director, National Housing |
| Accountable Officer | National Housing Operations Manager |
| Application | YWCA staff involved in tenancy management |
| Supersedes | Policy 1.2.5 Rent Management and Procedure 1.2.5 Rent Management |

| Approval and Amendment history | | | |
|--------------------------------|---------|------------|-------------|
| Review period – 2 years | | | |
| Approval Date | Version | Amendments | Next review |
| | 1.0 | | [2 years] |
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