



## Maintenance

### Policy name

Maintenance

### References

1	Policy number	
2	Date ratified	
3	Date of review	
4	Reference to evidence guidelines	
5	Responsibility	
6	Relevance	

### Policy statement: direction and intended end result

THC maintains its housing in good repair at all times to ensure the safety, amenity and quality of life of its tenants. In order to do this it implements systems for both planned and responsive maintenance.

- THC develops and maintains a planned maintenance and property upgrade program to ensure both the long-term and cyclical maintenance and development of our properties as required by legislative and community standards, and to safeguard the underlying value of the asset from deterioration.
- Planned maintenance and upgrades are carried out in a manner that ensures expenditure is financially responsible, meets funding guidelines and contributes to meeting the organisation's sustainability targets.
- Planned maintenance and upgrades are informed by the documents included in the Asset Management Plan.

THC responds to, and manages, responsive repairs and maintenance in a prompt and efficient manner and ensures that all its properties are maintained in good condition, having due regard to community standards, environmental sustainability, and legislative and funding requirements.

**Planned or Cyclical maintenance** is maintenance that is carried out on a schedule as items in a property wear out. This includes items like repainting, replacing roofing and guttering, kitchen or bathroom renovations and replacement of hot water systems

**Responsive maintenance** is maintenance carried out in response to a tenant request, generally when something breaks or malfunctions – for instance clearing blocked drains, fixing water leaks or repairing electrical faults.

### Procedures: examples

Maintenance requires a set of procedures to cover a wide range of activities. These include:

1. A procedure for regular property inspections (usually at least annually and at the start and end of any tenancy). This would include forms and templates to use during inspections outlining what would be inspected and what information needs to be recorded.
2. A procedure for setting schedules and budgets for planned maintenance, with forward estimates over a 10 year period and detailed plans for the coming 12 months.
3. Procedures for planning and carrying out planned maintenance, including processes for scheduling maintenance items in consultation with tenants, procedures for ensuring maintenance is carried out to



appropriate standards, and procedures for ensuring value for money for individual items and across a maintenance schedule.

4. Procedures for responding to tenants' requests for maintenance, including procedures for recording maintenance requests, procedures for prioritising requests, appropriate response time frames for different types of maintenance items, and methods for ensuring quality of work and value for money.
5. Procedures for dealing with emergency maintenance items including arrangements for tenants to respond to emergencies outside of office hours.
6. Procedures for engaging contractors and for certifying their qualifications and registration to do the work they are being engaged, and for tracking their performance.
7. Procedures for keeping records of maintenance carried out on each property and across the property portfolio.
8. Procedures for determining responsibility for maintenance, and in particular for dealing with situations of tenant damage and recovering the cost of repairs to tenant damage from tenants.
9. Procedures around specific maintenance issues such as fire safety, property safety and security, termite control and disability access.

### Links to other policies

### Example evidence sources

- Cyclical maintenance plan
- Forms for such items as property inspections, receiving and recording maintenance requests
- A format/system for recording maintenance work over time – e.g. database, use of specific property management software, etc.

### Links to relevant resources

CHFA has posted some very good resources on asset management. This includes a couple of different property inspection sheet templates.	<a href="http://chfa.com.au/content/resources">http://chfa.com.au/content/resources</a>
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