

1.0 Maintenance and Repairs Policy

2.0 Identification Grid

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Policy Owner: GM Housing Supply	Portfolio: Housing Supply
Author: GM Housing Supply	

3.0 Purpose

The purpose of this policy is to ensure that Launch 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.

Launch Housing has an Asset Management Plan designed to:

- Ensure that owned and/or managed community properties meet acceptable standards.
- Manage a maintenance service which makes provision for tenant quality of life.
- 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.

4.0 Definitions

RTA	Residential Tenancies Act 1997
Notice of Entry	Notice provided to the tenant for entry into premises
DHHS	Department of Health and Human Services

5.0 Policy Details

5.1 Scope

5.1.1 This document applies to properties which are owned by Launch Housing and Launch Housing managed properties on behalf of other individuals, community organisations or government agencies where Launch Housing has asset management responsibility.

5.1.2 Where Launch Housing manages properties on behalf of individuals, community organisations or government agencies, Launch Housing's responsibilities regarding asset management will be detailed in the Head Lease or Management agreement.

5.2 Policy Principles

5.2.1 Maintenance Planning

5.2.2 Maintenance Planning comprises the development of a program designed to maintain properties in good repair, safe and secure condition during the life of the tenancy. This includes initiating repairs and/or replacement to fixtures, fittings or surfaces, where Launch 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 Launch Housing will notify DHHS to initiate the repairs.

5.2.3 Maintenance works can be broadly characterised into the following categories:

- Responsive Maintenance.
- Planned Maintenance.
- Cyclical Maintenance.
- Capital Improvement.

5.3 Property inspections

5.3.1 Launch 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:

- After all vacancies by tenancy workers.
- Routine property inspections to provide an overview of a building, to identify new or unexpected conditions and to collate a documented property history using the Property Inspection form. Tenancy workers will conduct these every 6 months if the property has been consistently occupied since the last inspection, or every 12 months if the property was inspected when vacant within the last 6 months.
- The expectation is that properties are fully inspected inside and out, approximately every 6 months.
- Before and after complex repairs by Asset Management or DHHS.
- Ad hoc inspections in response to a tenant maintenance request.
- After insurable events (fire, storm, flood, tenant damage etc.).
(Refer also Inspection Policy)

5.4 Responsive Maintenance

5.4.1 Responsive maintenance consists of day-to-day maintenance and includes repairs required to return an item to working condition. This task occurs irregularly and without warning. Generally the tenant must be relied upon to notify Launch Housing, although Launch Housing staff may identify a repair item during the course of their work. The *Residential Tenancies Act 1997* obliges tenants to give notice of the need for maintenance as soon as practicable and it obliges landlords to undertake the repairs within 14 days (24 hours for urgent repairs).

5.4.2 Responsive maintenance can be divided into urgent maintenance and non-urgent maintenance. Non-urgent maintenance has sub-categories of priority maintenance and normal maintenance.

5.4.3 Launch 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:

- Urgent Maintenance – must be completed within 24 hours.
- Priority Maintenance – must be completed within 7 days.
- Normal Maintenance – must be completed within 14 days.

- 5.4.4 DHHS will be responsible for meeting the above timelines on properties where DHHS has asset management responsibility.
- 5.4.5 Launch Housing are responsible for meeting the above timelines on properties owned by Launch Housing and managed by Launch Housing on behalf of individual donors, using selected private contractors.
- 5.4.6 Launch Housing insures properties against damage from certain insurable events such as fire, flood, storms or malicious damage. Launch 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.
- 5.4.7 Launch Housing is to provide the service contractors with all the available information in support of an effective repair and the required response time.

5.5 Cyclical Maintenance

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

5.6 Planned Maintenance

- 5.6.1 Planned Maintenance is pre-arranged works that extend the life of the building element or property.
- 5.6.2 Launch Housing has in accordance with its Asset Management Plan a planned and systematic approach to carrying out non urgent 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.

5.7 Contractor Management

- 5.7.1 Launch Housing selects Contractors to ensure the interests of the organisation are protected, in particular:
- Contractors respect tenants and their needs.
 - 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.

5.8 Responsibility for Whitegoods and Furniture - Transitional Housing Management (THM)

- 5.8.1 Launch Housing is responsible for repairs, maintenance and replacement of whitegoods and furniture to THM properties.

5.8.2 Where tenants have their own whitegoods and furniture, it is the responsibility of the tenant to maintain the items they own.

5.9 Other Programs Managed by Launch Housing

5.9.1 Launch Housing supplies whitegoods or furniture to some of these programs. Where Launch Housing does not supply whitegoods and/or furniture, ongoing maintenance is not the responsibility of Launch Housing.

5.9.2 Support agencies who receive a levy for furniture and own the furniture and whitegoods have responsibility for furniture and whitegoods in properties.

5.9.3 Where tenants provide furniture and whitegoods, it is the responsibility of the tenant to maintain the furniture.

6.0 Responsibilities

Role	Responsibilities
General Manager Housing Supply	<ul style="list-style-type: none">• Provide guidance and support on the implementation of the policy.
Group Manager and Co-ordinator	<ul style="list-style-type: none">• Ensure staff understand and adhere to this policy.• Respond to issues that arise and support staff whilst undertaking maintenance and repairs.

7.0 Relevant Legislation & External Documents

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DHHS](#)
- Housing Registrar Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Tenant Recharge Policy
- Launch Housing Inspection Policy
- Launch Housing Client / Tenants Complaints and Appeals Policy