

Gutter Cleaning

1. Purpose

The purpose of this policy is to establish the responsibilities of the Housing Trust and tenants' with regard to the cleaning of gutters on properties and common areas.

2. Policy

Clean gutters are part of the reasonable level of cleanliness and home care which is the responsibility of the tenant. Poor care can lead to other issues such as roof leaks and localised flooding. It is the responsibility of tenants who live in single level dwellings, detached or duplex, where gutters are not higher than three (3) metres from the ground to keep the gutters clean. Housing Trust is responsible for gutters over this height and gutters in multi-level complexes and common areas. This can also include where there is no clear separation between units in a single storey block.

3. Inspections

During the tenancy, regular inspections are conducted and this includes noting the conditions of the gutter. If trees or plants are contributing on the capacity to keep the gutter clean the Housing Trust will assess this on a case by case basis and using the Tree and Plant Management policy. An exit inspection is also conducted and gutters must be clean on exit.

4. Cleaning

If the Housing Trust determines the gutters require cleaning and the tenant is not cleaning them we will remind tenants. If we are required to clean them it may be regarded as tenant damage and the tenant will be charged for the cost of the work.

5. Exceptions

Exceptions may apply where:

- All household members are aged over 55 years
- Where all household members qualify or hold a seniors card
- Where all household members are holders of an approved NSW Disability Parking Scheme permit
- Other evidence of poor mobility or disability which would prevent cleaning of the gutters by members of the household

(Household members are considered to be persons over 18 years of age)