

# Maintenance

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## 1. Purpose

The purpose of this policy is to establish the responsibilities of the Housing Trust in maintaining property conditions.

## 2. Policy

The Housing Trust provides and maintains the residential premises in a reasonable state of repair having regard to the age of the property and its prospective life cycle. The Residential Tenancies Act prescribes that residential premises are maintained in a reasonable state of repair, having regard to the age of, rent payable for, and prospective life of the premises [S63 (1)]

The Housing Trust, when undertaking maintenance, will ensure the health, safety and wellbeing of tenants. In addition, to support the wellbeing of not only tenants but our staff and contractors who are required to enter or work externally at our properties, a record is maintained in our tenant and property database which indicates properties which have been identified as containing asbestos. This will be referred to and identified when allocating maintenance activity.

In addition, the Housing Trust has responsibilities to ensure it always exercises appropriate decisions to ensure its asset management practices are secure and sound and based on solid business principles. This will also include sound financial planning and management processes and a planned approach to cyclical maintenance.

## 3. Repairs

Repairs fall into categories including emergency response maintenance which are things such as sewerage blockage, roof leak, gas leak, electrical fault, flooding or flood damage, fire damage, failure or breakdown of essential services on the premises for hot water, cooking, heating, cooling or laundering, failure or breakdown of gas, electricity or water supply to the premises (unless this is caused by interruption to supply by the authority) and any other fault or damage which causes the premises to be unsafe or insecure.

Urgent maintenance are things which do not pose a health or safety risk but create significant inconvenience. Examples are leaking guttering, faulty power point, broken sash cord, internal doors not closing, cracked window panes.

Routine maintenance includes repairs which are not critical and is generally anything outside the previous two categories. Examples include window screen repairs, TV Antenna or socket repair, easing the opening and closing of windows and adjusting loose hinges.

Maintenance requests can be done over the phone or via our website.

## 4. Leaseholds

Leasehold properties are not owned by the Housing Trust. We will do our best to negotiate with the owner of the property. If the repair is emergency or urgent and we consider the delay from the landlord to be inappropriate we may undertake the work and claim compensation from the landlord as per the Residential Tenancies Act.

## 5. Tenant Damage

If we determine the maintenance arose due to damage, vandalism or misuse by the tenant, household member or visitor; the tenant may be charged with the repairs.