

Repairs & Maintenance Policy

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Next Review Date:	20/8/22	Policy Owner:	CEO

Policy context: This policy relates to	
Legislation or other requirements	Residential Tenancies Act NT 1999
Internal Procedures	CHCA Repairs & Maintenance
Contractual obligations	Various contracts with DTFH&C and private head lease holders.

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1. Policy Statement

CHCA recognises the importance of prompt responsive and well-planned cyclical asset repair and maintenance regimes for the amenity of tenants and the long term viability of the asset for the owner and head lease holder(s).

2. Purpose and scope

This policy applies to all properties owned, managed and leased by CHCA.

The purpose of this policy is to guide our R&M procedures to ensure that we maintain the assets we own and manage in the best possible condition within the limits of the age and extant condition of the asset at the time we become responsible as tenancy managers.

This policy covers both cyclical and responsive maintenance regimes. This Repair & Maintenance Policy is informed by and complies with relevant legislation, including the Residential Tenancy Act NT 1999.

3. Principles

The principles of this policy are:

- CHCA is committed to completing responsive R&M within set target times where possible.
- CHCA aims for transparency in delivering its R&M commitments.
- CHCA premises our R&M upon upholding the rights and responsibilities of tenants and owners/leaseholders to ensure that both tenants and asset owners get the maximin benefit of our R&M policy.
- CHCA aim to optimise our maintenance expenditure through a planned maintenance program that is intended to minimise the need for responsive maintenance.

4. Outcomes

The outcomes of implementing this policy are:

- That properties we tenancy manage are maintain in good condition for the benefit of both tenants and owners/leaseholders.
- That CHCA gets value for money from its R&M program.
- That both tenants and owners/leaseholders understand their rights and responsibilities.

5. Definitions

Owner	Person(s) who owns the asset being leased.
Tenant	Person who holds the tenancy lease agreement with CHCA.

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Head lease holder	Entity (Government Dept or private /incorporated body) who hold the lease on behalf of the owner. This may be the same entity in some circumstances.
Repairs & Maintenance (R&M)	All works that are undertaken to repair or maintain the asset, not including capital works.
Responsive R&M	R&M in response to unplanned or accidental damage, usually but not limited to R&M reported by tenant.
Preventative/Cyclical R&M	Planned R&M, including maintenance of air-conditioning or condition inspections.

6. Delegations

Delegations in relation to this policy are shown in the table below.

Operations and Business Mangers	<ul style="list-style-type: none">• Ensures that all staff are familiar with this policy• Monitors the policy and the related procedures for effectiveness
Program Staff	<ul style="list-style-type: none">• Ensure that tenants are familiar with this policy• Coordinate, report R&M as required

7. Responsive Repairs

Responsive repairs are undertaken to maintain building components (such as a door lock, stove, tap etc.) to a safe and functional level so that it does not impact the health and safety of tenants. Responsive repairs are requested following the functional failure of the component but not limited to the failure due to an emergency or weather event.

8. Repair Response Timeframes

Emergency repairs – 4 hours

These are incidents where a property is unfit for habitation and/ or there is a potential danger to life—e.g., serious damage from fire, storm, water, gas leak or electrical fault. We respond to these within 4 hours.

Urgent repairs – 24 hours

We respond within 24 hours to calls relating to faults in essential services such as gas, electricity or water supply *or* a fault or damage which causes the property to be unsafe or insecure such as a blocked toilet, serious roof leak, broken glass or faulty appliances.

Non-Urgent repairs – 14 to 28 days

We respond within 14 days where the property is damaged but not unsafe, which could include inoperable windows, lights or a leaking tap.

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Where damage is lower impact and does not prevent normal use of the property, the scheduled response time is 28 days. Examples include broken sash cords, kitchen door that won't close, damaged fly screens, or minor workmanship or building faults.

9. After Hours Repairs

We have an after-hours service for tenants to report emergency and urgent repairs outside of our normal business hours (8am to 4pm Monday to Friday) and on weekends and public holidays.

Calls to our after-ours service are managed by a third party and only repairs of an emergency or urgent nature will be actioned.

10. Preventative/Cyclical Maintenance

CHCA has a cyclical maintenance program to maintain the function and extend the life of key building items such as air-conditioners and smoke detectors. These will be checked and maintained on a 6 monthly or annual basis.

CHCA contractors will undertake this service by contacting tenants in advance to access the property. All servicing is in accordance with operation manuals and government regulatory requirements, to undertake compliance and operational checks on the asset.

11. End Of Tenancy

At the completion of a tenancy, we undertake any necessary repairs to bring the property to the asset standard before making the property available for letting to another tenant.

If any of these repairs are deemed the responsibility of the tenant, they will be charged to that tenant or (where applicable) the bond will be claimed to recover these costs.