

POH1802

MAINTENANCE, REPAIRS AND UPGRADES POLICY

1. INTRODUCTION

Women's Property Initiatives (WPI) is a registered Housing Provider and must meet the Performance Standards required of Housing Agencies registered under the provisions of the *Housing Act 1983 (Vic)* (**Performance Standards**). Compliance with the Performance Standards is always required.

In relation to housing maintenance under the Performance Standards, WPI has implemented maintenance and repairs procedures so that:

- properties are well maintained;
- maintenance is undertaken in a timely manner;
- maintenance work is undertaken by suitably qualified staff, contractors, or consultants;
- the registered agency manages community housing assets in accordance with the specific legal and policy condition requirements relevant in Victoria;
- housing stock acquired meets building standards before being offered for occupation by renters;
- an accurate and current list of the properties it owns and manages is maintained; and
- consensual agreement with renters in relation to access to properties will not compromise renters' rights under the *Residential Tenancies Act 1997 Victoria* (RTA).

2. POLICY SCOPE

This policy applies to all WPI staff, contractors and renters.

3. PURPOSE

This policy ensures that WPI plans for repairs, maintenance and upgrade of its assets to ensure that quality accommodation and overall asset value is sustained.

4. POLICY STATEMENT

WPI has a commitment to ensure the renters' accommodation meets *National Community Housing Standards* and the Victorian Housing Registrar (VHR) *Performance Standards for Registered Housing Agencies*. This policy identifies the systems which facilitate the effective delivery of repairs, maintenance and upgrades to meet these standards.

In order to achieve its purpose WPI has a documented system for responsive maintenance and repairs that:

- ensures transparency of decisions;
- provides good service in a timely manner;
- engages female tradesperson wherever possible;
- ensures the needs of its renters are taken into consideration; and
- is equitable between renters and across properties.

4.1 Responsive Maintenance

Responsive maintenance consists of day-to-day maintenance and includes repairs required to return an item to working condition. These tasks occur irregularly and without warning. Generally the tenant must be relied upon to notify WPI, although WPI 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).

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

WPI will 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;
- Normal Maintenance – must be completed within 14 days.

WPI are responsible for meeting the above timelines on properties owned and managed by WPI.

WPI will provide its service contractors with the required response time and all relevant information in support of an effective repair.

4.2 Cyclical Maintenance

Cyclical maintenance refers to regular, scheduled maintenance. This maintenance assists in extending the life of an installation, fixture or building element, and ensures it is functioning correctly and efficiently.

Cyclical maintenance also includes regular maintenance to ensure compliance to building codes or safety standards.

4.3 Planned Maintenance (upgrades)

Planned Maintenance is pre-arranged works that extend the life of the building element or property.

In accordance with its Asset Management Plan, WPI has 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 repair;
- Improve a component of the building, fixture or fitting.

5. RELEVANT DOCUMENTATION

PPH1821 Maintenance Repairs and Upgrades Procedures

POH1919 Building Modifications Policy

POH1901 Renter Damage Policy

POH1801 Renter's Rights and Participation Policy

6. RELEVANT LEGISLATION

Residential Tenancies Act 1997 (Vic)

Housing Act 1983 (Vic)

7. REVIEW AND VERSION CONTROL

Policy number	POH1802	Version	0.5
Approved by the Board on	26/07/22	Board Minute ref. no.	2.3
Responsible Person	CEO	Person responsible for review	Operations Manager
Reviewed on	18/07/22	Schedule review date	25/07/22