



MAINTENANCE POLICY & PROCEDURE

Policy Number	MA03
Version	4
Date	September 2021
Review Date	September 2023

Contents


1	Purpose.....	3
2	Context	3
3	Scope	3
4	Risk.....	3
5	Policy Detail	3
5.1	General Policy.....	3
5.2	Duty of Care.....	3
5.3	Budgeting.....	3
5.4	Timeframes for Completion of Maintenance.....	4
5.5	Maintenance Response and Completion Times.....	5
5.6	Monitoring electrical safety standards.....	6
5.7	Smoke Alarms.....	6
5.7.1	Installation.....	6
5.7.2	Checks.....	6
5.8	Residual Current Device (RCD)	7
5.9	Window locks	7
5.10	Pest control.....	7
5.11	Telephone connections	7
5.12	Maintenance at complexes - common area maintenance.....	7
5.13	Tenant charges	7
5.14	Tenant alterations- additions	7
5.15	Planned painting.....	8
5.16	Out-of-hours emergencies	8
5.17	Work Orders	8
5.18	Variations to work orders.....	8
5.19	Outstanding and overdue work orders	8
5.20	Quotes and Tendering.....	8
5.21	Property inspections and maintenance needs.....	8
5.22	Insurance	8



MAINTENANCE POLICY & PROCEDURE

Policy Number	MA03
Version	4
Date	September 2021
Review Date	September 2023

- 5.23 Responsibilities 9
- 6 Procedure 9
 - 6.1 Allocations 9
 - 6.2 Property Maintenance..... 9
 - 6.2.1 Scheduled Maintenance (upkeep)..... 9
 - 6.2.2 Responsive Maintenance (repairs) 9
 - 6.3 Modifications and Alterations 10
 - 6.3.1 Modifications 10
 - 6.3.2 Alterations 10
 - 6.4 Funding 11
 - 6.5 Records 11
 - 6.5.1 Document Naming..... 11
 - 6.6 Appeals and Complaints 12
 - 6.7 Worker Screening 12
- 7 Definitions 12
- 8 Reference Documents and Links 12
 - 8.1 *Directive Documents* 12
 - 8.2 *Supporting Documents* 12
 - 8.3 *Related Documents and Resources* 12
- 9 Policy Approval 13
- 10 Revision History 13

	MAINTENANCE POLICY & PROCEDURE		Policy Number	MA03
			Version	4
			Date	September 2021
			Review Date	September 2023

1 Purpose

The purpose of this policy is to outline Access 2 Place’s (A2P) commitments to maintaining and enhancing the property conditions of their owned properties in accordance with the *Residential Tenancies Act (SA) 1995* and *Community Housing Providers (National Law) Act (SA) 2013*.

2 Context

In addition to the above legislation, the *Housing Improvement Act 2016 (SA)* and *Regulations* prescribe minimum housing standards that must be met for residential premises to be considered safe and suitable for human habitation.

A2P acknowledges its responsibility to ensure the safety and wellbeing of tenants through ensuring maintenance is appropriately responded to and completed within timeframes that comply with all relevant statutory and contractual requirements relating to repairs and maintenance.

3 Scope

This policy applies to all owned and leased A2P properties.

4 Risk

The absence of a A2P Maintenance Policy could mean tenants live in properties that are potentially not safe and/or habitable. In addition, A2P could also be at risk of non-compliance with legislative and contractual obligations.

5 Policy Detail

5.1 General Policy

A2P will provide and maintain A2P properties to a reasonable state of repair, having regard to the age of the property and its prospective life cycle.

5.2 Duty of Care

A2P has a responsibility to exercise professional care toward tenants in the way asset management decisions are determined and in the manner that duties and responsibilities are carried out.

A2P will take all reasonable steps to ensure the health, safety and wellbeing of tenants when carrying out maintenance works.

A2P will undertake maintenance works that are consistent with relevant legislation and by-laws, including the *Residential Tenancies Act 1995 (SA)*, local Council regulations, Building Code of Australia, Australian Standards and other relevant industry standards, and all applicable relevant health and safety standards.

5.3 Budgeting

A2P will ensure, in relation to responsive and planned maintenance work, that:

- Sufficient budget is available to cover costs over all maintenance programs.

- Future liabilities are identified and sufficient provisions will be made for future expenditures.

Note: This includes the requirement that there is fair and equitable expenditure across the property portfolio.

5.4 Timeframes for Completion of Maintenance

The following table provides guidelines for the completion times and/or to make safe varying categories of maintenance works consistent with the Community Housing Maintenance Accommodation Standards.

Note: Any urgent repairs of a temporary nature undertaken to make a property safe must be completed within 14 days unless of a serious consequence requiring their completion sooner.

Category	Timeframe for Response	Description	Urgency
Priority 1	Work to commence within 4 hours after notification.	<p>Any repair work that is urgent and immediately affects tenants’ health, safety and security.</p> <p>This includes:</p> <ul style="list-style-type: none"> • storm damage; • major flooding; • large area of roof blown off or collapsed; • fallen trees or possibility of falling trees or large limbs; • electrical faults which may result in shocks or injuries; • fire damage to building or contents; • internal or confined area gas escapes; • damage caused to building by vehicle; • burst pipes where the service can’t be isolated; and • faulty external main door locks or where premises need securing. 	Urgent
Priority 2	Work to commence	Repair work that is urgent but does not immediately	Urgent




MAINTENANCE POLICY & PROCEDURE

Policy Number	MA03
Version	4
Date	September 2021
Review Date	September 2023

	within 24 hours after notification.	<p>affect tenants' health, safety of security.</p> <p>This includes:</p> <ul style="list-style-type: none"> • no light, no power, no water; • blocked sewer drains/waste pipes/storm water drains; • repair or replacement of hot water units; • gas escapes (if not priority 1); • faulty pans and cisterns/faulty ball valves; • leaking taps; • major roof leaks; • some vacancy repairs (e.g. kitchen replacements undertaken as part of vacancy repairs are given a longer overall turnaround time, but measurements and ordering of the cupboards and tiles should start within the first 24 hours). 	
Priority 3	Work to commence within 14 days or a longer reasonable period	<p>Non-emergency maintenance requests.</p> <p>All other repairs that are not a threat to the security or safety of the tenants are regarded as being routine maintenance. If a tenant requests non-emergency maintenance repairs, tenants are to be contacted and advised of the decision within the 14 days. In some instances, if the extent of the work required is not clear, a technical assessment may be required prior to issuing a work order which would include either the Tenancy Officer or relevant tradesperson attending the property and assessing the required work.</p>	Not urgent

5.5 Maintenance Response and Completion Times

Stage 1

	MAINTENANCE POLICY & PROCEDURE	Policy Number	MA03
		Version	4
		Date	September 2021
		Review Date	September 2023

Maintenance has responded (as per the identified priority rating in section 5.4 of this policy) and the repair or modification has been actioned and completed with no need to return to the property.

Stage 2

Maintenance has responded (as per the identified priority rating in section 5.4 of this policy) and a temporary or partial repair or modification has been action but not completed and there is a need to return to the property.

Stage 2 repairs or modification must be completed within 6 weeks.

- The Asset Manager is required to report to the Operations Manager at the 3-week mark and notify if the repairs or modifications are expected to be completed within the original 6-week timeframe or if there is a risk it may take longer. Tenants will be informed as soon as possible when it is anticipated that the completion date will exceed the 6 weeks.
- Electric appliances, e.g. stoves, hot water systems, exhaust fans, etc., are in good condition and in working order.
- All switches, light fittings, fixtures, power outlets, etc. are working and are in good condition.

5.6 Monitoring electrical safety standards

A2P will comply with Federal and State legislation, where applicable, to ensure properties are at an appropriate level of electrical safety.

A2P will maintain a cyclical maintenance schedule and conduct periodic property inspections to support the regular assessment and monitoring of property electrical safety standards.

5.7 Smoke Alarms


5.7.1 Installation

A2P will comply with the National Construction Code (NCC) and ensure all owned properties are appropriately fitted with the required number of working smoke alarms (compliant with Australian Standard 3786).

A2P will install smoke alarms in properties in accordance with the NCC and any other relevant legislation. The property type (owned or leased) can influence what installation obligations A2P has, staff are required to identify what the property type is and if there are specific obligations for a particular property before installing smoke alarms. Refer to the A2P Maintenance Procedure Manual for more information (to be developed).

5.7.2 Checks

A2P will conduct annual smoke alarm service checks in A2P properties.

	MAINTENANCE POLICY & PROCEDURE	Policy Number	MA03
		Version	4
		Date	September 2021
		Review Date	September 2023

5.8 Residual Current Device (RCD)

A2P will comply with the Australian/New Zealand Wiring Rules DR AS/NZS 3000:2018 when undertaking residual current annual testing, in both owned and leased properties

5.9 Window locks

A2P will provide and maintain locks and other devices that are necessary to ensure that A2P properties are reasonably secure in accordance with the *Residential Tenancies Act 1995 (SA)*. A2P will provide 1 set of window keys to the tenant. Neither the landlord nor the tenant can alter or change the locks without the other's consent.

5.10 Pest control

A2P will maintain all A2P properties in a reasonable state of repair and cleanliness in accordance with the Residential Tenancies Act 1995 (SA) sections 67 and 68, in all matters related to pest control.

5.11 Telephone connections

a) New dwellings

Often higher connection fees apply to new build dwellings. A2P will reimburse any additional connection fees payable by tenants moving into a new build A2P property.

b) Existing dwellings

The connection of telephone services for existing dwellings is considered the responsibility of the tenant. A2P will not reimburse standard connection fees to existing A2P properties.

c) National Broadband Network

In areas where National Broadband Network (NBN) connections are available, the connection fee is the responsibility of the tenant. A2P will not reimburse NBN connection fees.

5.12 Maintenance at complexes - common area maintenance


A2P will be responsible for the regular maintenance of common areas and/or gardens in A2P complexes.

5.13 Tenant charges

Any maintenance costs required by tenants that is considered beyond 'reasonable wear and tear' will be the responsibility of the tenant.

5.14 Tenant alterations- additions

A2P understands that tenant needs may change over time and that tenants may want to alter a property to make it more suitable to their needs. Prior to commencing, tenants must request permission from A2P for any additions or alterations they wish to make to the property. A2P will assess all requests to ensure that alterations or additions do not breach building codes or expose

	MAINTENANCE POLICY & PROCEDURE		Policy Number	MA03
			Version	4
			Date	September 2021
			Review Date	September 2023

tenants or others to danger. Requests and approvals for modifications or additions must be given in writing. Staff are required to refer to the *A2P Property Alternations – Additions Request Form*.

5.15 Planned painting

A2P will act in accordance with the Community Housing Maintenance Accommodation Standards in matters relating to the painting of rental properties:

Internal: A2P will regularly assess the internal painting of A2P properties and program repairs accordingly.

External: A2P will assess properties within a painting cycle of no more than 8 years in accordance with the *A2P Strategic Asset Management and Growth Plan*. In some locations the cycle number will be less, for example seaside locations may indicate a painting cycle of 5 years.

5.16 Out-of-hours emergencies

A2P has an after-hours phone line which tenants can call for an emergency maintenance request.

5.17 Work Orders

A written work order is required for all maintenance undertaken in A2P properties. This information will be entered onto Chintaro.

5.18 Variations to work orders

Contractors and/or tradespeople are not permitted to vary work orders without the approval of A2P. Any approval given by A2P will be noted and authorised on the relevant work order.

5.19 Outstanding and overdue work orders

A2P will regularly review all maintenance requests that have not been completed by the due date.

Where non-completion is confirmed, A2P will contact the company to ascertain the reasons for delay. Where necessary, A2P will negotiate an extension of time with the contractor.

Where works are not completed by any agreed time, A2P has the right to cancel the work order and re-issue it to another contractor.

5.20 Quotes and Tendering

Refer to the *A2P Procurement Policy*.


5.21 Property inspections and maintenance needs

Refer to the *A2P Property Inspection Policy* (in development).

5.22 Insurance

A2P Housing is responsible for ensuring all A2P properties have sufficient building insurance.

Tenants are responsible for arranging their own personal contents insurance needs.

	MAINTENANCE POLICY & PROCEDURE		Policy Number	MA03
			Version	4
			Date	September 2021
			Review Date	September 2023

5.23 Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring this policy and associated procedures are applied and committed to by A2P staff.

The Operations Manager (OM) is responsible for monthly reporting on maintenance matters to the CEO and Board.

The Assets Coordinator is responsible for reporting on maintenance matters to the OM on a regular basis.

6 Procedure

6.1 Allocations

A2P will adhere to its Allocations Policy and will aim to house the candidate who is best matched to the available property. This will include (amongst other matters) consideration of existing property modifications, etc. and the candidate’s needs.

Where additional modifications may be required (e.g. bespoke installation of handrails) A2P will endeavour to complete this work prior to commencement of tenancy (see Modifications section).

6.2 Property Maintenance

All A2P staff & contractors are appropriately screened and cleared to visit our tenants in their homes.

Maintenance work will not be undertaken without the tenant or their representative being at home.

6.2.1 Scheduled Maintenance (upkeep)


A2P approved contractors will carry out the required routine maintenance. Contractors &/or A2P staff generally contact the tenant and arrange a suitable time for work to be done.

Examples of scheduled maintenance can include:

- Thermostatic Mixing Valves (TMVs) and hot water unit check
- Smoke alarms
- Residual Current Device (RCD) – electricity safety check
- Air-conditioning

6.2.2 Responsive Maintenance (repairs)

- Response times for repairs will vary depending on the nature and urgency of the request, as detailed in the Maintenance Policy.
- These response times are in accordance with the Community Housing Maintenance Accommodation Standards (CHMAS).
- All after-hours emergency repairs may be reported by calling the office number (08) 8274 6300 which will be diverted to the staff member on-call who will arrange workers to attend as required.

	MAINTENANCE POLICY & PROCEDURE		Policy Number	MA03
			Version	4
			Date	September 2021
			Review Date	September 2023

6.3 Modifications and Alterations

All requests for modifications or alterations must be submitted to Access 2 Place in writing, using the corresponding form* and, where necessary, accompanied by supporting documentation such as an Occupational Therapist’s Report, Incident Reports, a Positive Behaviour Support Plan. If a Tenant is requesting major works A2P may require Incident Reports or other supporting documentation.

Work is not to be commenced without written approval. Alterations and modifications to properties leased from the South Australian Housing Authority (SAHA) must be approved by the appropriate regional SAHA office, via A2P.

In reviewing a request for a change to a tenant’s home, it is necessary to confirm whether it is required (‘Modification’) or preferred (‘Alteration’). Modifications which increase safety will be prioritised.

- A modification is a change required to make a home more functional or safe for a participant (e.g. a/c to prevent seizures in hot weather). There is likely to be an OT or similar report advising the need for requested modification, if not, A2P may request one from the tenant.
- An alteration is a requested change, but not an essential change (e.g. a/c to be more comfortable in hot weather). If A2P considers a change to be an alteration, but the tenant believes it is a modification, A2P should request a professional’s report (e.g. Positive Behaviour Support Plan; Occupational Therapist’s report) to support this.

** A2P Property Alterations & Additions Form for owned properties; SAHA Tenant Alteration Form or SAHA Modifications Form for leased properties.*

6.3.1 Modifications


Most modifications will be approved, with consideration to (amongst other items):

- Is modification the best option?
 - Does it achieve the required outcome?
 - Is it a good long term option for the price/inconvenience?
 - Have other options been considered (e.g. transfer; non-installed aids)?
 - Is the property suitable for the modifications (e.g., it can be structurally modified)?
- Has evidence been provided to confirm the modification is required (e.g. OT report)?
- Can the modification be completed quickly enough?

6.3.2 Alterations

Most alterations will be approved, with consideration to (amongst other items):

- Safety – is safety likely to be compromised by the requested alteration?
- Council – does it comply with council regulations (e.g. some councils have guidelines for fencing which need to be adhered to)?
- Neighbours – might it negatively impact on neighbours?

	MAINTENANCE POLICY & PROCEDURE	Policy Number	MA03
		Version	4
		Date	September 2021
		Review Date	September 2023

- Restrictive Practices – does the requested alteration impinge upon the tenant’s freedoms &/or access to parts of their own home? If so, evidence must be provided of the formal approval for the alteration (e.g. SACAT order).
- Suitable property – is the property itself suitable for the alteration? E.g. a car port may be allowed, but the property may not be able to reasonably accommodate one.

6.4 Funding

A2P (or SAHA) will cover costs associated with the following:

- All scheduled maintenance
- Most responsive maintenance (see Tenant Damage below)
- Most modifications, including by accessing eligible NDIS payments from the tenant’s funding

Tenants will be required to pay for:

- Repairing any damage caused to the property by themselves or their visitors, including reimbursing A2P for work undertaken in this respect.
- Alterations, either:
 - directly to their own contractor if they organised the approved work, or
 - reimburse A2P if necessary


6.5 Records

Records are to be kept on all aspects of maintenance, including request forms, supporting documentation, invoices and correspondence

6.5.1 Document Naming

Type	Location saved to	Document name
Alteration	Tenant folder	ALT – pet door requested*
Alteration	Tenant folder	ALT – pet door supporting docs
Alteration	Tenant folder	ALT – pet door approved (replace request)
Alteration	Property folder\Maintenance	ALT – pet door ordered
Alteration	Property folder\Maintenance	ALT – pet door invoice A2P trade
Modification	Tenant folder	MOD – ramp requested & OT report
Modification	Tenant folder	MOD – ramp request supporting info
Modification	Property folder\Maintenance	MOD – ramp ordered
Modification	Property folder\Maintenance	MOD – ramp NDIS payment confirmed
Modification	Property folder\Maintenance	MOD – ramp invoice RampsRUs

**to be replaced when alteration approved*

	MAINTENANCE POLICY & PROCEDURE	Policy Number	MA03
		Version	4
		Date	September 2021
		Review Date	September 2023

6.6 Appeals and Complaints

In the event an appeal or complaint is raised, refer to *A2P Complaints, Appeals & Compliments Management and Resolution Policy*.

6.7 Worker Screening

As indicated in the A2P Worker Screening Policy & Procedure, only authorized personnel may attend A2P owned or managed properties to undertake maintenance work. See the A2P Worker Screening Policy & Procedure for details.

7 Definitions

- 7.1 Chintaro** refers to the property management system used by A2P for scheduling and managing all aspects of the organisation's maintenance program.
- 7.2 Responsive Maintenance** refers to unplanned and reactive maintenance performed to restore an asset to an operational or safe, secure condition.
- 7.3 Vacancy Maintenance** refers to maintenance undertaken at the end of a tenancy to return the property to a tenable standard which means as an absolute minimum, the property must meet the mandatory property standards.

8 Reference Documents and Links

8.1 Directive Documents


- *Residential Tenancies Act 1995 (SA)*
- *Community Housing Providers (National Law) (SA) Act 2013*
- *Housing Improvement Act 2016 (SA) and Regulations*
- *Work Health and safety Act 2012 and Regulations*

8.2 Supporting Documents

- *Community Housing Maintenance Accommodation Standards*
- *Building Code of Australia (BCA)*

8.3 Related Documents and Resources

- *A2P Internal Painting Policy*
- *A2P Smoke Alarm Policy*
- *A2P Termination of Tenancy Policy*
- *A2P Maintenance Procedure Manual (to be developed)*
- *A2P Strategic Asset Management and Growth Plan*

	MAINTENANCE POLICY & PROCEDURE	Policy Number	MA03
		Version	4
		Date	September 2021
		Review Date	September 2023

9 Policy Approval

Content Author:	Delegated Authority: CEO
Date: September 2019 Name & Position: refer to section 10.	Date approval given: 17 th September 2019 Name: Jonathan Lardner

10 Revision History

Date	Version	Author / Amended By	Comments / Review History
20/09/2016	1	Lyndi Gepp	Original Draft
12/06/2018	2	Russell George	Revised 6.1 Timeframes for completion of maintenance and added 2-stage benchmark times for urgent repairs and their completion. Also entered policy into the new policy format.
September 2019	3	Rebecca Chapman, working collaboratively with Tania Noonan and Nathan Butler.	Revised to include standalone policies (smoke alarms, RCD and internal painting. Format changed to include contents page and introduce 3 sections: Planned, cyclical and responsive.
September 2021	4	Stephanie Singleton with Matt Johnson & Nathan Butler.	Updated: name, legislation references, document names, contents. Added procedure section.