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|  | MAINTENANCE POLICY | | Policy Number | MA03a |
| | | | Version | 1 |
| | | | Date | October 2024 |
| | | | Review Date | October 2026 |

1. Purpose

This policy outlines 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. In addition, 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.

2. Scope

This policy applies to all owned and leased A2P properties.

3. 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.

4. Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring this policy and associated procedures are applied and committed to by A2P staff. The Property Development Manager (PDM) is responsible for regular reporting on maintenance matters to the CEO and Board. Maintenance staff members are responsible for reporting on maintenance matters to the PDM on a regular basis.

5. General Policy Detail

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.

This policy points outline A2P's commitment to maintaining properties to a high standard, ensuring tenant safety and compliance with legal requirements and industry standards. The A2P Maintenance Procedures explain in detail specific aspects of the maintenance processes.

6. 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.

7. 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.

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

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8. Maintenance Response, Completion Times and Priority Ratings

There are two maintenance response stages and three Priority Ratings for Maintenance Works.

The table briefly explains the priorities, please the A2P Maintenance Procedures for further details on the priorities and stages.

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| Priority 1 (Emergency Repairs) | Work to commence within 4 hours after notification. Any repair work that is urgent and immediately affects tenants' health, safety and/or security. |
| Priority 2 (Urgent Repairs) | Work to commence within 24 hours after notification. Repair work that is urgent but does not immediately affect tenants' health, safety and/or security. |
| Priority 3 (Routine Repairs) | Work to commence within 14 days or a longer reasonable period. Non-emergency maintenance requests. |

9. The A2P Maintenance Procedures document gives further details regarding several maintenance procedures and processes on topics which include:

- Maintenance Response and Completion Times
- Monitoring electrical safety standards
- Smoke Alarms
- Residual Current Devices (RCD)
- Window Locks
- Pest Control
- Telephone Connections
- Maintenance at complexes - common area maintenance
- Planned Painting
- Tenant Charges / Damages
- Disability Modifications and Alterations
- Work Orders
- Quotes and Tendering
- Insurance
- Out-of-hours emergencies
- Requesting Maintenance

10. Reference Documents and Links

Directive Documents

- *Fair Work Act 2009 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*

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Related Documents, Supporting and Resources

- *Community Housing Maintenance Accommodation Standards*
- *Building Code of Australia (BCA)*
- *A2P Termination of Tenancy Policy*
- *A2P Maintenance Procedures*
- *A2P Strategic Asset Management and Growth Plan*

11. Policy Review and Approval

This policy will be periodically reviewed and updated as necessary to ensure compliance with legal requirements and alignment with A2P’s objectives and values.

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| Content Author/Reviewer: | Delegated Authority: |
| Date: 02/10/2024 | Date: 02/10/2024 |
| Name: Emma Calabro Position: GMDH | Name: Trent Lines Position: CEO |

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|  | <h1 style="text-align: center;">MAINTENANCE PROCEDURES</h1> | Policy Number | MA05b |
| | | Version | 1 |
| | | Date | October 2024 |
| | | Review Date | October 2026 |

1. Purpose

These Maintenance Procedures provide detailed guidelines and instructions for employees of Access 2 Place (A2P) regarding various maintenance processes.

2. Scope

The procedures in this document apply to all owned and leased A2P properties.

3. Allocations

A2P will follow its Allocations Policy, aiming to house the candidate best suited to the available property, considering factors such as existing property modifications and the candidate's needs.

4. Property Maintenance

All A2P staff and 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 consulted regarding the date, time and access to the property.

5. Scheduled Maintenance (Upkeep)

A2P approved contractors will carry out required routine maintenance. Contractors and/or A2P staff generally contact the tenant and arrange a suitable time for work to be done. Examples of scheduled maintenance may include Thermostatic Mixing Valves (TMVs), Hot Water Unit Check, Smoke Alarms, Residual Current Device (RCD) – electricity safety check, Air-conditioning etc.

6. Responsive Maintenance (Repairs)

Response times for repairs will vary depending on the nature and urgency of the request, as detailed in the Maintenance Response, Completion Times, and Priority Ratings section of this procedure. These response times are in accordance with the Community Housing Maintenance Accommodation Standards (CHMAS).

7. Requesting Non-Emergency Repairs or Maintenance

Tenants can request non-emergency maintenance or repairs by contacting A2P during business hours (Monday to Friday, 9am to 5pm) by:

- Email maintenance@access2place.com.au
- Online access2place.com.au/report-a-repair-to-your-home
- Phone 8274 6300 (Option 1)
- In Office Ground Floor, 20 Greenhill Road, Wayville.

A2P assesses each maintenance request based on urgency and responds according to the required maintenance category. An appropriate tradesperson will be arranged to visit the property and address the issue. If the problem cannot be fully resolved during the first visit, A2P ensures the property remains safe, secure, and free of health risks for the tenant and their household while awaiting full repairs. Tenants are expected to provide access to the property at a prearranged scheduled time to allow for the necessary maintenance work.

8. Out-of-Hours Emergencies

For immediate assistance with emergency repairs tenants or their representatives must call (08) 8274 6300. Emergency repairs are those requiring urgent, immediate attention that immediately affect a tenants' health, safety, and security. All after-hours emergency calls will be dealt with by the A2P on-call service who will arrange workers to attend as required.

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9. Maintenance Response, Completion Times, and Priority Ratings

There are two (2) response stages adopted by the maintenance team.

Stage 1 - Maintenance has responded (as per the identified priority rating in this procedure) 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 the table below) and a temporary or partial repair or modification has been actioned but not completed and there is a need to return to the property. Stage 2 repairs or modification must be completed within 6 weeks.

At the 3-week mark, the Maintenance Staff Member must report to the Property Development Manager on whether repairs or modifications are on track to be completed within the 6-week timeframe or if delays are expected. Tenants will be notified promptly if the completion is expected to exceed 6 weeks.

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 | Response Timeframe | Description |
|--|--|--|
| Priority 1 (Emergency Repairs) | Work to commence within 4 hours after notification. <i>A2P endeavours to respond to maintenance situations that pose a clear health or safety risk to the tenant and their household within four hours. Our initial response may be to make the property safe until the required maintenance can be organised.</i> | Any repair work that is urgent and immediately affects tenants' health, safety, and security. This includes: <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; • faulty external main door locks or where premises need securing. |
| Priority 2 (Urgent Repairs) | Work to commence within 24 hours after notification. | Repair work that is urgent but does not immediately affect tenants' health, safety of security. This includes: <ul style="list-style-type: none"> • no light, no power, no water; • blocked sewers/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 as part of vacancy repairs, the overall turnaround time may be longer, but measurements and ordering of cupboards and tiles should begin within the first 24 hours. |

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| Priority 3 (Routine Repairs) | Work to commence within 14 days or a longer reasonable period | Non-emergency maintenance requests. All non-urgent repairs that don't pose a threat to tenant safety or security are considered routine maintenance. For non-emergency repair requests, tenants will be contacted and informed of the decision within 14 days. If the scope of the work is unclear, a technical assessment may be needed before issuing a work order, which may involve a Tenancy Officer or tradesperson visiting the property to assess the repairs. |
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10. 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.

11. Smoke Alarms

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

12. 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.

13. Window Locks

A2P will provide and maintain locks and devices to ensure properties are secure, in line with the *Residential Tenancies Act 1995 (SA)*. Tenants will receive one set of window keys. Neither the landlord nor tenant can change locks without mutual consent.

14. 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.

15. 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.

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16. Maintenance at Complexes - Common Area Maintenance

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

17. Planned Painting

The condition of the paint at properties will be looked at during tenancy inspections. A2P will act in accordance with the CHMAS in matters relating to the painting of rental properties:

- **Internal:** A2P will regularly assess the internal painting of A2P properties and program repairs accordingly. Internal painting in SAHT owned properties will be requested by A2P to SAHT on an as needed basis and approved only by SAHT to proceed.
- **External:** A2P will assess properties within a painting cycle every 8 years in accordance with the A2P Strategic Asset Management and Growth Plan.

18. Work Orders

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

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.

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.

19. Quotes and Tendering

Refer to the A2P Procurement Policy.

20. Insurance

A2P is responsible for ensuring all A2P properties have sufficient building insurance. A2P's insurance covers general property damage but not deliberate or careless damage.


Tenants are responsible for arranging their own contents insurance in case of fire or theft.

21. Tenant Charges / Damages

Tenants are responsible for maintenance costs beyond reasonable wear and tear. In line with the Residential Tenancies Act, tenants must cover any damage caused by themselves, household members, or visitors, including damage from misuse, neglect, or accidents.

A2P does not charge for damage from regular day to day use, known as fair wear and tear. A2P determines responsibility for damage through property inspections or tradesperson reports.

A2P offers tenants the opportunity to arrange and pay for repair of property damage they are responsible for. If this is not possible, desirable, or completed within a reasonable time, A2P will complete the repairs and charge the tenant's account. In cases of severe damage, A2P may apply to SACAT for compliance orders and to recover repair costs.

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22. Disability Modifications and Alterations

A2P recognises that tenant needs may change over time, and tenants may require disability modifications or alterations to make the property more suitable. All requests for modifications or alterations must be submitted in writing using the designated form. Where necessary, the request should be accompanied by supporting documentation, such as an Occupational Therapist's Report, Incident Reports, or a Positive Behaviour Support Plan etc. For major works, A2P may require additional documentation. Minor requests, such as grab rails, may be considered without an OT report at A2P's discretion.

No work should commence without written approval from A2P. For properties leased from the South Australian Housing Trust (SAHT), modifications require approval from the relevant SAHT regional office, which must be obtained via A2P. Any unauthorised work may need to be removed, and any defective work must be repaired or removed at the tenant's expense.

When reviewing a request for changes, A2P will confirm whether the request is for a required "Disability Modification" or a preferred "Alteration." Modifications that increase safety will be prioritised.

In considering requests A2P will consider:

- The reason for the request;
- Building and planning requirements such as council approvals;
- Approval from external stakeholders e.g. neighbours for fencing;
- Long-term financial or safety implications;
- Qualifications of the person(s) proposed to carry out the work;
- The status of the modification should the tenant leave the property;
- Overall suitability and necessity of the modification;
- Have other options been considered e.g. transfer, non-permanent aids, technology;
- Potential disruptions to others (e.g., household members, neighbours, community)
- Compliance with Restrictive Practices guidelines, including necessary formal approvals

A2P will assist tenants in accessing funding for significant works, such as widening doorways or creating accessible facilities. Requests for disability modifications will follow the SAHT Disability Modifications Policy. Fully completed requests will be assessed by A2P's Property Development Manager, and this process may involve a property inspection by a maintenance team member.


Requests from tenants or their representatives to install adaptations for independent living will be considered reasonably. Any costs for changes or adaptations beyond the landlord's responsibility, as outlined in the Tenancy Agreement, are the responsibility of the tenant or representative requesting the work. When vacating, tenants must rectify any changes and repair related damage. Alternatively, they may choose to donate the adaptation to the next tenant, subject to A2P's approval.

For larger projects, such as shade sails, verandahs, carports, and high fences, additional approval from the local council may be required. Repairs and tradespeople must be approved by A2P, and specialised work must be carried out by licensed and qualified tradespeople.

23. Funding

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

- All scheduled maintenance
- Most responsive maintenance (not considered tenant damage)
- Most disability modifications, including by accessing eligible NDIS payments from the tenant's funding.

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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.

24. Records

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

25. Appeals and Complaints

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

26. 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.

27. Definitions

Chintaro refers to the property management system used by A2P for scheduling and managing all aspects of the organisation's maintenance program.

Responsive Maintenance refers to unplanned and reactive maintenance performed to restore an asset to an operational or safe, secure condition.

Vacancy Maintenance refers to maintenance undertaken at the end of a tenancy to return the property to a tenantable standard which means as an absolute minimum, the property must meet the mandatory property standards.

28. Reference Documents and Links

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*

Related Documents, Supporting and Resources

- *Community Housing Maintenance Accommodation Standards*
https://www.housing.sa.gov.au/__data/assets/pdf_file/0006/116655/Community-Housing-Maintenance-Accommodation-Standards.pdf
- *Building Code of Australia (BCA)*
- *A2P Termination of Tenancy Policy*
- *A2P Maintenance Policy*
- *A2P Strategic Asset Management and Growth Plan*

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29. Procedure Review and Approval

This procedure will be periodically reviewed and updated as necessary to ensure compliance with legal requirements and alignment with A2P’s objectives and values.

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| Content Author/Reviewer: | Delegated Authority: |
| Date: 02/10/2024 | Date: 02/10/2024 |
| Name: Emma Calabro Position: GMDH | Name: Trent Lines Position: CEO |