

	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.

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.

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