

Maintenance and Repairs Policy

Purpose

The purpose of this policy is to outline SAHV's commitment to ensure that all properties owned or managed by SAHV are safe, secure, and maintained to the expected standard as set out in relevant state legislation.

Scope

This policy applies to all maintenance and repair requests raised by SAHV staff, residential tenants or their advocates in respect of properties where SAHV is responsible for maintenance.

This policy does not apply in respect of tenancies where a third party, not SAHV is responsible for maintenance i.e. leased properties, Transitional Housing Properties (THM), and properties managed on a fee for service arrangement.

All staff are required to adhere to this policy.

Policy Statement

Principles

1. All Urgent and Responsive maintenance activities required to be carried out by SAHV are to be undertaken in compliance with the timeframes specified in relevant State Residential Tenancies Act and/or any other relevant legislation and standards.
2. Where damage beyond fair wear and tear is assessed, reimbursement for rectification works will be sought from the responsible party in accordance with the Tenant Repair Cost Policy.
3. Regular inspections of property assets will be undertaken in line with relevant legislation and standards to monitor the condition of property assets and ensure they are being maintained to an acceptable standard.
4. All works and safety checks will be carried out by suitably qualified and licensed contractors.
5. Prescribed Accommodation (Rooming Houses) will be registered with relevant authorities and maintained to the required standards.
6. Maintenance activities will be recorded appropriately and monitored to inform performance management, risk management, financial management, and continuous improvement.
7. Planned maintenance works will be undertaken to ensure compliance with relevant legislation and standards and to optimise asset performance.
8. All unplanned maintenance activities will be prioritised according to legislative requirements with safety as a priority and with consideration to asset plans.

Raising Maintenance and Repairs requests

9. Tenants can raise requests via phone or email directly with the relevant Office Staff.
10. For urgent After-hours maintenance, tenants are to call an emergency number provided to the tenant on sign-up.

Document Control

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| Authorisation: | CEO |
| Effective Date: | 10 th Sep 2020 |
| Version: | 02 |