

Responsive Repairs and Maintenance Procedure (UnitingSA Housing)

1. PURPOSE and SCOPE

- 1.1. This procedure applies to current UnitingSA Housing tenants.
- 1.2. This procedure applies to all properties owned by UnitingSA Housing and where it has financial responsibility for maintenance expenditure. It does not apply to properties managed for other organisations where the leaseholder, tenant or SA Housing Authority (SAHA) is responsible for payment for repairs and maintenance. For those properties UnitingSA Housing will order required maintenance, in line with established protocols and procedures, as soon as the need is reported or identified.
- 1.3. UnitingSA Housing is committed to ensuring that properties are well maintained to ensure the wellbeing of tenants and the sustainability of UnitingSA Housing properties. UnitingSA Housing staff will make a risk determination and exercise judgement when making maintenance approval or non-approval decisions, taking into account the health risk to a tenant, neighbour or the general public.
- 1.4. UnitingSA Housing will provide a 24 hour, 7 day maintenance service with a single landline contact telephone number (1800 023 023) that will divert to a mobile number if unanswered. After-hours requests for maintenance will be restricted to critical emergency maintenance and emergency maintenance and tenants will be informed of the process at the beginning of their tenancy.

2. DEFINITIONS

- 2.1. Fair wear and tear: The gradual and expected deterioration to fixtures and fittings caused by normal usage over time.
- 2.2. Responsive maintenance: Unplanned and reactive maintenance performed to restore an asset to an operational or safe, secure condition.
- 2.3. Programmed maintenance: Maintenance that is planned for in advance.
- 2.4. Vacancy maintenance: Refers to maintenance that is done when a property becomes vacant. It can be preventative, programmed and responsive maintenance.
- 2.5. Preventative maintenance: The ongoing day-to-day maintenance on essential services to prevent breakdowns.
- 2.6. Priority 1 - Critical Emergency Maintenance: Refers to any repair work that is urgent and immediately affects tenants' health, safety or security. Work to commence within 4 hours after notification. Includes storm damage, major flooding, large area of roof blown off or collapsed, a serious roof leak, fallen trees, electrical faults resulting 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.
- 2.7. Priority 2 - Emergency Maintenance: Refers to any repair work that is urgent but does not immediately affect tenants' health, safety or security. Work to commence within 24 hours after notification. Includes no light, no power, no water, blocked sewer drains/waste pipes/storm water drains, repair or replacement of hot water units, gas

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escapes (if not Priority 1), faulty pans and cisterns, faulty ball valves, leaking taps, major roof leaks, broken or damaged asbestos or broken window.

- 2.8. Priority 3 - Routine Repairs: Refers to required repairs that do not pose a threat of serious property damage or to the safety of tenants and do not prevent the regular use of the property. It covers any other work not defined in either Priority 1 or 2. Examples include dripping taps and blocked sinks.

3. PROCEDURE

3.1. Responsive Repairs

3.1.1. All responsive repairs will be undertaken within the targeted response times outlined below. UnitingSA Housing staff will determine the priority of the request based upon the information provided and all repairs will be carried out to a tradesman like quality by a person who is qualified, licensed and insured.

3.1.2. Priority 1: Critical Emergency. Order work immediately. Response within 4 hours.

3.1.3. Priority 2: Emergency. Order work immediately. Response within 24 hours.

3.1.4. Priority 3: Routine Repair. Work to commence within 14 days.

3.2. Tenant Charges

3.2.1. Tenants will be charged for repairs that are deemed to not be fair wear and tear. If the tenant is responsible for repairing damage or undertaking services and UnitingSA Housing arranges the repair or service, UnitingSA Housing will charge the tenant for reimbursement of the costs incurred.

3.2.2. There is a Tenant Charges Fact Sheet (available on request) that explains the full process.

3.3. Lock and Security Devices

3.3.1. Tenants are not permitted to change locks or add additional locks or security devices without UnitingSA Housing approval in writing.

3.3.2. UnitingSA Housing will generally approve such requests provided that:

- The additional items do not compromise safety by limiting emergency egress from the property;
- Extra deadlocks are keyed from the outside only – internally keyed door locks can cause emergency egress difficulties and compromise tenant safety;
- There is no immediate or ongoing cost to UnitingSA Housing;
- Two keys for each additional lock are provided to UnitingSA Housing as soon as the new lock has been fitted.

3.3.3. Existing locks will not be re-keyed without the written approval of UnitingSA Housing and if approved, two keys for each lock will be provided to UnitingSA

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- 3.3.4. All locks will be re-keyed upon a UnitingSA Housing property becoming vacant.
- 3.3.5. Tenants can request that their locks be re-keyed for personal or safety reasons, at their own expense and will be required to reimburse UnitingSA Housing as per the Tenant Charges Policy.
- 3.3.6. Tenants who lock themselves out will be assisted where possible during office hours. This may involve a staff member, if practicable, attending to let them in, or the tenant collecting and returning a spare key from the UnitingSA Housing office. Spare keys issued must be signed for by the tenant, including date and time. If staff attendance is not possible for any reason, a locksmith will be called at the tenant's expense.
- 3.3.7. For after-hours lock-outs, UnitingSA Housing will assist tenants by calling a locksmith at the tenant's expense. The tenant will have to agree to reimburse UnitingSA Housing via the Tenant Charges Policy prior to the work order being issued. Alternatively, the tenant may choose to pay the locksmith on site

3.4. Exempt Items

3.4.1. Exempt items are items for which UnitingSA Housing is not responsible (unless outlined differently in your lease agreement) in accordance with the Residential Tenancies Regulations (General) 1995. These include:

- Air conditioners
- Antennas
- Ceiling fans
- Washing machines
- Dishwashers
- External blinds, floor coverings, garden sheds, internal blinds and curtains
- Light fittings
- Rain water tanks , other than where the tank is the only source of water for the premises
- Refrigeration units
- Room heaters
- Waste disposal units
- Window treatments
- Water pumps, other than where the water pumped is the only water Supplied to the property

Please note printed copies are not able to be controlled and the Intranet will always be referred to for the current version.

Property and Assets

Classification: Internal Use

Adopted: December 2012

Version 4.0: March 2020

Review Date: March 2023

Owner: Manager UnitingSA Housing

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- Spa bath motors
 - Swimming pools and associated plant and equipment.
- 3.5. Smoke Alarms
- 3.5.1. Smoke alarms will be legally compliant and tested by UnitingSA Housing staff, electrical contractors or general maintenance contractors.
 - 3.5.2. It is the tenant's responsibility to notify UnitingSA Housing when the smoke alarm starts to beep which signifies a battery replacement or the unit is faulty.
- 3.6. Common Areas
- 3.6.1. Repairs and maintenance of common areas is a UnitingSA Housing responsibility. Tenants are not permitted to dump unwanted furniture or equipment as well as negatively affect common area facilities or amenities in any way.
- 3.7. Pests and Vermin
- 3.7.1. UnitingSA Housing will be responsible for eradicating pests and vermin only if they were evident at the beginning of the tenancy or are reported within the first three months of a new tenancy.
 - 3.7.2. UnitingSA Housing will be responsible for eradicating termites and repairing any termite damage.
 - 3.7.3. UnitingSA Housing will be responsible for removing birds in roof spaces.
 - 3.7.4. UnitingSA Housing will be responsible for fumigating vacant properties where required.
- 3.8. Environmental Considerations
- 3.8.1. Where possible and practicable, UnitingSA Housing will take into account environmental sustainability principles in its maintenance practices, including replacement of stoves and hot water units. UnitingSA Housing contractors will be encouraged to adopt environmentally friendly work practices.
- 3.9. Relationship to Summary Maintenance Plans
- 3.9.1. All maintenance work will be recorded and used to inform the planned maintenance process and the UnitingSA Housing Summary Maintenance Plan.
- 3.10. Feedback
- 3.10.1. Tenant and contractor feedback will be sought after every critical emergency or emergency repair. Feedback on approximately 10% of routine repairs will be sought and results will be recorded.

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4. DOCUMENTATION

- 4.1. UnitingSA Housing Tenant Handbook
- 4.2. UnitingSA Housing Fact Sheets
- 4.3. UnitingSA Housing Summary Maintenance Plan
- 4.4. UnitingSA Housing Tenant Declaration
- 4.5. UnitingSA Housing Residential Tenancy Agreement

5. REFERENCES

- 5.1. Residential Tenancies Act 1995 (as amended 2013)
- 5.2. Community Housing Maintenance Accommodation Standards – Issued by Renewal SA on behalf of SAHT
- 5.3. Work Health and Safety Act SA 2012
- 5.4. UnitingSA Housing Code of Conduct for Maintenance Contractors
- 5.5. Asset Management Policy
- 5.6. Privacy Policy
- 5.7. Appeals Procedure (UnitingSA Housing)