

# Programmed Maintenance Procedure (UnitingSA Housing)

## 1. PURPOSE and SCOPE

- 1.1. This procedure applies to current UnitingSA Housing tenancies.
- 1.2. UnitingSA Housing strives to maintain properties to a high standard in order to provide tenants with homes that are safe, comfortable and in good repair. In doing so UnitingSA Housing will maximise the useful life of properties and reduce costs associated with responsive maintenance repairs.
- 1.3. This procedure applies to all properties where UnitingSA Housing has financial responsibility for maintenance expenditure. It does not apply to properties managed on behalf of other organisations, although general principles will be applied where practicable in consultation with property owners and lease holders.

## 2. BACKGROUND

- 2.1. UnitingSA Housing has legal obligations under the Residential Tenancies Act 1995 and contractual obligations under the Master Community Housing Agreement 2016 with the South Australian Government to maintain properties and provide asset management planning documents annually.

## 3. DEFINITIONS

- 3.1. Programmed maintenance: Involves property upgrades and maintenance works that are scheduled on a cyclical basis, informed by property inspections and lifecycle expectancy of household components. The resultant plans incorporate long-term budget forecasts and financial provisions.

## 4. PROCEDURE

- 4.1. UnitingSA Housing will maintain a programmed maintenance plan for all properties where it holds responsibility for maintenance expenditure. The plan specifies projected yearly programmed maintenance expenditures which are matched to building condition reports.
- 4.2. UnitingSA Housing is required to undertake inspections of each property no less than every three years. This is a requirement under both The Master Community Housing Agreement with SA Housing Trust (SAHT) and National Regulatory System Community Housing.
- 4.3. While the plan specifies dates for scheduled works, there is scope to bring forward or delay works in specific circumstances, like a property vacancy that affords the opportunity to access a property for a significant upgrade without inconveniencing sitting tenants. UnitingSA Housing has a legal obligation to provide properties to

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incoming tenants that are in good condition and will take advantage of any vacancies to ensure compliance with our obligations.

- 4.4. The maintenance plan will forecast the replacement of programmed maintenance items based on expected life, however UnitingSA Housing will not replace items until they have failed or are beyond economic repair.
- 4.5. Maintenance plans can also be varied in response to factors directly related to tenant care or neglect of properties. In some instances a property may need to be repainted (internal) after two years instead of the programmed ten years due to tenant neglect or willful damage. These works will only be carried out if the property has been vacated or if a written repayment agreement has been made with a sitting tenant, as a Tenant Charge.
- 4.6. Property inspections form the basis for programmed maintenance and each property will be inspected a minimum of once per year and maintenance information gathered will be used to instigate responsive maintenance and/or to provide information to be incorporated into the annual maintenance plan. Inspections are carried out by the Maintenance Coordinator, Property Manager and/or an external qualified inspector. The pro-forma Property Inspection Checklist will be used by all internal and external inspectors.
- 4.7. Where programmed maintenance work is to be carried out, the property will be re-inspected prior to any work orders being issued, to clarify the scope of works for contractors and to inform tenants of the process and anticipated timeframes. Where practicable the requirements of tenants will be taken into account in the decision-making process.
- 4.8. Programmed Maintenance Items (see Appendix 1)
  - 4.8.1. UnitingSA Housing is responsible for white ant (termite) treatment. Once the tenant has advised of termite activity, UnitingSA Housing will take appropriate action, including involvement of pest control services to remove current activity and prevent further damage.
  - 4.8.2. Termite and electrical inspections will be carried out by qualified tradespeople who will provide written reports for UnitingSA Housing records.
  - 4.8.3. Smoke detectors can be tested by UnitingSA Housing staff, electrical contractors or general maintenance contractors.
  - 4.8.4. All UnitingSA Housing maintenance work will be carried out by qualified and insured tradespeople.
  - 4.8.5. Where a single maintenance item exceeds \$5,000, approval to proceed with the works is to be sought from the Manager UnitingSA Housing.
  - 4.8.6. Where a single maintenance item exceeds \$10,000, approval to proceed with the works is to be sought from Executive Manager Property and Housing.

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- 4.9. Generally, UnitingSA Housing will replace a maintenance item where the item has been assessed as unrepairable.
- 4.10. Maintenance of Common Areas
- 4.10.1. Common areas will be maintained to a high standard via a regular maintenance program. Where all tenants in a group of properties pay a Tenancy Levy, the levy will be used to maintain garden areas, with the costs shared equally among tenants. Where there is no Tenancy Levy collected e.g. Nation Building Economic Stimulus Program properties, UnitingSA Housing will bear the full cost of common area maintenance.
- 4.11. Modifications
- 4.11.1. Modifications to UnitingSA Housing properties must be approved by the Maintenance Coordinator or Manager. To gain approval for a property modification the tenant must complete a Tenant Application to Alter Premises Form provided by UnitingSA Housing. In considering requests UnitingSA Housing will take into account:
- The reason for the request;
  - Building and planning requirements e.g. council approvals;
  - Modifications requiring Renewal SA approval e.g. additional rooms;
  - Any long-term financial or safety implications of the modification;
  - The qualifications of the person(s) proposing to carry out the work;
  - The status of the modification should the tenant leave the property;
  - No works are to begin until written UnitingSA Housing approval has been granted and any unauthorised work will be required to be removed;
  - Completed modifications work will be inspected by the UnitingSA Housing Maintenance Coordinator and any defective work will be required to be repaired or removed at the tenant's expense.
- 4.12. Disability Modifications
- 4.12.1. Requests for disability modifications will be treated as per the Housing SA Disability Modifications Policy. Where the South Australian Housing Authority is unwilling to fund minor modifications e.g. a handrail, UnitingSA Housing will complete the modification if the tenant has provided medical verification of the need for the modification and has completed the Tenant Application to Alter Premises Form.
- 4.12.2. Completed minor modifications work may be inspected by the UnitingSA Housing Maintenance Coordinator and any defective work will be required to be repaired or removed at the contractor's expense.

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### 4.13. Quality

4.13.1. The Maintenance Coordinator will inspect at times programmed maintenance work prior to approving payment. Where the property is tenanted, feedback from the tenant will be sought using the Code of Conduct for Maintenance Contractors as a guide. Any issues will be raised immediately with the contractor, and feedback and actions will be recorded in the tenant file and the contractor's file.

## 5. DOCUMENTATION

5.1. Tenant Application to Alter Premises Form

## 6. REFERENCES

- 6.1. Residential Tenancies Act 1995 (as amended 2013)
- 6.2. Asset Management Policy
- 6.3. Responsive Repairs and Maintenance Policy (UnitingSA Housing)
- 6.4. Community Housing Maintenance Accommodation Standards – Issued by Renewal SA on behalf of SAHT
- 6.5. UnitingSA Housing Code of Conduct for Maintenance Contractors

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## APPENDIX 1: Programmed Maintenance Items

Programmed maintenance item	Forecast of expenditure (years)
Replace Gas Stove	15
Replace Electric Stove	10
Replace Hot Plates Electric	10
Replace Under Bench Oven	15
HWS Gas Storage	10
HWS Gas Instantaneous	20
HWS Electric Storage	10
HWS Solar Gas Boost	25
HWS Solar Electric Boost	25
Internal Paint	15
External Paint	10
Kitchen Refurbishment	30
Bathroom Refurbishment	30
Electrical Safety Check (properties over 25 years old)	5
Electrical Safety Check (properties less than 25 years old)	15
Smoke Detectors	10
A/C replacement	10
Floor covering replacement	20

**NOTE:** Budget provision will be made for all of the above items, but the work will not be carried out if it is not required at the time that it falls due. For example, working hot water service will not be replaced while it is operating efficiently. Where programmed items are deferred, the annual maintenance plan will be adjusted accordingly, with a new anticipated completion date inserted into the plan.