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AUTHORISED BY: BAH Management

MAINTENANCE AND REPAIRS POLICY

1. PURPOSE

The purpose of Baptcare Affordable Housing's (BAH) Maintenance and Repairs Policy is to ensure that all properties are maintained to a high standard that is fit for the needs of tenants and compliant with all legislative and regulatory requirements. BAH also has a duty to protect the value of its assets.

2. SCOPE

This policy applies to all long-term rental properties owned and/or managed by BAH.

It covers all maintenance repairs undertaken by BAH and/or its contractors involving responsive maintenance, cyclical or planned maintenance and vacated maintenance.

3. PRINCIPLES

BAH is committed to ensuring that its properties contribute to the health and well-being of tenants. To achieve this, BAH will

- Undertake all maintenance within the appropriate timelines and to a high quality
- Inform all tenants at the commencement of their tenancy of maintenance expectations, including information on urgent and non-urgent works
- Inform tenants of their rights and responsibilities, including complaints processes
- Monitor maintenance and repairs services.

BAH will ensure all properties continue meet the needs of tenants through:

- Developing properties in locations where need is greatest and where access to services, such as employment are good; and
- Fitting the property to the household size.

BAH will deliver high quality maintenance and repairs through the following:

- The regular updating of the asset register containing individual property records covering maintenance undertaken, estimated planned maintenance and costs, and size, location and property type

- The development of annual budgets for maintenance and repairs
- Regular inspections and property condition reports.

4. RESPONSIVE MAINTENANCE

Responsive maintenance covers all maintenance tasks that are not part of a regular maintenance schedule. These tasks are usually initiated by tenants themselves but can also be initiated by tenancy and property managers.

There are three categories of responsive maintenance as outlined in the **Residential Tenancies Act 1997** and the table below indicates what tasks come under what category and what their timelines are.

Category	Expected Completion Timeframe	Examples of Maintenance Work
Urgent	24 hours	<ul style="list-style-type: none"> • burst water service • blocked or broken toilet system • serious roof leak • gas leak • dangerous electrical fault • flooding or serious flood damage • serious storm or fire damage • failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering • failure or breakdown of the gas, electricity or water supply • any fault or damage in the premises that makes the premises unsafe or insecure • an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted • a serious fault in a lift or staircase
Priority	7 days	<ul style="list-style-type: none"> • broken light • dripping tap • one hot plate not working on the stove
Normal	14 days	<ul style="list-style-type: none"> • damage to clothes line or hoist • internal door that cannot be closed • damage to letterbox that does not affect the security of the mail • damage to cupboards

		<ul style="list-style-type: none"> • installation of security doors (except where required for immediate safety reasons)
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At the commencement of their tenancy all tenants will be provided with an after-hours number for all urgent maintenance requests. BAH will also provide tenants with contact details for all other maintenance and repairs

In the event of tenant-caused damage, BAH will follow the process outlined in the **Residential Tenancies Act 1997**. Where the damage needs to be urgently repaired, BAH will arrange the repairs within 24 hours and may seek to recover the costs from the tenant.

For non-urgent tenant-caused damage, BAH will obtain quotation for the works and issue the tenant with a repair notice giving them 14 days to satisfactorily rectify the damage.

BAH will contact the tenant and provide options of repayment methods to assist with the recovery costs of tenant-caused damage. If the tenant fails to enter into a repayment plan or does not adhere to an agreed repayment plan then BAH will issue a Breach of Duty Notice. If the Notice is not complied with then BAH will consider making an application to the Victorian Civil and Administrative Tribunal (VCAT) for an Order for Compensation.

5. PLANNED MAINTENANCE

This is non-urgent work that is usually done to improve the property. The work is on a large scale and needs to be planned.

Planned maintenance is undertaken in line with BAH's Asset Management Strategy and involves such tasks as:

- Replacement of floor coverings
- Replacement of appliances, such as stoves, water heaters, heaters
- Upgrading of kitchens and bathrooms
- Painting walls, ceilings and doors
- Replacement of fences

6. PROPERTY CONDITION REPORTS

BAH conducts inspections of properties at least once every 12 months. This enables BAH to respond to any property condition changes and to make appropriate changes to the Planned Works Schedule.

All tenants are given a copy of the condition report for their property when they move in.

Tenants are to be given notice of inspections in accordance with the **Residential Tenancies Act 1997**.

7. VACATED MAINTENANCE

When a tenant indicates they are vacating a property, an inspection of the property will be arranged no more than 14 days before the vacated date given.

Vacated maintenance is treated as a high priority by BAH because this enables new tenants to move in quickly.

Where a tenant vacates and there is evidence of damage caused by the tenant, their family or their visitors then BAH will follow the process outlined in the Tenant Recharge Policy.

8. RELATED DOCUMENTS, STANDARDS AND LEGISLATION

BAH Tenant Recharge Policy
BAH Ending Tenancies Policy
BAH Property Inspections Policy
BAH Strategic Asset Management Plan
Residential Tenancies Act 1997
Housing Act 1983
Victorian Housing Registrar Performance Standards

9. MONIITORING AND REVIEW

This policy will be reviewed every two years or earlier if the legal, regulatory and contractual environment requires.

10. TRANSPARENCY AND ACCESSIBILITY

This policy will be available on the BAH website: www.baptcare.org.au/services/housing/affordable-housing