PROPERTY MAINTENANCE POLICY AND PROCEDURE

pathways southwest
Towards better mental health

Policy Statement

This policy and procedure outlines the ways in which reactive, planned and long-term property maintenance is used across Pathways SouthWest property portfolio to ensure that we comply with all Australian Community Housing Standards including National Regulatory Code.

Scope

This policy applies to all properties managed by Pathways SouthWest. This policy is owned by the Management Team.

Definitions

- **General Wear and Tear:** refers to the natural depreciation and normal deterioration of a property's condition over time due to everyday use.

- **Property Asset Report (PAR):** Reports carried out by a qualified maintenance contractor every 5 years. Comprehensive assessment, document the state of wear and tear on certain components of properties identify the appropriate cost of repair or replacement on certain components and estimate the remaining life cycle term, in years of those components.

- **Property Condition Report (PCR):** Reports carried out by the Housing Officer periodically and at the beginning and end of a tenancy, assessing overall condition of the property prior to its subsequent occupation vacancy

- **Property Maintenance**: Refers to any works/ repair/ activities undertaken (reactive, planned and long term) in order to maintain the property in good working order and to a general standard of decency
    - **Reactive Maintenance** deals with repairs that are required by the tenant of a property on a day to day basis. This includes but is not limited to; leaking taps, faulty heating systems, faulty electrical circuitry, water pipe leaks.
    - **Planned Maintenance** is scheduled and budgeted for annually. This would normally be carried out periodically over the financial year. This includes but is not limited to; mowing, termite inspections, gutter cleaning.
    - **Long Term Maintenance** addresses essential fixtures that a financial provision is made for on the basis of each items expected life cycle. This includes but is not limited to; kitchens, bathrooms, painting, hot water units.

Purpose

Property conditions deteriorate with the age of the dwellings and each property needs to have certain works and repairs carried out to maintain expected standards. This would occur through periodic property inspections and reactive, planned and long-term maintenance.

Response times to Maintenance

Emergency To prevent life threatening issues	Within 8 hours	report of electric shock earth wiring issues faulty smoke alarm no power to property repair gas leak
Urgent To repair or restore an essential service	Within 24 hours	no hot water blocked toilet burst pipe or water leak faulty gas stove
Priority To repair or avoid exposing a person to risk of injury or damage to the property	Within 48 hours	replace stove or hot water unit water temperature fluctuating cracked shower screen cistern overflowing cracked toilet bowl leaking tap security lights not working
Routine To repair issues deemed necessary for the adequate functioning of the property	Within 28 days	rehang door replace washing line exhaust fan damage replace fluorescent light fitting

This commitment is supported through the use of regular property inspections, which facilitate the assessment and documentation of the overall condition of each property and used to inform and coordinate the scheduling of property maintenance.

Dealing with Responsive Maintenance

1. Upon receiving a request from a tenant to carry out an item of day-to-day maintenance, the Housing Officer must obtain adequate information on the request. This will include the name and address, contact details and as detail as possible a description of the fault that requires the repair.
2. The Housing Officer must determine the urgency as prescribed in the *Residential Tenancies Act 1987 WA.*
3. The Housing Officer will log the maintenance in Pathways SouthWest external contractor management register. This will activate a request to a suitable contractor to undertake to required works.

4. Confirmation of the work order from the contractor will be received by email. This should be categorised as Reactive Maintenance in the Property Maintenance Register
5. To finalise this task, the Work order then needs to be issued.
6. Confirmation of completion of the work request will be received by the Housing Officer by email once the contractor that work order is completed, informed by the tenant or receipt of invoice. This should be then updated as completed Property Maintenance Register.

Dealing with Planned Maintenance

1. Planned maintenance is scheduled and is usually ongoing periodically. This maintenance should be identified and logged by the Housing Officer who will schedule an ongoing work request with the nominated contractor.
2. Confirmation of the work order from the contractor will be received by email. This should be categorised as Planned Maintenance in the Property Maintenance Register
3. To finalise this task, the Work order then needs to be issued.
4. Confirmation of completion of the work request will be received by the Housing Officer by email once the contractor that work order is completed, informed by the tenant or receipt of invoice. This should be then updated as completed Property Maintenance Register.

Dealing with Long Term Maintenance

1. Prior to an inspection the Housing Officer should note what long-term maintenance has been scheduled for the property in the current financial year, as listed in the Property Maintenance Register.
2. If it is confirmed that the long-term maintenance is required, the Housing Officer must request quotes from at least 2 contractors.
3. On receipt of the quotes, the Housing Officer should consult with the Chief Executive Officer (CEO) to jointly agree upon which contractor to be used for the work.
4. The Housing Officer must instruct the chosen contractor to carry out the work and ask them to liaise closely with the relevant Housing Officer and tenant.
5. To finalise this task, the Work order then needs to be issued.
6. Confirmation of completion of the work request will be received by the Housing Officer by email once the contractor that work order is completed, informed by the tenant or receipt of invoice. This should be then updated as completed Property Maintenance Register.
7. Once completed, the Housing Officer must determine that the work has been completed to a satisfactory condition

Liability for Maintenance

The Housing Officer and CEO will discuss whether a tenant is liable to be charged for a specific work order under the Residential Tenancy Act 1987

If the tenant is determined to have liability for property maintenance of repairs the Housing Office must raise this with the tenant before completing the related work. And to arrange repayment plan.
Where the tenant being charged for a work order the Housing officer is required to advise the tenant and then provide the tenant with a copy of the invoice received in relation to the works.

Key Contacts

Questions about how to implement this procedure should be directed to Pathways SouthWest CEO on ceo@pathwayssouthwest.org.au or phone 97911257

Related Policies and Other Documents:

- Business Continuity and Risk Planning
- Charter of Health Care Rights
- Continuous Improvement Policy and Procedure
- Governance Policy and Procedure
- National Safety and Quality Mental Health Standards for Community Managed Organisations
- National Regulatory Community Housing Standards
- Property Maintenance Register
- Risk Management Policy and Procedure
- Incident Management Policy and Procedure and all related reporting forms.
- Risk Register
- Western Australian Community Housing Regulatory Framework

Relevant Legislation

- Australians Charities and Not for Profits Commission Act 2012
- Age Discrimination Act 2004
- Anti-Discrimination Act 1991
- Australian Auditing Standards Australian Human Rights Commission Act 1986
- Building Regulations 2012
- Carers Recognition Act 2004 (WA)
- Carers Recognition Act 2010
- Competition and Tenant Act 2010
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- Fair Work Amendment (Corrupting Benefits) Act 2017
- Freedom of Information Act 1982
- Health Records (Privacy and Access) Act 1997
- Housing Assistance Act 1996 (COM)
- Human Rights Act 2004
- Mental Health Act (WA) 2014
- National Housing and Homelessness Agreement (2018) – Bilateral Agreement with WA Schedule E4
- National Regulatory Code for the National Regulatory System of Community Housing 2022
- Privacy Act 1988
- Public Sector Ethics Act 1994
- Racial Discrimination Act 1975
- Racial Hatred Act 1995

- Residential Tenancies Act 1987
- Sex Discrimination Act 1984
- Quality of Care Principles 2014
- Work Health and Safety Act 2020
- Workplace Gender Equality Act 2012
- Work Health and Safety (General) Regulations 2022