

<b>Responsive Maintenance &amp; Repairs Policy</b>		Document #: CEH 017	Print Date: 15/03/19
		Prepared by: GM BDSO	Date Prepared: 15/2/2019
Effective Date: December 2018	Revision: 2.0	Review by: Manager HR	Date Reviewed: 15/2/2019
Compliance: This policy aligns with Standard 2.2 of the National Community Housing Standards		Approved by: ED CatholicCare Tasmania	Date Approved: December 2018

We are committed to effectively repairing and maintaining the properties we manage for the benefit of both our organisation and our tenants.

We have procedures for initiating, monitoring and completing responsive maintenance and repairs. These procedures:

- enable us to deliver good customer service in a timely manner that is consistent between tenants and across properties;
- take into account funding guidelines and arrangements as well as the types, ages and current condition of properties;
- are consistent with the *Residential Tenancy Act 1997*.

We provide easy-to-use information on repairs and maintenance to ensure tenants understand the process for having repair requests approved and acted upon so they have realistic expectations. This information, available on our website and in the Tenant Handbook, includes:

- how to request repairs;
- time frames for different categories of repairs;
- ways to comment on the repairs.

We welcome feedback from tenants about repairs and maintenance via phone, email, in person at our office or by completing a feedback form or tenant survey.

We measure our performance in the area of repairs and maintenance, using indicators such as tenant satisfaction, timeliness, quality and price.

### Tenant Repair Costs

We advise tenants about their responsibility for the cost of repairs due to intentional damage, neglect caused by the tenant or a member of the tenant's household (including pets), or a visitor. When damage occurs, the tenant can expect:

- that we will collect and record information about the type and extent of damage to the property and the circumstances under which the damage has occurred;
- to be provided with written notice when we consider that they are responsible for repair costs;
- the opportunity to dispute liability and that we will review our decision to charge the repair costs and either:
  - cancel or amend the Tenant Repair Costs and advise the tenant in writing; or
  - take cost recovery action.

We require tenants to tell us as soon as possible if the property has been damaged and to report to Tasmania Police any damage that is suspected to have resulted from criminal activity, such as break and enter, vandalism or domestic violence.

### Property inspections

We have a program for regularly inspecting properties that includes:

- an annual inspection of each property (minimum);
- an inspection at the time a tenant is vacating a property, using the Property Condition Report;
- inspections before and after complex repairs;
- periodic stock condition surveys undertaken by a qualified professional.

We conduct inspections in accordance with the *Residential Tenancy Act 1997*. If we determine that more frequent inspections are necessary to maintain a tenancy, we will manage these to ensure that the tenants' right to privacy and quiet enjoyment is not violated.

### Vacated properties

As described in the lease, tenants are required to provide a minimum of 14 days written notice of their intention to vacate the property. We have a procedure for managing vacating tenants.

We provide the tenant with a simple checklist of things to do so they have every opportunity to receive their bond back (where applicable) and understand that the property is to be restored to the condition it was in at the start of the tenancy, allowing for fair wear and tear. This includes cleaning, rubbish removal and not leaving goods at the property such as furniture and vehicles.

We will carry out a final inspection with the tenant (where possible) and complete the Property Condition Report. It is the tenant's responsibility to return keys to us. Once the tenant has returned the keys to us and vacated the property, the tenant is not responsible for any subsequent damage.

If the tenant abandons the premises or fails to return the keys, we will obtain possession of the property and assess its condition. If there is evidence that the tenant is responsible for damage that goes beyond fair wear and tear, we will attend to the repairs and invoice the tenant for related costs.

We have procedures for the maintenance of properties after they have been vacated to:

- identify what maintenance work is to be undertaken;
- prioritise health and safety issues;
- bring forward planned maintenance or major upgrades if applicable;
- identify and manage insurance implications, and
- mitigate potential damage and vandalism to the property.

### Agreements with contractors

We select and work with contractors to ensure that the interests of our organisation are protected and, in particular, that contractors:

- respect our tenants and their home and property;
- deliver good quality work in a timely fashion;
- are competitively priced and represent value for money.

We have guidelines for selecting contractors and agreements that describe our expectations and what each contractor can expect from us. We review contractors' reliability, timeliness and quality of work for price and provide them with feedback.

### Responding to afterhours emergencies

We provide an afterhours service for emergency repairs. When responding to an emergency repair, our contractors will conduct a phone assessment to determine whether the issue needs to be attended to immediately. If the property is deemed uninhabitable, the General Manager, Housing Operations will source emergency accommodation. Examples of emergency repairs are described in our Tenant Handbook.

### References

This policy aligns with Standard 2.2 of the National Community Housing Standards

### Scope

This policy applies to all staff and clients of the following entities:

- CatholicCare Tasmania Affordable Housing
- Centacare Evolve Housing

### Associated Documents:

- Complaints & Appeals Policy and Procedures
- Property Condition Report
- Tenant Handbook

### Policy Review

This policy and related procedure will be reviewed on a 24 month cycle, unless there are legislative, policy, or other organisational changes that instigate an earlier review. The responsibility for the development, amendment and review of policies and procedures rests with the subject matter experts, with the support of the Quality Systems Coordinator.

The most current version of this Policy is available from Domus; changes to the Policy will be communicated via Domus and staff meetings.

Changes to this policy will prompt an update to the Centacare Evolve Tenancy Policy page accessed at [www.centacareevolve.com.au](http://www.centacareevolve.com.au) to be actioned within one week of any change.