



Maintenance Procedure

Commitment

Illohra is committed to providing quality Specialist Disability Accommodation (SDA), and this procedure outlines how we manage maintenance to ensure quality, functionality, affordability, accountability, safety and compliance of dwellings, in line with legislation and standards.

Scope

This policy relates to everyone working with Illohra including staff, Supported Independent Living (SIL) providers, contractors and residents.

What is maintenance and why do we have a procedure?

Illohra manages maintenance of property and equipment to ensure quality, functionality, safety, and sustainability.

Scheduled maintenance is planned servicing of equipment or household refurbishment.

Responsive maintenance addresses damage, hazards, malfunction and wear.

Property condition assessment

A property condition assessment will be completed to record the condition of SDA at the start and end of each tenancy.

Housing officers inspect and photograph structure, fittings and fixtures, and internal and external finishes, to record the condition of the property. Internal and external finishes refers to the general appearance of internal and external components, such as walls, ceilings, doors, paving, clothes lines, curtains and air-conditioners.

If the fixtures or fittings are in a satisfactory and safe condition, and the property meets Illohra standards, the condition is graded as GOOD.

If there is cosmetic wear and tear only (fixtures or fittings are marked, chipped or worn), the condition is graded as FAIR.

Any property item deemed POOR would be scheduled for responsive maintenance.

Asset/maintenance register

Illohra holds a register of scheduled maintenance requirements for all equipment and property.

Property maintenance details recorded on the register will include:

- property address and ID

- maintenance task
- frequency
- service agreement details.

For equipment the register should include, where relevant:

- Type of equipment
- Description of the equipment
- Manufacturer
- Make
- Model or Serial Number
- Where the item is located
- Service Contract Name
- Date of last service
- Date of next service
- Service Frequency
- Disposal Date

All items of equipment owned by Illowra should be included on the asset/maintenance register. These items include:

- Computers
- Hoists
- Household appliances.

The purchase and disposal of this equipment should still be included on the asset/maintenance register.

The asset/equipment register will be held centrally by the maintenance manager, with local copies for the housing officer and SIL.

Where a resident owns their own equipment, they must ensure these items are regularly checked and maintained according to manufacturer's directions. This includes:

- breathing apparatus
- electrical/white goods
- mobility aids.

Where the SIL owns equipment on site, eg computers. they are responsible for safe maintenance, in line with the collaboration agreement.

Maintenance and hazard inspections

The maintenance manager is responsible for ensuring that maintenance and hazard inspections are scheduled and occur no less than quarterly, to monitor the condition of the property and equipment and respond to any arising needs.

Maintenance Requests

If maintenance is identified, a maintenance request should be submitted, in line with this procedure. If a hazard is identified that is not resolved by maintenance, this should be considered in line with the Health and Safety Policy.

Maintenance can be requested by:

- calling the 24 hour response line 1300 455 697 (Illowra)
- emailing fixit@illowraliving.com.au if the repair is not urgent
- reporting non-urgent repairs via the website [Maintenance Request Form](#) if the repair is not urgent.

The maintenance person will ask:

- name
- address
- telephone number
- maintenance required.

The request will be logged then referred for action.

When repairs are requested, Illowra assesses the type of work required and the timeframe for completion. Usually this is determined by the nature of the work required.

Illowra arranges for all urgent works to be completed within 24 hours.

Illowra is required to complete non-urgent maintenance works and general repairs within 14 days of being given notice of repair.

Urgent works

The following repairs are categorised as 'urgent' in accordance with the **RTA (s.3(1))**

- a burst water service
- a blocked or broken sewerage system or toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the rented premises
- a failure or breakdown of any essential service or appliance, provided by the landlord, on the rented premises for hot water, cooking, heating or laundering. For example, a total washing machine/dryer failure in communal laundries or a burst hot water service
- an appliance, fitting or fixture provided by the landlord that uses or supplies water that is malfunctioning in a way that results, or will result, in a substantial amount of water being wasted
- any fault or damage that makes the rented premises unsafe or insecure. The following works are examples of what must be completed as urgent works due to the health or safety risk posed to the tenant or a household member:

- a faulty or broken smoke alarm
- serious damage to external doors, windows or side gates
- a serious fault in external stairs, handrails, ramps, pathways which could result in personal injury
- faulty internal grab rails or shower seats
- public lighting
- lost, stolen or misplaced keys
- any damage of a prescribed class.

There are repair works which comprise urgent and non-urgent components. For example, a lock change that needs to be made to a badly-damaged security door is considered urgent. The replacement of the security door is then given priority status.

Priority maintenance works

Priority works are to be completed within seven calendar days so that the maintenance works do not become urgent repairs.

When determining whether non-urgent maintenance works should be completed as a priority, Illowra considers whether:

- there would be a significant decrease in the level of the amenity provided to the tenant
- future costly repairs could be required if the maintenance works are delayed.

Non-urgent maintenance works

Non-urgent maintenance works or repairs must be completed within 14 days from the date the works are requested. Non-urgent maintenance includes:

- damage to clothes line or hoist
- internal door that cannot be closed
- damage to letter box which does not affect the security of the mail
- damage to floor coverings where the damage is not such that the household's immediate health or safety is affected
- damage to cupboards.

Non-urgent maintenance works are exempt from the 14-day timeline if the works are listed in the future as programmed works.

Faulty or damaged equipment

Equipment faults or damage must be documented and reported in line with this procedure. Faulty equipment must be safely disconnected from power sources and either physically removed or obviously tagged as not safe to use.

Contractor Procedure

A key part of maintenance is the selection, briefing, induction and monitoring of contractors. This is covered in the Contractor Procedure.

Service agreements

Service agreements support scheduled maintenance and repairs. This is covered under the Contractor Procedure.

Scheduled property maintenance

Scheduled property maintenance may include the following, unless it is picked up in the participant or collaboration agreements:

- internal or external painting
- replacement of floor coverings
- window, fencing and other carpentry works
- structural works
- roof repairs
- installation of security doors
- upgrades or repairs
- adaptations and disability modifications
- gardening
- waste disposal
- fumigation and pest extermination.

Equipment maintenance

Staff and the SIL provider (SDA) are responsible for day-to-day equipment checks, including cleaning and fault reporting.

The dwelling asset/maintenance register is maintained in line with manufacturers recommended instructions, to ensure that any likely problems are dealt with before expensive repairs are required. *For example*

| Item | Frequency |
|--|--|
| Hoists (overhead) – Residential | 6 monthly |
| Adjustable baths | Annually |
| Emergency Equipment eg fire panel, extinguishers, blankets etc | Six Monthly (with monthly visual inspections by the SIL) |

Safety Maintenance Manual

In addition to the dwelling asset/maintenance register each dwelling will have an *Essential Safety Maintenance Manual* in keeping with Victorian Building Regulations 2006 to ensure adequate levels of fire safety and protection. This manual will contain details of all essential safety items (i.e. fire sprinklers) including their maintenance history.

Maintenance costs

The landlord will generally pay maintenance costs, and the maintenance manager will be responsible for this budget. Residential/tenancy/service agreements and collaboration agreements have clauses that cover any responsibility for damage.

Maintaining information

In line with our Privacy Policy, privacy of maintenance information is maintained and information is stored securely.

Responsibilities

Maintenance Manager is responsible for:

- ensuring that maintenance and hazard inspections are scheduled and occur quarterly
- overseeing the asset and equipment register
- overseeing contractors and service agreements
- overseeing responsive maintenance
- overseeing the maintenance budget.

Housing Officers are responsible for:

- working in line with this policy
- tailoring information to meet the needs of residents and applicants
- ensuring local maintenance is responsive and in line with resident needs.

Residents, applicants, families and other stakeholders are responsible for:

- keeping the house clean and in reasonable condition in line with the residential/tenancy/service agreement
- purchasing and maintaining own equipment unless otherwise agreed
- keeping shared equipment clean and in working order.

SIL providers are responsible for:

- working in line with this policy in the context of the collaboration agreement
- keeping the house clean and in reasonable condition
- keeping shared equipment clean and in working order
- making maintenance requests.

Questions and feedback

If you would like a copy of this procedure, or if you have any contractor questions or feedback, please contact us at:

info@illowraliving.com.au

1300 455 697 (1300 illowra)

Legislation, Standards and Agreements

The following legislation applies to this policy and supporting documentation:

[Disability Act 2006](#) (Vic)

[Residential Tenancies Act 1997](#) (Vic)

[Residential Tenancies Act 2010](#) (NSW)

Victorian Building Regulations 2006

Related Illowra documents

Collaboration agreements

Contractor Procedure

Health and Safety Policy

Finance Policy

Privacy Policy

Sub-lease Agreement (Residential/tenancy/service agreements)

Essential Safety Maintenance Manual template

| Policy Matrix: Safety | |
|------------------------------|-------------------|
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