



## 9.1 Planned Maintenance

### Scope

This policy outlines the process for planned maintenance, i.e. upgrades and maintenance that are scheduled on a regular basis.

### Policy

Planned maintenance ensures housing stock is maintained in good condition through a program of regular maintenance that is linked to planning and budgets.

### General principles

- To distinguish between different sorts of planned maintenance and have a maintenance program that is planned, monitored and budgeted for.
- To comply with the legal requirements of the Residential Tenancies Act, the Home Building Act, the Disability Discrimination Act and other relevant laws and codes.
- To comply with the Community Housing Standards and the Housing Associations Code of Practice.
- To ensure there are clear contracts and agreements on planned maintenance in place.
- To maximise the useful life of properties.
- To provide tenants with homes which are safe, comfortable, in good repair and of an acceptable and appropriate standard.
- To involve tenants in planning and monitoring of planned maintenance.
- To minimise expenditure on responsive repairs and maximise expenditure on planned and preventative maintenance.

### Categories of planned maintenance

#### *Cyclical maintenance*

- Painting every 7 years
- Carpet replacement every 10 years
- Hot water system replacement every 10 years
- Bathroom upgrade every 25 years
- Kitchen upgrade every 30 years

These time periods are used as the basis for the Planned Maintenance Program. Each property is assessed individually. The Planned Maintenance Program implementation for each individual property can be brought forward or deferred pending circumstances, opportunities and finance available.

#### *Termite inspection*

The Housing Manager looks for signs of termite infection during the annual property inspection. A qualified contractor is engaged to conduct a termite inspection on Capital properties annually.



# St George Community Housing

## Policies

### Section 9 —Asset Maintenance and Modification

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#### **Fire Safety Program**

SGCH employs a fire maintenance company to complete a 15a Certification or Annual Fire Safety Statement on buildings required to have such certification by the council.

#### ***Smoke Detector Program***

Smoke detectors are installed in all Capital properties. Qualified contractors are engaged to conduct annual smoke detector inspections on all Capital properties.

For Leasehold properties, owners are obliged to install smoke detectors. If a Leasehold property has no smoke detector installed, the SGCH Housing Manager will advise the owner to undertake the works immediately. Properties without smoke alarms cannot be let.

#### **Capital Property Condition Audits**

A Property Condition Audit is to be conducted on a three yearly basis by the Asset Officer for every Capital property. Any structural problems or defects identified in the Audits are the responsibility of the Community Housing Division (CHD) as per the five year Capital leasing agreements. Annual inspections of the property are conducted by Housing Managers for their respective portfolios.

#### **Planned Maintenance Program**

SGCH properties are listed within a planned maintenance program. Within this program, planned maintenance is listed and noted when completed.