



9.2 Responsive Repairs and Maintenance

Scope

This policy applies to repairs and maintenance that are not regularly scheduled but are in response to a request by a tenant or in an emergency weather event or one-off occurrence.

General principles

- To distinguish between different types of repair and maintenance.
- To comply with the legal requirements of the *Residential Tenancies Act 2010*, and other relevant laws and codes.
- To comply with the Community Housing Standards and the Housing Association's Code of Practice.
- To have a repairs service that is efficient, effective, reliable and timely.
- To maximise the useful life of our housing stock.
- To provide our tenants with homes that is safe, in good repair and of an acceptable standard.
- To secure the best contractors and achieve value for money.

Types of maintenance

Type of Maintenance	Definition	Example	Target Response Time
Emergency repairs	<p>A failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering, or any fault or damage that cause the premises to be unsafe or not secure,</p> <p>Clauses 16 and 17 in the Residential Tenancy Agreement</p>	<ul style="list-style-type: none">▪ Dangerous electrical fault▪ A gas leak▪ A failure or breakdown of the gas, electricity or water supply▪ Serious storm or fire damage▪ A burst water service▪ A blocked or broken lavatory system▪ A serious roof leak▪ Flooding or serious flood damage▪ Broken glass▪ an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is being wasted	<p>Immediately (within 24 hours)</p>



St George Community Housing

Policies

Section 9 —Asset Maintenance and Modification

Type of Maintenance	Definition	Example	Target Response Time
Urgent repairs	Problems which cause the tenant a high degree of disruption or Problem may lead to more serious problems or higher costs if unattended to	<ul style="list-style-type: none">▪ Outstanding routine maintenance▪ Leaking guttering▪ Leaking tap▪ Vacant repairs	Within 7 days
Routine maintenance	Repairs which have been identified as needing attention but are not urgent	<ul style="list-style-type: none">▪ Broken sash cord▪ Internal doors that won't close▪ Flyscreens	Within 28 days
Common area planned maintenance and preventative cyclical maintenance	The planned renewal and replacement of building components and appliances, based on estimates of their expected life span and the actual condition of the property	<ul style="list-style-type: none">▪ Painting▪ Replacement of hot water service▪ Floor covering▪ Replacement of appliance cooking facilities or upgrading property bathroom/kitchen renovation	Annually

After hour's emergency repairs

After hours is defined as hours outside the normal working hours of 9am to 5pm Monday to Friday. The after hours emergency phone operates Monday to Friday 6am to 9am and 5pm to 10pm and Saturday, Sunday and public holidays 6am-10pm.

Pest control

SGCH will only be responsible for the following:

- Termite inspection and treatment
- Possums
- Birds' nests
- Fumigation for vacant property
- Fumigation for household pests within six months of the tenancy starting
- Supported housing tenants in group homes
- Compassionate grounds (Senior Housing Manager to determine).