



OBJECTIVE

Maintenance requests are raised to keep track of the work being done on properties. They keep a record of what work is required, what work has been actioned, as well as the costs involved with the job.

1. PROCEDURE

1.1 Urgent Maintenance and Repairs

Urgent repairs are defined by the Residential Tenancies Act 1987 and fall into 2 categories:

1. Repairs that are necessary for the supply or restoration of an essential service (to be completed by a suitable repairer within 24hrs); and
2. Other urgent repairs (those that are not an essential service, but may nevertheless cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant. Arrangements for these repairs must be made within 48 hours).

Essential services are listed in the Residential Tenancies Regulations 1987 as:

- Electricity;
- Gas;
- Waste water management treatment;
- Water (including the supply of hot water);
- Functioning RCD's; and
- Functioning smoke alarms.

You must report an urgent repair immediately. To report an urgent repair:

In business hours:

- Phone the Property and Tenancy Coordinator and advise the job as a matter of priority.

Out of hours:

- Staff will contact the On-Call Manager to discuss the and seek approval to contact a qualified tradesperson to attend the property to carry out work;
- The On-call Manager has responsibility to inform the Property and Tenancy Coordinator, on the next working day, of repairs or maintenance carried out and include:
 - Time they were advised of the issue by the tenant;
 - Details of the contractor/supplier;
 - Details of the work and/or supplies required for the job;
 - Price verbally quoted by the contractor/supplier;
 - Name of the staff member who raised the request; and
 - Time the works were completed.



Staff must also liaise with the tenant to keep them updated and in serious cases, where safety is an issue, advise they temporarily vacate the property until the tradesperson has fixed the problem.

1.2 Non-urgent Maintenance and Repairs

Where there has been an identified maintenance issues or required repairs through:

- A tenant reporting there is an issue; or
- A staff member observing there is an issue (e.g. during a property inspection or home visit).

Staff will report maintenance issues or required repairs directly to the Property and Tenancy Coordinator via email.

1.3 Chintaro

The Property and Tenancy Coordinator will ensure:

- All jobs are categorised and logged in Chintaro;
- Quotes required are gained;
- They liaise with Manager, Finance and Corporate Services with in regards to contractors not on the preferred supplier list;
- The Manager, Finance and Corporate Services receives the invoice and cost centre information;
- All work requested is as per the quote and to an acceptable standard;
- Follow up on any outstanding works requested; and
- The job is closed in Chintaro once complete.

1.4 Response Times

Urgent repairs

Essential services repairs **24 hours**

Repairs that are necessary for the supply or restoration of an essential service eg. Electricity, gas, waste water management, water, functioning smoke alarm

Other repairs **48 hours**

Not an essential service, but may nevertheless cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant.

Priority

Priority Repairs **48 hours**

Important but not impacting on safety or ability to stay at the property Eg. Fences blown over, broken windows.

Normal

Non-urgent repairs or maintenance **2 weeks**

Do not present a risk or high level of inconvenience to the tenant.



Maintenance Request Procedure

Organisational Policy and Procedure this procedure relates to:

1. Repairs and Maintenance Policy (HP4005)
2. Repairs and Maintenance Procedure (HP4014)
3. Code of Conduct for Contractors (HR1052)
4. Delegation Matrix

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