

Repairs and Maintenance Procedure

OBJECTIVES

To ensure clear process for requesting, quoting, ordering and payment of all property repairs and maintenance.

STATEMENT

To ensure tenants are aware of their rights and responsibilities regarding property repairs and maintenance and to ensure that maintenance requests are responded to within prescribed time-frames dependent on the urgency of the repair reported.

For definitions of type of repairs and maintenance and time-frames associated to each please refer to the 'Repairs and Maintenance' policy (HP4005).

STATEMENT – FDV

Upon intake to the service Indigo Junction staff will inform tenants of their rights and processes related to Family and Domestic Violence.

If repairs and maintenance are as a direct result of Family and Domestic Violence, Indigo Junction will respond in compliance with the relevant tenancy laws which can be found at - <https://www.commerce.wa.gov.au/consumer-protection/safe-tenancy-wa>

OBLIGATIONS

With regard to maintenance and repair of properties, Indigo Junction's obligations include:

- Informing tenants of their rights and responsibilities regarding repairs and maintenance at intake and through the Tenant Handbook;
- Providing the property in a reasonable state of cleanliness;
- Providing and maintaining the property in a reasonable state of repair, having regard to the housing age, character and prospective life;
- In consultation with Housing Authority, complying with the requirements in respect to health and safety, so far as they apply to the property;
- Responsibility for the cost of all repairs and maintenance required on a property due to general wear and tear (this excludes all repairs and maintenance required due to neglect, misuse, wilful damage and litter); and
- Ensuring that repairs and maintenance are provided in an efficient and timely manner to maintain the life of the property, and that repairs and maintenance are equitable between tenants and across properties.

With regard to maintenance and repair of properties, the tenant's obligations include:

- Keeping the premises in a reasonable state of cleanliness;
- Notifying Indigo Junction staff, as soon as practicable, of any damage to the premises;

Repairs and Maintenance Procedure

- Ensuring there is no damage to the property caused by intentional or negligent action;
- Reporting damage to Indigo Junction as soon as possible, where there are concerns for health or safety;
- Paying for damage costs incurred;
- Ensuring the premises are not used for any illegal purpose;
- Ensuring urgent or non-urgent maintenance or repairs to the premises, fixtures or chattels belonging to the organisation, are not performed; and
- Continuing to pay rent under all circumstances, even if Indigo Junction fails to do maintenance and repairs (if the tenant stops paying rent they are breaching the residential tenancy agreement and Indigo Junction can take action).

1.0 PROCEDURE

1.1 Repair types and response times

For all types and response times please refer to the 'Maintenance Request' procedure (HP4015).

For urgent repairs:

- For out of hour's urgent repairs, staff will contact the On-Call Manager to discuss the situation and seek approval to contact a qualified tradesperson to attend the property to carry out work.
- After numerous attempts, if there is a delay in contacting the On-Call Manager and the matter is urgent, staff can proceed to arrange urgent repairs. In this case, staff are to request the tradesperson make the item safe (e.g. disconnect the gas supply) until such times as permanent repairs can be carried out.

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 Maintenance requests

Staff are to follow the "Maintenance Request procedure" (HP4015).

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

Outside of business hours urgent repairs and maintenance issues are to be referred to the On-Call Manager for approval. Staff are to:

- Discuss the situation with the On-Call Manager who has a list of preferred suppliers and can provide approval for work to be undertaken;
- Facilitate communications between the contractor and tenant;
- If possible and safe, attend the property to meet the contractor and provide access if required;

Repairs and Maintenance Procedure

- Check relevant paperwork (see point 1.11 of this procedure) to ensure that the contractor is qualified and licensed to carry out the required repairs; and
- Keep copies of all relevant documentation (e.g. safety compliance certificates and invoices) at the completion of the job.

The On-Call Manager has responsibility to inform the Property and Tenancy Coordinator, on the next working day, of repairs or maintenance carried out.

1.3 Undertaking maintenance

The Property and Tenancy Coordinator is responsible for ensuring all maintenance and repairs are undertaken within the prescribed time-frames.

Prior to works being undertaken or goods received the Property and Tenancy Coordinator will:

- Where ever possible use a preferred contractor/supplier;
- Where works are estimated to exceed \$2,000, gain CEO approval.

In the event a preferred contractor/supplier cannot undertake the works:

- Obtain a minimum of two quotes if the cost of such maintenance or repair is likely to exceed \$5,000.
- Obtain three quotes if the cost of such maintenance or repair is likely to exceed \$15,000.
- Liaise with the Manager Finance and Corporate Services to undertake an ABN and licence check.

Once works have been undertaken, the Property and Tenancy Coordinator will:

- Check the works undertaken align with the quote received;
- Once satisfied with the works completed finalise the maintenance request on Chintaro.
- Ensure the invoice is received by Corporate Services and provide them with the cost centre information.
- Add all costs to Chintaro once invoices have been received.

1.4 Outstanding maintenance

Indigo Junction Property and Tenancy Coordinator will follow up with the maintenance officer and / or contractors and suppliers regarding any outstanding maintenance requests.

All maintenance requests should be completed in a timely fashion and within the classification timeframe (e.g. urgent jobs within 24 hours where possible).

Maintenance requests must be closed on Chintaro as work is completed.

1.5 Access to the property in emergencies

If an emergency occurs and the tenant is not available to provide permission for access to their property, staff in consultation with the Property and Tenancy Coordinator, or out of hours the On-Call Manager, can make the necessary arrangements required to repair the

Repairs and Maintenance Procedure

problem. This should be documented in Chintaro by the Property and Tenancy Coordinator and the tenant should be informed when they can next be contacted.

1.6 Pest control

Tenants are to advise of any vermin at the property within 1 month of the commencement of their tenancy. If this occurs within the 1 month time-frame Indigo Junction will be responsible for pest control, after this 1 month period, the tenants are responsible for keeping the property free from vermin (rats, roaches, mice etc.).

Staff can support tenants by:

- Sharing strategies for pest control;
- Raising any issues with the Service Manager; and
- Referring the tenant to a pest control company.

Indigo Junction, under its own lease agreement with the Housing Authority must conduct annual termite inspections for each property. This will be coordinated by the Property and Tenancy Coordinator however, staff may need to support access to the property.

1.7 Vacted maintained and repairs

Each time tenants move on, the property is cleaned and if required, maintenance and repair work is carried out. The Property and Tenancy Coordinator will identify required maintenance and repairs, liaise with Service Managers for time-frames and arrange the work to be completed.

1.8 Planned (cyclical) maintenance

Indigo Junction management will ensure a schedule for planned maintenance in order to maintain the property condition to the required standard. Refer to the Asset Management Plan. These items include but are not limited to termite inspections and safety inspections.

The Property and Tenancy Coordinator will assess cyclical maintenance annually in November. Details of any maintenance that is the responsibility of the Housing Authority will be passed to the CEO who will liaise with the Housing Authority.

1.9 Graffiti removal

Under the lease agreement with the Housing Authority, Indigo Junction must remove graffiti:

- Immediately upon detection of that graffiti, in the event that it is racist and/or obscene; or
- Otherwise within 48 hours upon detection of that graffiti.

Staff should report graffiti immediately to the Property and Tenancy Coordinator. Details of the graffiti, a photo of the graffiti, the action taken and the timeframe should be documented. A maintenance request to remove the graffiti should be created on Chintaro and recorded as a priority job by the Property and Tenancy Coordinator.

1.10 Preferred contractors

Repairs and Maintenance Procedure

Indigo Junction has a responsibility to ensure that all specialised repairs and maintenance are carried out by licensed contractors. As such, Indigo Junction maintains a 'Preferred Service Provider' list compiled by the Property and Tenancy Coordinator in consultation with the Manager, Finance and Corporate Services. Contractors on this list:

- Have had their ABN verified,
- Are qualified and licensed to carry out their work
- Have the appropriate insurance cover
- Have signed the contractors Code of Conduct;
- Have demonstrated their work provides value for money; and
- Have all the above checked and documented annually.

1.11 Contractor requirements

All Plumbers, Electricians, Gas Fitters and Builders should hold appropriate licences which assure they are suitably qualified to carry out the required work to Australian Standards and Statutory/Regulatory requirements.

The Property and Tenancy Coordinator in consultation with the Manager, Finance and Corporate Services will ensure that all non-preferred contractors, tradespeople, and suppliers comply by:

- Asking for their Licence Number. It can be checked through the Consumer and Business Services website at http://www.commerce.wa.gov.au/services/all?=&field_srv_service_type_tid=3878 for whether they hold a current licence;
- Checking their ABN through the Australian Taxation Office;
- Requesting copies of appropriate insurance certificates. All Contractors / Tradespersons who are undertaking work for the public should have Public Liability Insurance to the value of at least \$10 million. A Contractor with no cover means Indigo Junction is liable for any damage which may occur while the contractor is on our premises; and
- Ensuring they sign the contractors Code of Conduct.

1.12 Record keeping

- A maintenance request complete with full details should be created in Chintaro by the Property and Tenancy Coordinator.
- Email requests for significant or urgent repairs will be referred to in Chintaro.
- Signed Contractor Code of Conduct forms are to be scanned and filed electronically. Original copies to be stored by the Manager, Finance and Corporate Services.
- All Certificates of Safety, receipts and relevant paperwork from contractors are to be passed on to the Property and Tenancy Coordinator who will ensure appropriate storage with the Manager, Finance and Corporate Services.

Repairs and Maintenance Procedure

- In the case of RCD and smoke alarm installations, these will be recorded on the Share Drive by the Property and Tenancy Coordinator.

Organisational Policy this procedure relates to:

1. Repairs and Maintenance (HP4005)
2. Tenant Engagement (HP4003)

Effective Date: December 2019

Review Date: November 2022