

All Indigo Junction Policies are to be read in conjunction with Indigo Junction's overarching policy commitment statement, the Specialist Homelessness Services (SHS) service standards, the Australian Charities and Not for Profits Commission Governance Standards and the Associations Incorporation Act 2015

### PURPOSE

To ensure that properties are safe and secure and meet acceptable community standards. To protect the value of community housing assets and provide a consistent and equitable level of service within the available resources.

### 1.0 STATEMENT – FDV

If repairs and maintenance required are as a result of Family and/or Domestic Violence, Indigo Junction will respond in compliance with the relevant tenancy laws. Information related to these laws can be found at <https://www.commerce.wa.gov.au/publications/safe-tenancy-wa-advice-landlords>

### 2.0 DEFINITIONS

#### 2.1 Repairs and Maintenance

Repairs and Maintenance are the repair and maintenance or replacement of items of like for like. Repairs and Maintenance are not the refurbishment or renovation, which are the installation or addition of new appliances or facilities.

#### 2.2 Responsive Maintenance

Responsive maintenance deals with repairs that are required by the tenant of a property on a day to day basis. This includes such things as leaking taps, faulty water heating systems, faulty electrical circuitry, water pipe leaks, etc.

#### 2.3 Cyclical Maintenance

Cyclical maintenance is maintenance which would normally be carried out in a planned way, over a certain period of time. However, various factors may occur that expedite the need for this work to be done within a normal maintenance period. E.g. termite damage to door frames, mechanical breakdown of a heating system, etc. Indigo Junction have Property Safety Checks on each property on a regular basis, and annual termite inspections, both of which sit under the cyclical maintenance category.

#### 2.4 Planned Maintenance

Planned maintenance deals with the five/ten year cyclic maintenance for repairs to the housing stock. The normal activities include external painting and building fabric repairs

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as well as some internal works. This work is not a responsibility of Indigo Junction and is commonly undertaken by the Housing Authority. Indigo Junction will advise the Housing Authority in April of each year any planned maintenance required in the coming financial year. Approval will be requested prior to works taking place and a request should be sent to the Housing Authority for the reimbursement of funds where required. Indigo Junction holds a provision for all managed properties which allows expedited repairs and maintenance should they be required. Planned maintenance should be carried out as per the Property Asset Management Plan.

### 2.5 Vacate Maintenance

Vacate maintenance occurs between tenancies when the property is unoccupied. This maintenance ensures the property meets the condition standards for the next tenants.

### 2.6 Urgent Repairs

#### 2.6.1 Essential Service Repairs

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

Timeframe — Repairs to be carried out within 24 hours

#### 2.6.2 Other Repairs

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

Timeframe - Repairs to be carried out within 48 hours

### 2.7 Priority Repairs

Important but do not impact on safety or ability to stay at the property e.g. fence blown over, broken window Timeframe - Repairs to be carried out within 48 hours

### 2.8 Normal Repairs

Non-urgent repairs or maintenance which do not present a risk or high level of inconvenience to the tenant

Timeframe - Repairs to be carried out within 2 weeks

### 2.9 Family and Domestic Violence

As per the WA tenancy laws and RTA

## 3.0 VALUES

Indigo Junction will:

- Adhere to the Community Housing 'Asset Condition Standards and Guidelines for Managed Premises' in regards to property conditions.
- Adhere to the tenancy laws in relation to Family and Domestic Violence; Provide all tenants with the 'Tenant Handbook' outlining rights and responsibilities.
- Conduct repairs and maintenance on properties within the time-frames provided in the Residential Tenancies Act 1987.

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- Ensure a range of mechanisms are in place to identify, report and respond to repairs and maintenance.
- Conduct a property safety check prior to a new tenant entering the property and then in conjunction with property inspections every 3 months until the tenancy ends.
- Arrange an annual termite inspection for each property.
- Select and work with appropriately qualified contractors to ensure that the interest of Indigo Junction and its clients are protected, and that repairs and maintenance undertaken provide value for money.
- Have a code of conduct for contractors.
- Remove graffiti under the conditions and time-frames of the lease agreement.
- Always seek the tenants consent to enter a property prior to conducting repairs and maintenance. Indigo Junction may authorise the entry to a property without consent in a genuine emergency (e.g. to carry out urgent repairs or to protect the premises from damage). Have a 'Repairs and Maintenance' procedure (HP4014).
- Have a 'Maintenance Request' procedure (HP4015).
- Maintain and store all related documentation as per the 'Records Management' policy (MA5003).

Associated Indigo Junction policies to this policy:

- Property Management (HP4002)
- Tenant Engagement (HP4003)
- Asset Management (HR1000)
- Safety and Health (OS2000)
- Service Delivery (SD3000)
- Records Management (MA5003)

Associated Indigo Junction procedures to this policy:

- Repairs and Maintenance (HP4014)
- Code of Conduct for Contractors (HR 1052)
- Delegation Matrix
- Maintenance Request Procedure (HP4015)

### Policy Context: this policy relates to

Applicable Standards or other external obligations	Housing Authority Assets condition standards and guidelines manual Housing Authority Lease Agreements NRSCH 2b - Housing Assets NRSCH 2c - Housing Assets NCH 2.2 - Responsive Maintenance and Repairs NCH 2.3 - Planned Maintenance
Applicable legislation	Residential Tenancies Act 1987 (WA) Residential Tenancies Regulations 1989 Building Code of Australia (BCA), AS



## Repairs and Maintenance Policy

	3786:2014
Applicable contractual obligations	

**Policy Contact Person:** CEO

Approval Signature	
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