

Repairs and Maintenance Policy – Rental Housing

Applies to Property and Housing

Rental Housing

Policy Statement

The policy applies to rental properties owned by Uniting. It explains how Uniting will provide repairs and maintenance services to tenants. This Repairs & Maintenance Policy – Independent Living is to ensure that Uniting provides a high standard and consistent maintenance service, and that Uniting and tenants meet their obligations under the relevant Residential Tenancies Act.

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1 Purpose

The purpose of this policy is to outline how Uniting will provide repairs and maintenance services to tenants and outline obligations under the relevant Residential Tenancies Act.

This policy applies, but is not limited to, all social housing, affordable housing and other general rental tenancies managed by Uniting.

2 Scope

This policy applies to all relevant Rental Housing and Seniors staff.

3 Compliance

This policy forms part of Rental Housing suite of documents in order to comply with the requirements of Residential Tenancies Act.

4 Policy principles

4.1 Tenant Responsibilities

Tenants are responsible for:

- Keeping the residential premise reasonably clean
- Promptly providing details of any repairs and maintenance
- Notifying Uniting as soon as practicable of any damage to the residential premises
- Replacing light globes and batteries for smoke detectors on the residential premises
- Notifying Uniting if any smoke detector or smoke alarm in the premises is not working properly.
- Give Uniting a reasonable opportunity to make the repairs and allow access for completing the required work.
- Responsible for meeting the cost of repairing any damage caused by neglect, misuse or damage by a tenant visitor.

4.2 Uniting Responsibilities

Uniting is responsible for keeping the residential premises in a reasonable state of repair and that they are safe, and all amenities are maintained in proper working order.

To comply with all statutory obligations relating to the health or safety of the residential premises.

4.3 Responsive repairs

Responsive repairs include routine repairs that cause inconvenience or could become a risk to health and safety if left unattended. It also includes repairs necessary to reinstate a building or component to a safe or functional level of service.

4.4 Reporting repairs including out of hours emergency repairs.

Uniting operates a “24 hours a day 7 days a week” maintenance call centre.

Tenants can report repairs by calling our maintenance call centre Tel: 1800 815 478, or they can write to their Village/Housing Manager about the repairs.

Each repair will be assessed to determine the nature and priority of the work to be undertaken.

The call centre will contact the appropriate contractor. They will provide contact details for access to enable the works to be carried out within the appropriate time frame.

4.5 Response time frames

The timeframe and category of repairs is determined by a risk assessment and assigned a category of responsive maintenance as detailed in the table below. Responsive repairs and maintenance time frames comply with obligations under the Residential Tenancies Act.

Priority	Examples/Types of work	How/who to contact	Approximate response time
<u>Priority A</u> <u>Emergency</u> Immediate health or safety issues Potential to endanger life	Storm damage, power poles down, gas leak, structural damage, live power wires down on site	Call emergency services – 000 Call 1800 815 478	Make safe within 2 hours
<u>Priority C</u> Causing disruption to multiple resident units Potential to cause injury	Loss of power or other utilities, significant security risk to village, trapped resident in lift, fire systems not working	Call 1800 815 478	Within 4 hours
<u>Priority D</u> Causing extreme discomfort in single resident unit	Blocked and overflowing toilet or floor waste, hot water service failure, graffiti (offensive), security concern	Call 1800 815 478	Within 24 hours of request
<u>Priority E</u> Causing discomfort or disruption to single unit, no risk to life	Single light out, minor leaks	Call 1800 815 478	Within 5 working days of request
<u>Priority F</u> Cosmetic concerns, not posing health, safety risks or disruption to residents	Garden/grounds issue, paint damage in common areas, graffiti (non-offensive)	Call 1800 815 478	Within 15 working days of request
<u>Smoke Alarms</u>	Including replacing removable battery (unless the tenant notifies that they will replace the battery) or becoming aware the tenant has not replaced the battery or where Uniting has not been notified by the tenant that	Call 1800 815 478	Within 2 business days

	they have replaced the battery. - Smoke alarms will be checked every year to ensure they are working. - Removable batteries will be installed or replaced every year (or for lithium batteries, in the period specified by the smoke alarm manufacturer)		Annually
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4.6 Appeals

If a tenant disagrees with the service provided or a decision Uniting has made, they should first discuss their concerns with the relevant person. If the matter is not resolved, they may ask Uniting for a formal review of the decision by requesting an Appeal. This policy is available from Uniting's office or download from our website <https://www.uniting.org/content/dam/uniting/documents/retirement-and-independent-living/affordable-rentals/procedures/Appeals-Procedure.pdf>

If a tenant is unsatisfied with the outcome of the review, they can appeal to the NSW Government's Housing Appeals Committee: <http://www.hac.nsw.gov.au/how-to-appeal>.

5 Roles and responsibilities

All relevant Rental Housing and Seniors staff to comply with this policy.

6 Legislation and standards

- [Residential Tenancies Act 2010](#) (NSW)
- [Residential Tenancies Act 1997](#) (ACT)
- [Work Health and Safety Act 2011](#) (NSW)
- [Building Code of Australia](#)