



Policy and Procedure - Community Housing

Property Maintenance

1. Purpose & Scope

- 1.1. The purpose of this policy is to provide direction and procedures to be adhered to by UnitingCare West (UCW) Housing Service in relation to maintaining all properties used within the UCW Housing Service to a reasonable standard in accordance with Community Housing Asset Condition Standards & Guidelines.

2. Definitions

- 2.1. Reactive Maintenance deals with repairs that are required by the tenant of a property on a day to day basis. This includes but is not limited to; leaking taps, faulty heating systems, faulty electrical circuitry, water pipe leaks.
- 2.2. Planned Maintenance is scheduled and budgeted for annually. This would normally be carried out periodically over the financial year. This includes but is not limited to; mowing, termite inspections, gutter cleaning.
- 2.3. Long Term Maintenance addresses essential fixtures that a financial provision is made for on the basis of each items expected life cycle. This includes but is not limited to; Kitchens, Bathrooms, Painting, Hot Water Units.

3. Background

- 3.1. All of the properties that are allocated to UCW Housing Service by the Department of Communities (Housing) are inspected before being signed over to the UCW Housing Service. The handover inspection is completed by DoC staff and by UCW Housing Service staff. This ensures both parties are satisfied that the properties being accepted are in an acceptable state of repair.
- 3.2. Property conditions deteriorate with the age of the dwellings and each property will need to have certain works and repairs carried out to maintain expected standards. This would occur through periodic property inspections and Reactive, Planned and Long Term Maintenance.



4. Policy Statement

- 4.1. UCW Housing Service will meet its responsibility to ensure that it maintains its properties to an acceptable level for its tenants in accordance with UCW Minimum Standard Guidelines.
- 4.2. In order to do this UCW Housing Service will endeavour to not only respond quickly to requests for reactive and periodically perform planned maintenance to upgrade each property over a period of time.

5. Procedure - Response times to Maintenance

Priority & Maintenance Example				
Urgent (1-3 Hours)	High (same day)	Medium (3 days)	Low (7-10 days)	Non Urgent (14+ days)
Gas leak Burst water pipe	Major water leak Blocked toilet No hot water	Pest treatments Fix a lock/door	Fix blinds Garden maintenance	Non-urgent property alterations Quotes

6. Procedure - Dealing with Responsive Maintenance

- 6.1. Upon receiving a request from a tenant to carry out an item of day to day maintenance, Tenant Support Workers (TSW) must obtain adequate information on the request. This will include the name and address, contact details and as detailed as possible a description of the fault that requires the repair.
- 6.2. The TSW must determine the urgency as prescribed in the *Residential Tenancies Act 1987 WA*.
- 6.3. The TSW will log the maintenance via UCW's external contractor management agency, AESC, using their online portal. This will activate a request to a suitable contractor to undertake to required works.
- 6.4. Confirmation of the work order will be received by email. The TSW must then add this as a work request against the property on LINK, UCW's internal property and asset management application, completing the necessary information about the work order. This should be categorised as Reactive Maintenance on drop down field on LINK. To finalise this task, the Work order than needs to be issued.
- 6.5. Confirmation of completion of the work request will be received by the TSW by email once the contractor has indicated to AESC that works have been completed. This should be then updated as completed on LINK.



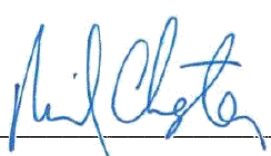
7. Procedure - Dealing with Planned Maintenance

- 7.1. Planned maintenance is scheduled and is usually ongoing periodically. This maintenance should be identified and logged by the UCW Team Leader with AESC directly who will schedule an ongoing work request with the nominated contractor.
- 7.2. As per 5.4 but categorised as Planned Maintenance in the drop down field on LINK.
- 7.3. As per 5.5.

8. Procedure - Dealing with Long Term Maintenance

- 8.1. Prior to an inspection the TSW should note what long term maintenance has been scheduled for the property in the current financial year, as listed on LINK. This information can be easily accessed either by using the memo pop up alert on the property or via the LTM dashboard on LINK.
- 8.2. If it is confirmed that the long term maintenance is required, the TSW must request quotes from at least 2 contractors as work orders via AESC.
- 8.3. On receipt of the quotes, the TSW should consult with the Team Leader of Housing Service to jointly agree upon which contractor to be used for the work.
- 8.4. The TSW must instruct the chosen contractor via AESC to carry out the work and ask them to liaise closely with the relevant TSW and tenant.
- 8.5. As per 5.4 but be categorised as Long Term Maintenance in the drop down field on LINK.
- 8.6. Once completed, the TSW must determine that the work has been completed to a satisfactory condition prior to advancing to 7.7.
- 8.7. As per 5.5

9. Authorisation

Approved by:  _____

Date: 25th October 2019