




MAINTENANCE POLICY

DOCUMENT DETAILS	
DOCUMENT NAME	Maintenance Policy
NRS PERFORMANCE OUTCOME	Housing Assets
APPROVAL	Board of Management
VERSION	3.0
STATUS	Approved
ISSUED	19th December 2017
NEXT REVIEW	19th December 2019

APPROVAL – BOARD OF MANAGEMENT	
CHAIR	
SIGNED DATE	

1. PURPOSE

This policy applies to all properties owned by IDAA.

IDAA is committed to ensuring that properties are well maintained to ensure the safety and wellbeing of tenants and the sustainability of IDAA properties.

Properties will be maintained in accordance with broader social housing accommodation standards, relevant legislation and community housing policies. Adherence to the National Regulatory System for Community Housing will be monitored.

Properties are maintained on a 'like for like' basis and IDAA strives to provide a consistent and equitable level of service, within the organisation's available resources.

IDAA provides a 24 hour, 7 day maintenance service. After-hours requests for maintenance are restricted to emergencies only. Tenants will be informed of the maintenance process at the beginning of their tenancy.

2. LEGAL FRAMEWORK

The IDAA maintenance policy sits within a legal framework and is consistent with the:

- Residential Tenancy Act 1995(SA)
- Mandatory components of the Housing Improvement Act 2016
- Community Housing Maintenance Accommodation Standards

- National Regulatory System for Community Housing
- Community Housing Master Agreement
- Water Industry Act 2012

3. BACKGROUND

As a landlord covered by the RTA 1995(SA) IDAA is responsible for maintaining its properties in reasonable repair so that they are safe, secure and healthy. Maintenance is a major point of contact between IDAA and its tenants and provides an opportunity to:

- develop relationships with tenants, support providers, families and advocates
- Improve tenant satisfaction with their housing and other services provided by the organisation

Maintenance is carefully planned and prioritised to ensure critical and essential work is completed first.

In maintaining our properties we recognise that they are a highly valuable public asset. Our maintenance plan is designed to maintain their value not only as an asset but to provide tenants with a 'home'.

4. RESPONSIBILITIES

Both IDAA and the tenant have clearly defined responsibilities to ensure that properties are maintained in accordance with the RTA.

IDAA	Tenant
Undertaking repairs to ensure properties are safe, clean and fit to live in	Keeping the premises clean
Maintaining properties in reasonable repair	Maintaining front and rear yards to an acceptable community standard
Maintaining and cleaning common areas in multi-unit sites	Repair any damage caused by the tenant, members of the tenant household or any visitors the tenant allows on the premises
	Notifying IDAA of any damage as soon as possible and taking action to avoid any further damage
	Leaving the premises in the same condition (as recorded and agreed on the in the Tenancy Inspection Sheet) completed at the end of the tenancy. Reasonable wear and tear is excluded.

5. HOW WE IDENTIFY MAINTENANCE

IDAA identifies maintenance through a number of mechanisms:

- Tenants contacting the office
- Support Providers/Families
- IDAA staff visiting in response to a tenant request
- Tenancies inspections
- Inspection of vacated properties

- Building Inspection Reports

6. HOW WE PRIORITISE MAINTENANCE

Maintenance is categorised into urgent and non-urgent issues. Maintenance that affects the health, safety or essential security of the tenant is undertaken first.

In addition to responding to urgent maintenance issues as they arise IDAA undertakes programmed maintenance. The programmed maintenance plan is periodically reviewed to ensure that work is carried out where it is needed most. Properties in poor condition are generally repaired first. However, response times can also be adjusted to match the circumstances of individual tenants.

Maintenance Work Response Times

The response time categories for repairs are as follows:

Priority 1	Urgent	To be attended to within 6 hours after notification
Priority 2	Urgent	Work to commence within 36 hours after notification
Priority 3	Non Urgent	Non – emergency work to commence within 14 days or a longer reasonable period
Programmed Maintenance	Non Urgent	As per the programmed maintenance plan

Priority 1

A Priority 1 repair will be carried out where there is an immediate health, safety or security risk or where the property will be further damaged if work is not carried out immediately. A contractor will be notified and required to attend within 6 hours of the issue being reported.

Including but not limited to:

- Total loss of water or power supply
- Blocked drains/waste pipes/storm water drains(anything that prevents the use of the toilet or all water sources at the property)
- Flooding
- Only toilet at property completely blocked and inoperable
- Gas leakages and dangerous electrical faults
- A fault or damage that causes the premises to be unsafe or insecure – e.g. property cannot be secured
- Burst water mains/pipes
- A fault or damage that compromises the security of the dwelling or the health and/or safety of the tenant, e.g. faulty external main door locks or where the premises needs securing

Priority 2

These repairs will be carried out where there is a maintenance issue causing significant inconvenience or has potential to develop into a health, safety or security risk. This category can also be assigned if there is a significant reduction in amenities such as loss of heating, cooking or hot water facilities. This type of repair will commence within 36 hours from the time the issue is reported.

Including but not limited to:

- Major roof leaks
- Critical taps that cannot be turned on
- Appliance failure, e.g. stove and oven, hot water service
- Smoke detectors failed or broken
- Minor or partial blockage of the only toilet at the property
- Broken or damaged materials that contain asbestos

Priority 3

These repairs are non-urgent in nature and work will commence within 14 days or placed on a planned maintenance programme depending on the situation and the extent of the work.

Priority 3 repairs cover any other work that will not compromise the health or safety of the tenant or security of the property and have already been identified on the Property Maintenance Plan.

Including but not limited to:

- Internal door handle is loose or fallen off
- Renew silicone seal to shower/bath
- Wall tile has fallen off
- Re-grouting of wall tiles
- Cracked roof tile
- Window/gate difficult to operate
- Fly wire replacement due to fair wear and tear
- Security or other door which is binding but still functional
- Minor leaks

7. PROGRAMMED MAINTENANCE

IDAA undertakes building inspections every 2 years for each property.

Items identified from these inspections along with feedback received from Support Providers, tenants and their families/or advocate are tabulated into a 5-year Summary Maintenance Plan. Repairs identified in the inspections are based on estimated expected life span and the actual condition of the property.

Some examples of planned maintenance works include:

- Internal/external painting
- Refurbishment of the bathroom, kitchen, laundry and/or toilet
- Roofing
- Replacement of fencing
- Paving
- Gutter Cleaning
- Replacement of appliances such as stoves and hot water units

8. COMPLIANCE ITEMS

In accordance with various legislative/standards IDAA is responsible for ensuring that each property has the following items:

- Thermostatic Mixing Valve regulating water temperature to the bathroom/s
- Smoke Alarms
- In addition some properties may also have a Tempering Valve regulating water temperature to other areas of the house, i.e. kitchen and laundry

These items will be inspected or serviced in accordance with the relevant standards.

IDAA maintains an Asbestos Register and those properties containing asbestos are audited each year.

9. DISCRETIONARY MAINTENANCE

Community housing tenants deserve the same minimum level of amenity expected by the broader community. In the private rental market Landlords would raise rents at their discretion to enable the appropriate provision of amenities and to maintain them.

In 2017 even the most modest of rental properties in the private rental market could be expected to have floor coverings and air conditioning.

IDAA has set aside a discretionary maintenance budget which is funded via an Additional Service Levy. Additional Service Levies are a mechanism to raise rents within an acceptable affordability benchmark to fund items for which a community housing landlord would not ordinarily be responsible.

Funds raised via the maintenance levy are used for the following items (as outlined in Regulation 11 of the RTA).

- 9.1 Floor coverings, vinyl or carpet on a case by case basis at the end of lifespan. However, damage not considered to be 'fair wear and tear' will be at the cost of the tenant or support provider.
- 9.2 Air conditioning/Heating Cooling. In line with current health and safety expectations IDAA has developed a 5 year plan to ensure that every IDAA property has at least one 'zone' which can be temperature controlled to escape extreme heat events.
- 9.3 Light fittings at commencement only. Tenants are responsible for replacing fittings as necessary during the term of their tenancy.

In addition to the items listed above the Discretionary Maintenance Budget will also fund:

- 9.4 "One-off" hardship cases in circumstances where a tenant is not able to, nor has the financial resources to undertake the work themselves. This may include garden clean-ups, pest control and other requests received from tenants and/or family members. Each request will be assessed on a case by case basis but presumes that other sources of funding/assistance have been explored.

Eligible requests for funding will be added to a wait list based on the date of referral. The urgency of the request may supersede the referral date where a tenant's health could be compromised or an WH&S concern may arise if the repair is not attended to.

The scope of work undertaken in any given month will not exceed the budget. If eligible applications exceed the monthly budget they will be rolled over to the next month and so on to maintain a neutral budget position.

This funding is not intended to erode the tenant's responsibilities to maintain the property as defined by RTA. Rather it is intended to provide assistance in extraordinary circumstances to help tenants get back on track and maintain their tenancy.

9.5 Installation of new Thermostatic Mixing Valves.

10. FAIR WEAR AND TEAR

Fair wear and tear means the gradual and expected deterioration to fixtures and fittings caused by normal usage over time.

The IDAA Maintenance Procedure provides guidelines on the expected lifespan of key items such as painting, roofing, kitchen cabinets, bathroom fit-outs, floor coverings and hot water units and so on.

Tenants must comply with the conditions of tenancy and are responsible for any repairs or maintenance necessary because of non-fair wear and tear. Non-fair wear and tear means any deterioration of or damage to, the property not due to age and/or reasonable use of the property.

Where tenants are responsible for repairs or maintenance they can:

- Undertake the work themselves to an acceptable standard
- Engage their own contractor
- Request IDAA to engage a contractor in which case IDAA will charge the costs to the tenant

11. OTHER

IDAA will take appropriate action to ensure the safety of the tenant.

Wasps/Bees	IDAA will remove only if infestation occurs in chimney spaces, inside a cavity wall or the front and rear porch; or where the infestation is on a group site and there is a risk of infestation to other properties. European wasps must be reported to the Local Council to eradicate
Birds	IDAA will remove and bird proof the house
Fleas, cockroaches and spiders	IDAA will remove/treat only if the infestation is reported within ninety (90) days of occupation
Mice and rats	IDAA will seal any openings. Removal of rodents is the responsibility of the tenant
Snakes and ants	Tenant responsibility. Tenants are advised to contact a local snake catcher to arrange removal
White ants(termites)	IDAA will take appropriate action, including the involvement of pest control services to remove current activity and prevent further damage

In some instances a levy may be collected for one or more of these items to assist tenants to meet the longer term costs.

12. ITEMS NOT MAINTAINED BY IDAA

IDAA provides accommodation at a rental rate considerably below the market rate, and does not operate at a profit. This means that there is a limit to what maintenance work can be undertaken. The Residential Tenancies Regulations 1995, Section 11 explains that Associations (Landlords) are not responsible for the following items:

Air conditioners	Refrigeration units
Antennas	Room heaters
Ceiling fans	Spa bath motors
External blinds	Waste disposal units
Floor coverings (unless otherwise specified in the lease)	Garden sheds
Internal blinds and curtains	Window treatments – external blinds
Light fittings	Dishwashers
Washing machines	Swimming pools and associated equipment
Rainwater tanks, other than where the tank is the only source of water for the premises	Water pumps, other than where the water pumped is the only water supplied to the premises
Gardens/Lawns	Any property modifications carried out to a property (once appropriate authority is obtained from IDAA)

In some instances a levy may be collected for one or more of these items to assist tenants to meet the longer term costs.

13. ACCESS TO PROPERTIES FOR MAINTENANCE

Under the Residential Tenancy Act Landlords may enter the premises to undertake carrying out necessary repairs or maintenance. Tenants must be given at least 48 hours' notice to undertake routine repairs or as negotiated. No notice is required when responding to an emergency.

14. ALTERATIONS AND ADDITIONS

If tenants/support providers wish to make any alterations/modifications to an IDAA property they must complete an Alterations/Additions Application Form prior to undertaking any modifications to the property. If tenants/support providers modify a property without the necessary approval from IDAA they may be asked to remove and 'make-good' the modification at their cost.

15. TENANT CHARGES

IDAA may charge tenants/support providers for the following:

1 Lost Keys

Costs associated with regaining entry to a property if the tenant loses key or accidentally locks themselves out.

2 Non-Attendance

If maintenance needs to be undertaken at a property a date and time, to complete the work will be negotiated with the tenant and/or support worker.

If a contractor is unable to complete the required maintenance at the property after attending at the agreed date and time, the tenant/support worker may incur a non-attendance charge. The cost will be as invoiced by the contractor.

3 Tenant Damage

Damage that is not fair wear and tear and deemed to be as a result of negligence, neglect or intentional may be charged to the tenant. Some examples include:

- an accident – e.g. broken window
- negligence – e.g. not keeping the property clean and in good condition
- intentional damage caused by the tenant, visitors or support workers
- damage to floors and coverings – e.g. cigarette burns
- damage to kitchen benches – e.g. scorch marks
- holes or damage to walls created by putting in or removing nails, plugs or screws
- tears and rips in flyscreens
- damage to doors and door hardware

16. DISABILITY MODIFICATIONS

IDAA tries to support tenants to remain in their home wherever possible. IDAA are able to arrange modifications to tenant's homes under certain circumstances.

Non Specialist Disability (SDA) Accommodation modifications are funded by the Department for Communities and Social Inclusion and therefore need to be approved by Renewal SA. The

applicant/support provider is required to complete and sign a Disability Modification Request Form. The request must be supported by an Occupational Therapist who will scope out the work required. IDAA will forward the application to Renewal SA and advise the tenant of the outcome.

Modification can include mobility aids, handrails, ramps, grab rails, taps etc.

Where a property is covered by Specialist Disability Accommodation funding, an application supported by an OT assessment, must be submitted to IDAA for consideration.

17. TENANT LEVIES

IDAA collects tenant levies to assist in providing items which are outside the scope of what a Landlord is expected to provide. Applications are assessed on a case by case basis and funded if the application is supported and the budget allows.

18. VACANT PROPERTIES

Urgent maintenance work and cleaning will be undertaken as required before a property is re-tenanted. Major work that is not urgent will usually be included on the planned maintenance program.

All locks will be re-keyed when an IDAA property becomes vacant

Provision of Keys at the beginning of a tenancy

- Every tenant named on the lease will be given a key for every access point. This includes all doors garage doors, roller doors and gates if keyed. In other words any point where you enter or exit a property.
- In situations where windows are keyed alike a unique key for each window will be provided.
- Every tenant named on the lease must be given a remote control for any remotely controlled access point, i.e. an automated garage door.
- In addition to the above, **one** set of house keys - anything other than access points, i.e. a shed key, window keys must also be provided to the tenant(s).

19. DISPUTE RESOLUTION

IDAA endeavours to resolve complaints fairly, quickly and effectively. Ideally complaints should be resolved when and where they occur, i.e. directly with the person and/or service involved. Where this cannot be achieved the complaint should be referred to a Manager or the Chief Executive Officer.

Appellants have the right to appeal a decision made by IDAA by lodging an application with an Internal Appeal Committee comprising an IDAA Board member, senior staff member of another housing organisation and Board members of other housing associations.

The appellant has the right to appeal to SACAT should he/she be unhappy with the appeal outcome or process.

20. RELATED POLICIES

- IDAA Maintenance Procedures
- IDAA Water Management Policy
- IDAA Painting Procedure
- IDAA Discretionary Maintenance Budget Policy
- IDAA Discretionary Maintenance Budget Procedure
- Community Housing Maintenance Accommodation Standards
- Grievance, Complains, Appeals and Compliments Policy