

H08 Property Maintenance and Repairs

1. Purpose

The purpose of this policy is to ensure that YWCA National Housing and YWCA Housing (YWCA) maintains all properties under its management and/or ownership to a community standard in accordance with regulatory Performance Standards and other relevant requirements.

YWCA has an Asset Management Plan designed to:

- Ensure that owned and/or managed community properties meet acceptable standards.
- Protect the value of assets and see available resources effectively and efficiently; and
- Ensure the acquisition and development of housing stock meets the identified needs of its target cohorts

2. Scope

This policy applies to all housing owned and/or managed by YWCA and will always consider the YWCA and/or other program guidelines associated with the specified dwelling.

3. Policy Aim

YWCA provides housing that is safe and appropriate for its residents/renters/tenants needs. Through the use of quality maintenance and repair policies and associated practice standards, YWCA ensure its properties are maintained in good repair and contribute to the creation of sustainable tenancies and healthy households.

4. Policy Statement

YWCA carries out repairs and maintenance to keep properties in good repair, safe and secure condition during the life of the property. This includes initiating repairs and/or replacement to fixtures, fittings or surfaces, where YWCA is responsible, in order to remedy natural deterioration as a result of reasonable wear and tear, and servicing and maintenance of appliances and fittings. Where another agency, such as a state government housing authority, is responsible for maintenance/repairs, YWCA will notify them to initiate the repairs.

YWCA insures properties against damage from certain insurable events such as fire, flood, storms, or malicious damage. YWCA will take all reasonable steps to ensure that it can recover from its property insurance any amount which may be claimed under the terms of its policy.

YWCA does not provide contents insurance for resident/renter/tenant belongings. All YWCA residents/renters/tenants are encouraged to insure their own contents.

Maintenance works can be defined by one of the following categories:

1. Responsive Maintenance.
2. Planned Maintenance.
3. Cyclical Maintenance.
4. Capital Improvement.

5. Definitions

Capital improvement	means a repair or upgrade to enhance the condition of the property better than the original state
Contractor	Means a company engaged by YWCA or associated agency to complete maintenance/repair works at a YWCA managed/owned property
Cyclical maintenance	means maintenance that is scheduled, regular and recurring
Planned maintenance	means maintenance that is pre-arranged and planned in advance
Responsive maintenance	means maintenance that is required day-to-day for items that stop working or functioning as intended and/or damage occurs to any element of the property

6. Property inspections

YWCA carries out inspections to ensure properties meet policy and standard requirements and the needs of residents/renters/tenants. Inspections are undertaken in line with the YWCA Inspection Policy, at events/intervals such as:

- When a tenant exits a property (vacant inspection)
- Routine internal and external inspections of properties, approximately every 6months.
- Ad hoc inspections in response to upgrade works or a tenant maintenance request.
- After insurable events (fire, storm, flood, tenant damage etc.).

7. Responsive Maintenance

Responsive maintenance consists of day-to-day maintenance and includes repairs required to return an item to working condition. Generally, the tenant must be relied upon to notify YWCA, although YWCA staff may identify also identify a repair or improvement.

Responsive maintenance is determined as urgent maintenance and non-urgent maintenance. Non-urgent maintenance has sub-categories of priority maintenance and normal maintenance.

YWCA will provide reliable and timely responses to maintenance requests and comply with legislative requirements under the Residential Tenancies Act. The specified timeframes regarding the actioning of maintenance and repair requests are adhered to by YWCA and will be provided to the resident/renter/tenant whenever a repair/maintenance is requested.

YWCA provides its contractors with all available information to support the efficient and effective management and completion of repairs including the required repair timeframe.

If a repair is required due to negligence or fault of any householder, occupant and/or their visitor of the property, the cost of the repair may be required to be paid for by the resident/tenant/renter.

8. Cyclical Maintenance

Cyclical maintenance refers to regular, scheduled maintenance. This maintenance assists in extending the life of the property fitting, fixture or building element, as well as ensuring it is functioning correctly and efficiently.

Cyclical maintenance also includes regular maintenance to ensure compliance to building codes or safety standards.

9. Planned Maintenance

YWCA's planned maintenance comprises the development of a program designed to maintain properties in good repair, safe and functional condition during the life of the property.

Planned Maintenance is pre-arranged works that extend the life of the building element or property.

- YWCA has in accordance with its Asset Management Plan, a planned and systematic approach to carrying out non-urgent works that:
 - Extend the life of the item or property.
 - Reduce health and safety concerns.
 - Reduce events which decrease the level of service provided to tenants.
 - Renew a component of the building, fixture or fitting that is beyond a repair.
 - Improve a component of the building, fixture or fitting.

10. Contractor Management

YWCA Housing selects Contractors to ensure the interests of the organisation are protected, in particular:

- Contractors respect tenants and their needs and abide by YWCA Code of Conduct.
- Contractors meet all compliance which includes, but not limited to, public liability insurance
- Contractors deliver quality work in a timely manner.
- Contractors charge a fair price for services; and
- Contractors fulfil their WHS obligation to a safe workplace.

11. Whitegoods and Furniture – Rooming House Programs

YWCA is responsible for repairs, maintenance and replacement of whitegoods, kitchen items and furniture to rooming house properties, where identified and included in rooming and/or tenancy agreements.

12. Complaints, Feedback and Appeal of decisions

YWCA has an effective and appropriate response in place to deal with complaints and ensures that accurate information and records of investigations are maintained. YWCA will ensure that privacy principles are followed

at all times and tenant confidentiality is maintained throughout the incident management process.

YWCA welcomes anyone to query any decisions we make and/or ask questions about our work practices. If a customer wishes to provide feedback to YWCA and/or believes a decision made by us is incorrect, they can register their feedback and/or lodge an appeal using the YWCA Feedback and Appeals Policy.

Document Control Data	
Policy Framework	
Responsible Body	Chief Executive Officer
Accountable Officer	General Manager, Community Housing
Transparency and Accessibility	This policy will be available on the website https://www.ywcahousing.org.au/policies/
Supersedes	All previous local policies
Associated documents	YWCA Housing Policies and Procedures YWCA Feedback and Appeals Policy and Procedures YWCA Privacy Policies and Procedures YWCA Customer Service Charter
Legislation, Frameworks, Standards, Codes and Agreements	Housing Assistance Act 1996 (COM) Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential tenancies & Rooming Accommodation Act 2008 (QLD) Residential Tenancies Act 1999 (NT) National Affordable Housing Agreement Victorian Charter of Human Rights and Responsibilities Act 2006 Queensland Human Rights Act 2019 National Community Housing Standards Department of Human Services Standards (VIC) Consumer Charter for Community Managed Housing and Homelessness Services (VIC) National Community Housing Regulatory Code Victorian Community Housing Regulatory Code State based agreements between YWCA and statutory bodies

Approval and Amendment History			
Review period – 2 years			
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May 2022	1.0	Superseded Maintenance and Repairs Policy	May 2024