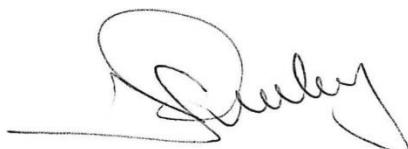


# Maintenance Management Policy

## DOCUMENT APPROVAL

Approval date: 21 June 2022

A handwritten signature in black ink, appearing to read 'Denley'.

**Joanne Denley**  
**Chair, Minda Housing Limited Board**

## Maintenance Management Policy

### Contents

<b>1. POLICY PURPOSE .....</b>	<b>3</b>
<b>2. POLICY SCOPE .....</b>	<b>3</b>
<b>3. TENANT RESPONSIBILITIES.....</b>	<b>3</b>
<b>4. MHL RESPONSIBILITIES .....</b>	<b>4</b>
<b>5. PLANNED MAINTENANCE.....</b>	<b>4</b>
<b>6. CYCLICAL MAINTENANCE.....</b>	<b>5</b>
6.1.    Compliance/Safety.....	5
6.2.    Lawns and Grounds .....	5
6.3.    Preventative Maintenance .....	5
<b>7. RESPONSIVE MAINTENANCE.....</b>	<b>5</b>
<b>8. REQUESTING REPAIRS AND MAINTENANCE .....</b>	<b>6</b>
<b>9. ENSURING SERVICE QUALITY .....</b>	<b>7</b>
<b>10. COMPLIMENTS, COMPLAINTS AND APPEALS .....</b>	<b>7</b>
<b>11. RELEVANT LEGISLATION .....</b>	<b>7</b>
<b>12. REFERENCES.....</b>	<b>7</b>

## Maintenance Management Policy

### 1. POLICY PURPOSE

This policy explains how MHL will provide repairs and maintenance services to its tenants.

MHL believes that providing a good standard of maintenance improves the wellbeing of our tenants and ensures that the amenity and value of properties is retained.

This policy is focused on improving the tenant experience and the quality of the homes we manage and own. Through this policy, MHL will ensure that we:

- Meet all regulatory obligations
- Provide a high quality, consistent maintenance service to our tenants and their families
- Retain and improve the quality of the homes we manage and own, and
- Provide an efficient and effective maintenance service

### 2. POLICY SCOPE

This policy applies to all properties in MHL's portfolio where MHL has maintenance responsibilities.

MHL has contractual obligations with the South Australian Housing Authority (SAHA) for properties leased under the Disability Housing Program Specialised Lease Agreement whereby responsive maintenance remains the responsibility of the SAHA. This means the delivery of asset maintenance services can vary in some instances.

Where this policy refers to 'tenant/s', MHL acknowledges it may be tenant/s or their nominated supports, advocates or legal representatives.

### 3. TENANT RESPONSIBILITIES

MHL tenants will have a responsibility to promptly report repairs and maintenance required to their property, and to allow access for completing required work. They will also be responsible for ensuring they notify MHL of any damage to their property and for meeting the cost of repairing any damage caused by the neglect, misuse, wilful or accidental damage by a resident or visitor to the home.

Under the Residential Tenancy Act, 1995, tenants are responsible for undertaking some minor repairs in their property that may include:

- replacement of light bulbs in the property,
- replacement of smoke alarm batteries,
- replacement of lost keys or resultant change of locks to doors and windows where keys are lost,
- and repairs to any items that have been erected/installed by themselves (eg hooks and air conditioning).

Tenants are also responsible for general upkeep and property care of their dwellings and any private open space attached to their dwelling.

## Maintenance Management Policy

### 4. MHL RESPONSIBILITIES

MHL is responsible for ensuring that maintenance is undertaken on the properties it manages or owns, to ensure that they are safe and all amenities are maintained in a proper working order.

In doing so, MHL undertakes maintenance in three broad categories, Planned Maintenance, Cyclical Maintenance and Responsive Maintenance.

MHL defines Planned Maintenance as the scheduled replacement, upgrade or renovation of major items in a property.

MHL defines Cyclical Maintenance as a series of regular checks and inspections to ensure that properties comply with health and safety, legislative and duty of care obligations.

MHL defines Responsive Maintenance as time critical repairs necessary to reinstate a property or component to a safe or functional level of service. This also includes routine repairs that cause inconvenience or could become a risk to health and safety if left unattended.

### 5. PLANNED MAINTENANCE

A planned approach to maintenance, rather than responsive approach, is more cost effective, delivers better maintenance solutions and causes less disruption to tenants.

Planned maintenance is scheduled based on the following considerations:

- legislative requirements which must be met
- Life cycle upgrade timeframes as identified through our 3 yearly technical scoping inspections
- Risk assessment for each property undertaken through our technical scoping inspections
- Overall budget allocation in line with our 10-year forecast model

Wherever possible, MHL will involve tenants in decisions about work proposed for their homes. For example, tenants may have a choice in the use of colours and materials used in MHL's planned maintenance upgrades to their home. Throughout the process tenants will be kept informed about what work is required and when it will be done.

Instead of replacing property elements like-for-like, when scoping planned maintenance works, MHL will actively undertake value adding enhancements to improve amenity where economically viable, e.g. altering kitchen and bathroom layouts.

Scheduled maintenance is sometimes brought forward or deferred to suit tenant needs and other priorities. Properties that require upgrades for safety and security issues will be prioritised.

Where a property becomes vacant, MHL will consider the feasibility of bringing forward maintenance work to minimise the impact on future tenants. All properties will be clean, safe and habitable.

## Maintenance Management Policy

### 6. CYCLICAL MAINTENANCE

The cyclical maintenance program is divided into three categories as follows:

#### 6.1. Compliance/Safety

This includes maintenance programs to ensure that MHL meets legislative and regulatory requirements to maintain the safety and security of tenants. Includes electrical (RCD), fire safety and smoke alarm inspections, asbestos monitoring and TMV servicing.

#### 6.2. Lawns and Grounds

Regular maintenance is carried out on common areas, grounds and/or gardens of properties. Works include general upkeep and maintenance cleaning of internal common areas, lawns and gardens.

#### 6.3. Preventative Maintenance

MHL defines preventive maintenance as regularly scheduled work that is undertaken to avoid breakdown and deterioration of the property. By undertaking preventative maintenance effectively, MHL will reduce the amount of responsive, planned and structural work that may be required. Works include heating and cooling servicing, roof and gutter inspections, tree pruning and termite inspections, automatic door servicing and vergola maintenance.

### 7. RESPONSIVE MAINTENANCE

MHL provide a responsive maintenance service, appropriate to both tenant and portfolio needs. Responsive maintenance delivered by MHL is categorised and prioritised in accordance with the below which aligns with Community Housing Maintenance Accommodation Standards as applicable.

## Maintenance Management Policy

PRIORITY 1	
Response	Work to commence within 4 hours after notification
Description	Any repair work that is urgent and immediately affects tenants' health, safety or security
Urgency	Urgent
Resolution	Work to be completed within 5 business days. Where P1 works cannot be rectified within same day, MHL will work with tenants to ensure their health, safety and security is not compromised.
PRIORITY 2	
Response	Work to commence within 24 hours after notification
Description	Any repair work that is urgent but does not immediately affect tenants' health, safety or security
Urgency	Urgent
Resolution	Work to be completed within 7 business days
PRIORITY 3	
Response	Work to commence within 14 days or a longer reasonable period
Description	Other
Urgency	Non-urgent
Resolution	MHL will make contact with you within 14 business days to discuss your request and talk about an estimated timeframe the work will be undertaken.

### 8. REQUESTING REPAIRS AND MAINTENANCE

Tenants must report maintenance issues as quickly as possible.

MHL offers a 24 hour 7 day a week contact service for emergency repairs and maintenance. Tenants can report maintenance matters by:

1. Lodging a request online via our Tenant Contact Form
2. Calling 0476 769 350
3. Emailing the MHL team on [mindahousing@minda.asn.au](mailto:mindahousing@minda.asn.au)

## Maintenance Management Policy

Maintenance requests are assessed and priority determined by MHL staff based on the above category classification.

MHL utilises a panel of approved contractors for delivery of maintenance work. Contractors engaged by MHL hold appropriate screening clearances as required to provide services in the Disability Sector.

### 9. ENSURING SERVICE QUALITY

All MHL staff and contractors must comply with Minda Inc's Code of Conduct. The Code outlines our expectations of behaviours to ensure all tenants are treated with respect and courtesy.

### 10. COMPLIMENTS, COMPLAINTS AND APPEALS

This is an appealable policy. If a tenant is not satisfied with a service provided by MHL or does not agree with a decision, they can ask for a formal review. Requests for a formal review can be made directly to the MHL office by calling 8422 6201, emailing the MHL team on [mindahousing@minda.asn.au](mailto:mindahousing@minda.asn.au) or by completing the Tenant Contact Form on the MHL website.

### 11. RELEVANT LEGISLATION

Residential Tenancies Act 1995

### 12. REFERENCES

Community Housing Maintenance Accommodation Standards, 2016

Work Health and Safety Act SA, 2012

MHL Residential Tenancy Agreement

MHL Tenant Handbook

MHL Maintenance Procedures