

Tharawal Housing Aboriginal Corporation

Asset Maintenance and Repairs Policy

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| Content: | Property Condition Policy |
| Version: | 4 |
| Applies to: | Tharawal Housing Aboriginal Corporation |
| Date: | Endorsed by the board 05/08/2025 |
| Date Last Review: | 05/08/2025 |
| Next Review Date: | 05/08/2028 |

Scope:

This policy outlines the standards in which properties managed on behalf of the Aboriginal Housing Officer will be maintained.

Purpose:

Tharawal Housing Aboriginal Corporation will meet the requirements of:

- the *Residential Tenancies Act 2010* to provide all residential premises in a reasonable state of cleanliness, and to provide and maintain the premises in a reasonable state of repair, having regard to the age of the property and its prospective life;
- AHO Standards for New supply, New Acquisition and Repair's & Maintenance
- relevant legislation and by-laws, including local Council regulations, agreed building industry standards and all applicable relevant health & safety standards.

AHO Property Standard Specifications:

Property transferred from the AHO to Tharawal Housing Aboriginal Corporation for tenancy management will be maintained to the same standards as received. Any properties that do not meet the below standards at the time of transferred will be brought up to standards at the time of upgrades being undertaken.

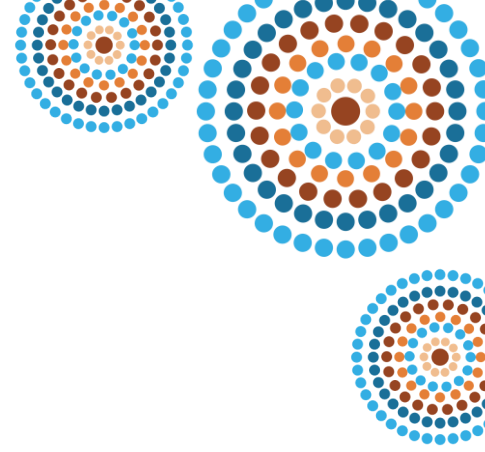
Smoke Alarms

Are to be hard wired to an active supply with a sealed 10 year lithium battery back-up and comply with current Australian Standards. Smoke alarms are serviced annual.

Kitchen

Kitchen cupboards and bench tops are to be in good condition free of damage, handles are to be firmly fixed and drawers open close easily. Kitchen fitments are to be manufactured from selected plastic laminated finished, high water-resistant materials to a minimum 16 mm thick generally. The edges are to be finished with selected laminate strip matching face of board. The floor unit are to be 900mm high and 600mm deep. Bench tops are to be 32mm thick with rounded edge surfaced with limited plastic, nominal 600mm deep. Cupboard doors and drawers to have 2mm PVC bevelled edging. Provide one drawer unit including one cutlery unit in the top of the unit.

Replacement doors or drawers to kitchen units shall matched as near as possible to existing. Any shelf replacement will be from plastic laminated finished with high water-resistant material.



- All laminate is to be in good condition without evidence of lifting or peeling.
- The silicone seal to bench-top and splashback is to be in good condition.
- Sink unit is to be securely fixed and drain properly with no leaks.
- Taps are to operate freely without leaks
- Stove is to be securely fixed to prevent tipping. Electric stove is to have four top heating elements, timer, separate oven and grill, control knobs at the rear with tiles behind the stove in line with splashback tiling.
- Flick mixer taps will not fitted unless replacing already fitted flick mixer taps.
- Range hood above stove is to be in good condition with a minimum 2 speed fan, diffuser light and separate light switch. Ducting will not be fitted.

Bathroom

Bathroom fixture are to be in good order free from leaks and water damage. Bathrooms are to contain the necessary fittings; soap holder, toilet roll holder, towel rail, vanity unit, mirror, toilet and cistern shower and bath. Not all properties will have bath tubs depending on the property type.

All plumbing and drainage must comply with local authorities.

In situations where a whole bathroom replacement or the vanity needs to be replaced, a high moisture resistant vanity unit on legs must be installed. A hobbles shower is required for modified dwellings. Soap holders are to be surface mounted. The section beneath the vanity is to be tiled with same or similar colour and size if it has been replaced with a vanity on legs. When a completed refurbishment is done the whole of the room is to be treated as a wet areas as defined in the Building Code of Australia. When replacing cistern a dual flush system is to be installed.

Replacement of hot water heaters must be seated on a concrete 100mm thick slab and comply with the recommendation of the AHO.

- All fixtures and fittings are to be securely fitted, free from cracks.
- Leaks are to be repaired, and any areas and areas are to be waterproofed where required.
- Taps are to operate freely and there should be adequate water pressure.
- Shower and mirror are to be free of cracks or sharp edges.
- Floor is to grade evenly to a floor waste.
- Natural and mechanical ventilation.
- Bathrooms, toilets and en-suites must have a functioning ceiling exhaust.
- Any major leaks or blockage are to be repaired as soon as possible.
- Pan and cistern are to be securely fixed, free from cracks, complete and operation with no evidence of leakage.
- Hot water systems are to have tempering valve installed.

Carpet/flooring

Carpet. Tiles and Vinyl flooring is installed by experienced a competent flooring installation tradesman. Workmanship must comply with Australia Standards.

Carpet in properties shall be domestic extra heavy duty level loop pile with a composition of 100% wool or 90% wool and 10% nylon. Spread of frame to be 0 with a smoke developed index of not more than 5. Underlay in all areas to



received carpet, underlay must be as recommend and installed in accordance with carpet manufacturer's recommendations. Edge strips at junction with different floor finishes or finishes of a different thickness. Where edge strip occur at doorways, make the junction directly below the closed door.

Carpet is to be in reasonable condition with no significant wear and tear, holes or lifting.

Vinyl flooring must be a minimum of 3.0mm thick unless otherwise directed and installed in accordance with the manufacturer's printed instructions. Timber subfloors are to have all loose boards re-nailed and badly worm or damaged boards must be replaced. Overlay subfloor with hardboard or approved fibrous cement vinyl flooring underlay.

The underlay sheets must be installed and fastened as per manufacture's recommendation. Concrete floors must be oil, grease, paint, dust and free of any other substance which may prevent the adhesive from forming a secure bond. The surface must be smooth and level completely free of cracks holes and protrusion. If required a levelling compound to the concrete floor as per manufacture's recommendations. Where edge strip occur at doorways, make the junction directly below the closed door.

Vinyl flooring is to be in reasonable condition with no significant wear and tear, lifting, bubbling or cracking.

Polished timber floorboards and floating floorboards are to be in reasonable condition with no significant wear and tear with no gaps between boards, warping, twisting or holes in any boards. Where floorboards are in poor condition, floorboards will be re-sanded or overlaid with carpet or vinyl sheeting. Re-sanding and polishing is only to be consider when it would be more economical than overlaying with carpet or viny.

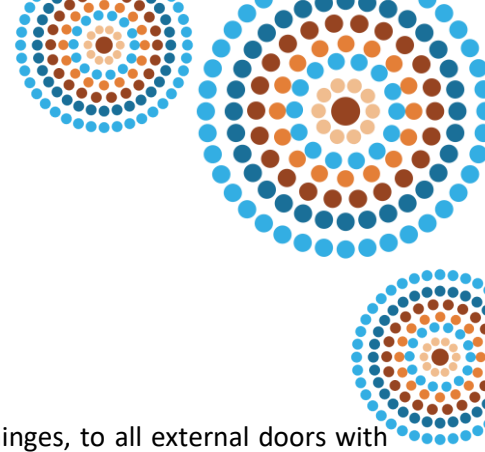
Ceramic floor tiles are to be non-slip to bathroom, toilet and laundry. Quarry tiles to entry area and external door thresholds. Tiles are to be securely fixed with fully grouted joints. Where required waterproofing is to be completed to corners and angles. Missing tiles will be replaced with closest possible match instead of re-tiling the whole area. Finish tiles floors at doorways and at junctions between a different floor finish with a brass or aluminium angle dividing strip suitably fixed to substrate, with top edge flush with the finished floor.

Painting

Properties are to be painted in accordance with the AHO Painting Guidelines which outlines a room breakdown of the required finish and constituent (Acrylic, Enamel etc) of paint to be used on all AHO projects. Selections of paint and material colours are to be selected from the AHO Colour Scheme. Tenants will be given an option to pick colours and material from the AHO selection.

All properties will be painted with two finishing coats any cracked or peeling surface indents are to be repaired prior to painting. Only quality paints supplied from a known and reputable paint manufacturer are to be used.

Before painig all surface are to be thoroughly clean and properly prepared in accordance with the pain manufactures instructions. Ensure that fillers, primers, sealers and undercoats are suitable for the substrate and compatible with the finish coat and each other.



Doors

External doors are to be 40mm with solid core with waterproof ply veneer, on 3 hinges, to all external doors with double cylinder dead latch plus entrance set. Weather excluder to all external door and heavy-duty door stops to all doors.

Door frames and jambs are to be solid timer, prime timber doors on all faces and edges before hanging.

Internal doors are to be cell core doors with ply veneer on 2 hinges with passage set.

AHO dwellings are to be supplied and install proprietary brand pre-finished extruded aluminium heavy duty doors to external doorways including sliding doors. If at the time of transfer, there is no screen doors properties will not receive screen doors until upgrade work is undertaken to the property.

Tenants are to be supplied two keys to each dead latch with external doors and security doors being keyed alike.

Gates/Fencing

Properties are to be suitable enclosed with side and rear fences and provide safety for children. Front fences are installed on a case-by-case basis for security reasons such as:

1. Corner blocks where pedestrians 'cut the corner'.
2. Bus stop outside the property where people gather especially school children.
3. Other examples of heavy pedestrian traffic such as near shops.

Timber fences are to be straight and free of rotten post, paling and rails. Metal gate and fences are to be free of rust.

Fences are to be repaired unless it has badly deteriorated over 70% of its length and complete replacement is more economical. Replacement of fencing must match existing neighbourhood fences. Colourbond is fencing is preferred.

In situations where the fence or part of the fence requires replacement the owner of the neighbouring property is to be consulted before undertaking repairs or replacement and agree to sharing cost before commencing the work.

Windows/Sliding Glass Doors:

All windows and glass sliding doors must comply with the current Australia Standards and carry compliance certification, including glass type and thickness. All windows must be fitted to all open-able windows and sliding glass sliding doors to permit the window to be locked in the closed and open positions. When locked in the open position, the opening is to a maximum of 100mm wide. Supply two keys to each lock and all windows are to be keyed alike for each property.

Obscure glass is to be fitted to bathroom and toilet windows.

All windows are to be provided with sturdy insect screening and be in good condition. If at the time of transfer there is no screen doors properties will not receive screen doors until upgrade work is undertaken to the property.

Roofing



Roof tiles and sheeting will be replaced and installed in accordance with the manufacturer's written recommendation for the particular situation.

In situation where the replacement of guttering is required it shall be Colourbond zincalume steel and in continuous length. Gutters to have a minimum fall of 1:200 to outlet and fitted with gutter brackets at a maximum 1200mm spacing. Gutter brackets and over straps must be compatible with the guttering.

Replacement of downpipes shall be Colourbond zincalume steel and be a minimum of 100x50mm or 75mm diameter.

Prevent direct contact between incompatible materials.

In situations where gutters, downpipes or stormwater lines are required to be cleaned or repaired

Reference:

| Legislation: | Related Policy |
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| <i>Residential Tenancies Act 2010</i> | THAC Asset Policy |
| <i>Residential Tenancies Regulation 2010</i> | Community Housing – Maintenance Planning Guide |
| <i>Aboriginal Housing Act 1998</i> | AHO Standards for New Supply, New Acquisition and Repairs & Maintenance |
| | Hume Housing – Responsive Maintenance Policy |
| | Hume Housing – Cyclical Maintenance Policy |
| | Hume Housing – Planned Maintenance Policy |

Tharawal Housing Aboriginal Corporation staff must always adhere to the Confidentiality and Privacy Policy.

