

Tharawal Housing Aboriginal Corporation

Asset Maintenance and Repairs Policy

Version Number:	3
Applies to:	Tharawal Housing Aboriginal Corporation Asset Management Policy
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Scope:

This policy applies to all properties managed by Tharawal Housing Aboriginal Corporation. This policy is an overview of how maintenance will be carried out. This policy should be read in conjunction with Hume Community Housing maintenance policy.

Tharawal Housing Aboriginal outsources all maintenance works to Hume Community Housing.

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.
- the AHO Maintenance Standards; and
- relevant legislation and by-laws, including local Council regulations, agreed building industry standards and all applicable relevant health & safety standards.

Tharawal Housing Aboriginal Corporation has a responsibility to exercise proper care to ensure the health, safety and wellbeing of tenants in the carrying out of maintenance.

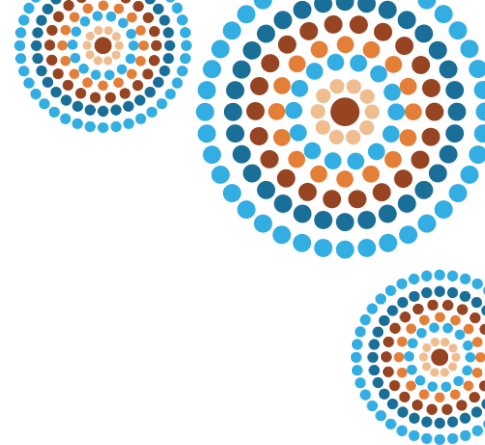
Tharawal Housing Aboriginal Corporation will ensure, as part of its budgeting process, that sufficient funds are available to allow for the achievement of agreed responsive maintenance works, and that there is fair and equitable expenditure across the property portfolio.

Outsourcing of Maintenance:

Tharawal Housing Aboriginal Corporation outsources maintenance to Hume Community Housing. Hume Community Housing Association works in close partnership with Tharawal Housing Aboriginal Corporation to provide outstanding service delivery to our people. All maintenance work is undertaken by their accredited contractors.

Tenants are to report any maintenance or repair needs to their home as soon as practicable. Any maintenance issues reported will be managed in accordance with the following Policies and Procedures:

1. Tharawal Housing Aboriginal Corporation Asset Policy
2. Hume Housing Responsive Maintenance Policy & Procedure (Appendix One)
3. Hume Housing Planned Maintenance Policy & Procedure (Appendix Two)
4. Hume Housing Cyclical Maintenance Policy (Appendix Three)
5. Hume housing Modification Policy (Appendix Four)
6. Hume Housing Hazardous Material/Asbestos Policy (Appendix Five)



7. AHO Standards for New Supply, New Acquisition and Repairs & Maintenance

Reporting Maintenance Issues:

Maintenance issues can be reported by:

- In writing by completing the Repairs Request Form
- Via emailing Repairs@tharawalhousing.com.au
- By calling our maintenance service provider (Hume Housing) on **(02) 9727 0688**, 24 hours 7 days a week.

Responsive Maintenance Timeframes

Category	Timeframe	Maintenance Covers
Emergency	4 hours	<ul style="list-style-type: none"> - Health, safety and security related emergencies such as (but not limited to) electrical danger, fire, storm etc. - Gas leakage - Significant water loss due to a major water pipe failure - Major sewer overflow internal to premises including internal common areas - Significant security threats to the premises and/or persons - Long term damage to the property
Category 1	24 hours	Safety or security threats to occupants requiring prompt action. <ul style="list-style-type: none"> - No lights working in the home - Blocked drain outside the home
Category 2	72 hours	Situations where there is a functional failure of an essential item or appliance <ul style="list-style-type: none"> - Hot-water heaters - Stoves - External door locks - Common area washing machines and dryers
Category 3	20 days	For general repairs and maintenance requests that cannot wait for the planned works

Cyclical Maintenance/Planned Maintenance:

Cyclical maintenance/Planned maintenance is work that is scheduled and a program of works developed to be undertaken on the property so that it is maintained to a standard to ensure its long term viability.

This includes major repairs, upgrade or replacement of items which have a certain life expectancy, for example;

- painting
- flooring
- fencing
- roofing
- kitchens
- bathroom
- laundries

It is also works that is required regularly for legislative or health and safety reasons, for example;

- testing smoke alarms
- pest inspections
- common area lawns and ground works where applicable



- service/plan contractor
- Thermostatic Tempering Valves (TMV) servicing where installed

Disabled Modifications:

Where a tenant (or household member) has a disability which restricts their everyday activities, every consideration will be given to the additional maintenance needs or amenities of their property. Every effort will be made to ensure that the property remains appropriate for their needs, including.

- exceptions to the tenants' maintenance responsibilities detailed in this guideline, where such is considered reasonable and increases the suitability of the property for the tenant or other household members or promotes the safety of household members;
- requests for minor property upgrades and modifications, including the installation of ramps, rails and other aids to assist the tenant in greater independent living.

Approvals made under this section must be appropriately documented.

Major upgrades will be considered as part of the cyclical maintenance and asset management planning of Tharawal Housing Aboriginal Corporation. Every effort will be made to ensure that each property remains appropriate for the needs of the tenants. However in dealing with matters of major upgrades, consideration must also be given to:

- the total cost of the required upgrade;
- the cost-effectiveness of the upgrade in relation to the economic life of the dwelling;
- alternative strategies, including rehousing the tenant in more appropriate housing; and
- the availability of funding support from the AHO.

Notification of Works and Access to Property:

All repairs and maintenance request must be reported to the Hume Community Housing Maintenance Line as soon as possible. Tenants are also able to report maintenance concerns to their Housing Officer who will pass the details onto Hume Community Housing.

Tenants are required to provide necessary access to the properties to enable repairs and maintenance works to be carried out. If tenants do not cooperate or allow access to the property for works to be undertaken further action may be taken through NCAT.

Procedures for Repairs and Maintenance:

The procedure regarding the process for repairs and maintenance is that;

- The tenant will contact Hume Community Housing Maintenance Line and provide details of repair work required.
- The maintenance line will determine if the request for works is urgent, responsive or planned/scheduled.

Prioritising Work:

All urgent repairs will receive first priority over any other repairs and maintenance to ensure the safety of the tenants.

All other responsive and scheduled/planned repairs and maintenance will be undertaken in accordance to the Asset Maintenance Schedule.

Maintenance Ordering and Expenditure:

All maintenance work orders will be issued by Hume Community Housing in writing and will include:

- specific nature of required works;



- premises access arrangements;
- date for completion of works;
- name of tenant to acknowledge completion of works;

All maintenance work orders issued by Tharawal Housing Aboriginal Corporation will be authorised in accordance with the approved Schedule of Delegations.

Engaging and Working with Contractors:

Under the NSW Fair Trading licencing, only a builder or tradesperson who is properly trained and has the relevant experience to do the work may be licensed. Any person who carries out residential building work over \$5,000 in labour and materials without an appropriate licence is breaking the law and could be prosecuted.

Specialist tradespeople who carry out any of the following must be licensed regardless of the cost of the work:

- electrical wiring
- plumbing, draining and gas fitting work
- air conditioning and refrigeration work (except plug-in appliances).

Any potential builder or tradesperson will be asked to provide a copy of their licence as part of the selection criteria. Licensing protects the organisation in:

- dealing with a legitimate business
- ensuring the tradesperson has the right qualifications for the job
- enjoying better consumer protection
- protecting the organisation from unqualified and unlicensed 'handyman' businesses.

By law, all builders and tradespeople must display their licence number on any advertisement for their services.

Refer to Engaging a Contractor Policy

Checking and Paying for Work:

All work of greater value than \$1,000 will be audited by a representative of Tharawal Housing Aboriginal Corporation prior to payment.

Wherever possible, works of less value than \$1,000 will be randomly audited by a representative of Tharawal Housing Aboriginal Corporation. Where this is not possible, the tenant may be contacted to confirm that the work/s has been completed and it appears satisfactory.

Major works will be checked by a suitably qualified building consultant.

All work to vacant properties, regardless of the value of the work, must be checked by a representative of Tharawal Housing Aboriginal Corporation.

Property Inspections:

The Housing Officer will conduct property inspections at the beginning and ending of every tenancy.

Property inspections are required to ensure the tenant is maintaining the property in good order and neat and tidy. Regular property inspections will be undertaken during a tenancy every 3 months per year.

Asset management inspections will be conducted once a year to update the Asset Management Schedule.



Tenants will be provided with seven (7) days written notice of Property and Asset Management inspections.

Asset Maintenance Inspections:

A representative of Tharawal Housing Aboriginal Corporation will conduct asset maintenance inspections on an annual basis to update the Asset Maintenance Schedule and conduct necessary health and safety checks such as the auditing that smoke alarms have been serviced by an accredited inspector and pest inspections.

Asset maintenance inspections are necessary to minimize stock deterioration and retain a house in, or restore it to, an agreed condition. And protects the property in ensuring it continues to service for the intended life span.

Tenants will be provided with seven (7) days written notice of Asset Maintenance inspections.

Telephone Connections:

The connection of telephone services for existing dwellings is considered a matter between the tenant and the telephone service provider. Tharawal Housing Aboriginal Corporation does not reimburse connection fees.

Swimming Pools:

The Tharawal Housing Aboriginal Corporation will not acquire any property which has a swimming pool. Where a tenant has installed a swimming pool without the consent of Tharawal Housing Aboriginal Corporation the pool is to be removed.

Vacant Properties:

The end-of-tenancy inspection will be completed within 2 working days of the notification being received that the property is vacant.

If there are any repair/cleaning items considered to be the ex-tenant's responsibility, Tharawal Housing Aboriginal Corporation will, in the first instance, attempt to negotiate with the ex-tenant for their completion. However, it is recognised that there is an imperative to have the property re-let at the earliest and there will not be any undue delays.

Insurances:

All properties of Tharawal Housing Aboriginal Corporation will be insured for full current replacement value and Public Liability insurance of \$10M (as per the requirements of the AHO). It is the responsibility of the tenant to insure their home contents.

Reference:

Legislation:	Related Policy
<i>Residential Tenancies Act 2010</i>	THAC Property Condition 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.



Appendix One

Hume Housing Responsive Maintenance Policy

Appendix Two

Hume Housing Planned Maintenance Policy

Appendix Three

Hume Housing Cyclical Maintenance Policy

Appendix Four

Hume housing Modification Policy

Appendix Five

Hume Housing Hazardous Material/Asbestos Policy