

# Asset Maintenance Policy

## Purpose

This policy outlines how CatholicCare Victoria Housing Ltd (CCVH) manages the maintenance of its properties.

## Scope

This policy applies to all properties owned by CCVH.

CCVH undertakes asset maintenance for its managed portfolio in accordance with the respective agreements with property owners. This means the delivery of asset maintenance services can vary in some instances for properties not owned by CCVH.

This policy applies to both properties managed under residential rental agreements (rental agreements) and rooming house agreements. Unless stated otherwise, references to “renters”, “tenancies” and “rental agreements” also applies to rooming house residents.

## Policy Statement

### Guiding Principles

CCVH is committed to:

- Meeting our contractual, regulatory, and legal duties,
- Maintaining properties that are safe, secure, in good repair and fit for use,
- Delivering a high quality, consistent maintenance service,
- Improving the renter’s experience and the quality of our properties,
- Protecting the organisation’s financial sustainability and maximising the life of our properties.

### Strategic Approach to Asset Management

This policy sits within CCVH’s strategic asset management approach which includes:

- Day-to-day responsive and vacated maintenance and repair works,
- Multi-Trade Contracts,
- Property Condition Audits,
- Risk Management Framework,
- Policies and procedures that cover all our asset management activities.

### Operational Approach to Asset Maintenance

CCVH is responsible for asset maintenance on properties and common areas to ensure that they are safe and that all amenities are maintained in a proper working order. In doing so, asset maintenance is defined in four categories:

- **Responsive maintenance** is day-to-day maintenance or repair work required in

response to tenant requests, to restore an item or component to its original or working condition (includes vacated maintenance). During working hours tenants need to telephone the CCVH Tenancy Manager use the Maintenance Manager system to request general maintenance/repairs to be carried out. For after-hours urgent/emergency maintenance work requests tenant can ring *Ballarat Emergency Plumbing and Electrical* services directly on 0418 362 840, and then report to the Tenancy Manager the next business day.

- **Planned maintenance** is ongoing maintenance applied to a property at a pre-determined frequency, for example lawns and grounds and common area cleaning.
- **Cyclical maintenance** is the scheduled replacement, upgrade, inspection, or renovation of property items that maintain an amenity to meet standards or maintain the expected life of a property.
- **Capital maintenance** is major refurbishment work that improves the asset or expected life of a property.

### Responsive Maintenance

Renters are encouraged to report any repairs and maintenance to CCVH as soon as possible and have a responsibility to allow access to the property for completing the required work.

Where repairs and maintenance result from fair wear and tear, CCVH will complete the works as per the *Residential Tenancies Act 2021* (RTA) and the response timeframes as outlined below: (this is not an exhaustive list)

Category	Description	Example	Response time
<b>Urgent</b>	Could put health, safety, or security of renter at risk if not repaired	<ul style="list-style-type: none"> <li>• Burst water service</li> <li>• Blocked or broken toilet system</li> <li>• Serious roof leak</li> <li>• Dangerous electrical fault or Gas leak</li> <li>• Flooding or serious flood damage</li> <li>• Storm or fire damage</li> <li>• Essential service is not working</li> </ul>	24 hours
<b>Priority</b>	May pose a risk to the health, safety or security of renter if left unattended	<ul style="list-style-type: none"> <li>• A hotplate that is not working</li> <li>• A leaking tap</li> </ul>	7 days
<b>Normal</b>	Renter can continue to safely live in the property	<ul style="list-style-type: none"> <li>• Hole in the internal wall</li> <li>• Damaged cupboard</li> <li>• Damaged clothesline</li> </ul>	14 days

For properties that CCVH does not own, we work with the owner to ensure that repairs are

completed within the target response times, where possible.

### Urgent Repairs and After Hours Emergency Repairs

For urgent repairs, CCVH will arrange for the works to be completed as per the RTA within 24 hours.

If the renter has made a reasonable attempt to arrange for CCVH to carry out the repairs and the repairs have not been completed within the required timeframe, the renter can organise and pay for the renter's urgent repairs to be carried out. The renter may then give CCVH '7 days written notice' of the repairs carried out and the cost, and CCVH is then liable to reimburse the renter for the reasonable costs of the repairs within the 7 days - up to the RTA prescribed amount of \$2,500.

All renters are provided with the contact details for the after-hours service at the start of their tenancy and this information will be available on our website.

### Renter Responsibility due to Damage or Neglect

CCVH seeks to recover costs where repairs to a property are necessary because of damage or neglect caused by a renter and not fair wear and tear (see Maintenance Charges and Recovery Policy).

For urgent repairs, CCVH will arrange for the repairs to be undertaken within 24 hours and re-charge the renter for the costs.

For non-urgent repairs, CCVH will first provide a quote and inform the renter of the cost. If the renter chooses to organise the repair themselves this must be done within 14 days and to the standard a tradesperson would make.

CCVH may request evidence that the repair was completed by a licensed tradesperson. If the damage is not repaired within 14 days, CCVH may issue a breach of duty notice and take steps to have the repair completed.

### Vacated Maintenance

CCVH completes vacated maintenance inspections to ensure that properties are clean, secure and safe for re-letting.

CCVH undertakes an inspection with the renter at the end of the tenancy to identify and agree any renter responsibility maintenance required.

If there are repair or maintenance works required which are the result of negligence and not wear and tear, the renter may be required to undertake some or all of the works prior to vacating. If the identified renter responsibility repairs or maintenance are not completed prior to handing back the property, CCVH may make an application for compensation to the *Victorian Civil and Administrative Tribunal (VCAT)* or via *Residential Tenancies Bond Authority (RTBA)* to recover costs (see *End of Tenancy Policy* and *Maintenance Charges and Recovery Policy*).

All utility services such as gas, electricity and water are also checked at the end of a tenancy to ensure they are in a safe working condition. If required, to minimise impact on renters, planned cyclical and capital maintenance works may be completed while a property is vacant.

### Cyclical, Planned and Capital Maintenance

Electrical safety, and gas safety checks are undertaken at least once every 2 years by a suitably qualified person. Records are kept of the results of these checks and any repairs required to be made, in accordance with the relevant legislation.

The Renter and CCVH responsibilities for smoke alarm safety are included in rental agreements. On or before the start of a rental agreement CCVH will provide a renter written information on how each smoke alarm works and how to test them. Also advising the renter must not tamper with any smoke alarm.

Renters must notify CCVH as soon as possible after becoming aware that a smoke alarm is not in working order.

CCVH will conduct smoke alarm checks every 12 months to ensure smoke alarms are:

- correctly installed, in working order and tested according to the manufacturer’s instructions, and
- If required are repaired or replaced as an urgent repair.

### Related Information

- CCVH End of Tenancy Policy
- CCVH Maintenance Charges and Recovery Policy
- CCVH Property Inspection Policy
- CCVH Strategic Asset Management Plan
- CCVH Risk Management Framework
- CCVH Property Asset Renewal Strategy
- Housing Act 1983 (Vic)
- Residential Tenancies Act 20212021 (Vic)
- Victorian Housing Registrar Performance Standard 2 (Housing Assets)

### Transparency and Accessibility.

This policy will be publicly available on our website.

### Version Control

<b>Version</b>	#1	<b>Review frequency</b>	Approved: June 2023 Next Review: June 2025
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