

# Responsive maintenance

## Overview

This policy outlines our response to damage and urgent repairs.

## Scope

This policy applies to all properties owned, managed and leased by St George Community Housing and its subsidiaries (**we, our and us**). We carry out maintenance on all properties except for leasehold properties.

## Policy statement

- We triage calls for repairs on the basis of urgency.
- We aim to optimise our maintenance expenditure through a planned maintenance program that is intended to minimise the need for responsive maintenance.
- Our responsive maintenance is primarily delivered through our multi-trade contracts (our overall portfolio) or via the LAHC AMS contracts (for North Sydney)

## Responsive Repairs

Responsive repairs are necessary to return a building component to a safe and functional level and to remove customer discomfort which if not undertaken could become a risk to health and safety.

Responsive repairs are requested following the functional failure of the component but not limited to the failure due to an emergency or weather event.

For leasehold properties, we will work with landlords to ensure that repairs are completed within the target response times where possible.

### Emergency repairs (R1)

These are incidents where a property is unfit for habitation and/ or there is a potential danger to life—e.g. serious damage from fire, storm, water, gas leak or electrical fault. We respond to these within 4 hours.

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## **Urgent repairs (R2)**

We respond within 24 hours to calls relating to faults in essential services such as gas, electricity or water supply or a fault or damage which causes the property to be unsafe or insecure such as a blocked toilet, serious roof leak, broken glass or faulty appliances.

## **Non-Urgent repairs (R3)**

We respond within 14 days where the property is damaged but not unsafe, which could include inoperable windows, lights or a leaking tap.

## **Handyperson repairs (formerly Routine repairs R4)**

Where damage is lower impact and does not prevent normal use of the property, the scheduled response time is 28 days and the work is delivered by our in-house team of handypersons. Examples include broken sash cords, internal doors that won't close, damaged fly screens, broken internal door handles, faulty appliances or workmanship or building faults. The handyperson may undertake any other similar small works that the customer identifies as part of the service call. R4 requests are managed by our in-house team.

## **After hours service**

We have a service for emergency and urgent repairs outside of normal business hours (9am to 5pm Monday to Friday) and weekends and public holidays. Calls to our maintenance call centre during these times are directed to the afterhours service to manage the response (the after hours call line is managed by WellDone).

## **Bed Bugs**

We will only treat bed bugs in the following circumstances:

- If they are present at the start of the tenancy (within the first 90 days of the tenancy)
- In the common areas

If bed bugs are present inside the tenant's property after the first 90 days, treatment will be their responsibility.

We may also treat bed bugs infestations where it is a public health concern or to protect other residents from severe or recurrent infestations.

## **Repairs resulting from a death in our property**

Where there is a tenant death, there may be damage to the property. The Head of Property, Development and Property Services assesses the damage and determines how quickly a response is required.

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## Warranty & Defect Liability Period (DLP)

When we are notified about repairs which are covered by a builders or manufacturer warranty or DLP period which are out of our direct control we will attend as per the warranty/contract agreement. Examples include faulty appliances, faulty workmanship or building faults.

## Insurance claims

Our properties are insured for accidental damage. We will contact the Insurer to manage the repair work on our behalf (see Insurable Events procedure).

## End of tenancy

At the completion of a tenancy, we undertake any necessary repairs to bring the property to the asset standard before making the property available for letting to another tenant (see Vacant Restoration procedure for details).

## Policy Information

<b>Version:</b>	6
<b>Approved:</b>	June 2019
<b>Amended:</b>	June 2019
<b>Reviewed:</b>	June 2019
<b>Review frequency:</b>	18 months
<b>Responsible team/position:</b>	General Manager, Development & Property Services