

Planned maintenance - cyclical

Overview

This policy outlines how we manage the maintenance of the regular and cyclical works for our portfolio.

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 plan and optimise the regular and cyclical maintenance of our properties as part of our annual asset planning in collaboration with Finance as part of budget management process. These activities are included in the plan and budget for all our properties. The budget for a year is outlined in the Annual Asset Management Plan.

Cyclical maintenance activities

Termite inspections

We conduct termite inspections on all capital properties and selected owned properties every two years (undertaken by specialist contractors). We also look for signs of termite infection/damage during property inspections.

Smoke detectors

We install smoke detectors in all our own properties and inspect them in all our properties annually.

For leasehold properties, we require the property owners to install and maintain smoke alarms as required by the Residential Tenancies Agreement. If a leasehold property has no smoke detector installed, the Leasehold Acquisitions Manager must ask the owner to install a smoke detector immediately. We will not allocate properties that do not have smoke alarms.

Residual Current Devices (RCDs)

All new properties have RCDs included as part of construction. We install RCDs in existing buildings if they are not present. We test RCDs annually at the same time as testing smoke alarms. Any decisions about RCD's must be made in accordance with LAHC's RCD policy.

Key window locks

We install keyed window locks in all our properties to lock windows closed and to allow partial opening for safe ventilation (required by the Strata Schemes Management Act and LAHC Window Lock policy for managed properties). We ensure keyed window locks are installed prior to occupation.

Essential Fire Safety Measures

We conduct essential fire service maintenance annually to meet legislative requirements. We employ fire maintenance specialists to provide an annual certificate of compliance.

Core Infrastructure maintenance

We undertake regular maintenance on lifts, stormwater drains and water tanks based on the lifecycle of each component. We engage specialist contractors to plan and undertake these works.

We repair driveways and pathways as required.

Cleaning & Vegetation management—SGCH portfolio

For all owned and managed properties (excluding Northern Region), we specify a regular cycle of works for common area cleaning, lawn mowing, and regular pruning/trimming of trees and shrubs. This work is undertaken either through our multi-trade contracts or by specialist contractors. We regularly audit the quality standard of the work undertaken by the contractors to ensure compliance with Lawns Grounds & Cleaning contract terms and conditions. Tenants must not plant or remove trees or plants in common areas, except in space nominated as a community garden.

For leased strata plan units, a Strata Manager is responsible for the common areas landscape and grounds management. When we become aware of common area maintenance issues, we will advise the Strata Manager.

Cleaning & Vegetation management—Northern Region

For LAHC owned properties in Northern Region, the LAHC Contractor (AMS) manages the lawn and grounds works. We conduct regular quality assurance audits as outlined in the LAHC Vegetation Management Procedure.

Private yards

Our tenants are responsible for maintaining private yards, including lawn mowing, pruning manageable size trees and cleaning gutters of single storey houses.

Relevant laws, regulations or standards

- [Residential Tenancies Act 2010 \(NSW\)](#)
- [Disability Discrimination Act 1992 \(Cth\) \(Disability Discrimination Act\)](#)
- [Community Housing Provider \(Adoption of National Law\) Act 2012 \(NSW\) \(CHP Act\)](#)
- [National Regulatory System for Community Housing \(NRSCH\)](#)
- [National Construction Code \(NCC\)](#)
- [Environmental Protection and Biodiversity Control Act 1999 \(Cth\) \(EPBC Act\)](#)
- [Heritage Act 1977 \(Heritage Act\)](#)
- [Environmental Planning and Assessment Act 1979 \(NSW\) \(EPA Act\)](#)
- [Swimming Pools Act 1992 \(NSW\) \(Swimming Pools Act\)](#)
- [Strata Schemes Management Act 2015 \(NSW\) \(Strata Schemes Act\)](#)
- [Work Health and Safety Act 2011 \(NSW\) \(WHS Act\)](#)
- [Work Health and Safety Regulations 2011 \(NSW\) \(WHS Regulations\)](#)
- [Dividing Fences Act 1991 \(NSW\)](#)
- [Housing Act 2001 \(NSW\)](#)
- [Home Building Act 1989 \(NSW\)](#)

Related documents/resources

Policies

- Delegations
- Asset Maintenance
- [Alterations](#)
- [Disposal of real property](#)
- [Modifications](#)
- Planned Maintenance – General
- Planned Maintenance – Cyclical

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- Planned Maintenance – Special Projects
 - Property Assessment
 - Property Assessment – Northern Region
 - Quality Assurance
 - [Tenant Charges](#)

Policy Information

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