

Planned Maintenance - General

Overview

This policy outlines our approach to planned maintenance.

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 budget a program of scheduled maintenance to maximise the life of dwellings and make sure that we comply with our legal and contractual responsibilities.
- We aim to optimise our budget by achieving the best possible balance between planned and responsive maintenance.
- We formulate our maintenance program in collaboration with Finance as part of budget management process

Planned maintenance

There are 3 categories of planned maintenance:

- **Programmed maintenance**—based on property condition. We assess our properties regularly and identify the highest priority based on function, safety and appearance. This category forms most of our planned work by volume and value each year and is captured in the annual asset management plan. The highest priority works are scheduled in our Annual Asset Management Plan.

We use two methods to assess the property condition—our in-house Condition Assessment Survey Inspection (CASI) for all properties except Northern Region, and the Property Assessment Survey method developed by the Land and Housing Corporation (LAHC) for Northern Region properties (see separate policies for details).

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- **Cyclical maintenance**—we plan regular maintenance on works that are undertaken on a regular cycle e.g. compliance inspection of fire safety equipment. These are also budgeted in our Annual Asset Management Plan (see ‘Planned maintenance—cyclical’ for details)
 - **Special projects**—we have a range of special projects that are also planned and budgeted in the annual asset management plan, including: security upgrades; upgrades to core infrastructure and alterations (see ‘Planned maintenance—special projects’ for detail).

End of tenancy

Where a property becomes vacant within 12 months of any planned maintenance being due, we will consider bringing the work forward to minimise the impact on future tenants. For example, if the component is rated low on CASI rating it will be upgraded during the vacant term. Priority will be given to items that improve the safety and security of tenants.

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

Policy Information

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