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## Responsive maintenance

### Overview

This policy outlines our response to urgent and non-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 through our Customer Care Hub call centre and for out of hours through the WellDone call centre.
- 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 our internal Handyman services (where appropriate), excepting private leasehold properties that are mainly managed by the relevant external strata manager.

### 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.

#### 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, and not functioning to its intended design which could include inoperable windows, lights or a leaking tap.

#### Handyman repairs (formerly Routine repairs R4)

Where a repair 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 handymen. Examples include broken sash cords, internal doors that won't close, damaged fly screens, broken internal door handles or toilet seat replacements. The Maintenance Handyman may undertake any other similar small works that the customer identifies as part of the service call. Maintenance Handyman requests are managed by our in-house team.



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### 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.

### 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 and materials or building faults.

### Insurance claims

Our properties are insured for accidental damage. We will contact the Insurer to report incidents that may be insurable events (eg fire). If we lodge a claim (based on estimated cost v's the excess), we will engage our multi-trade contractor to quote insurance rectification work and as approved by the Insurer, we will engage our multi-trade contractors to bring the property back to standard. (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. If any of these repairs are deemed the responsibility of the tenant, they will be charged to that tenant or (where applicable) the bond will be claimed to recover these costs.

### Relevant laws, regulations, or standards

- *Residential Tenancies Act 2010* (NSW)
- *Disability Discrimination Act 1992* (Cth)
- *Community Housing Provider (Adoption of National Law) Act 2012* (NSW)
- National Regulatory System for Community Housing
- National Construction Code (NCC)
- *Environmental Protection and Biodiversity Control Act 1999* (Cth)
- *Heritage Act 1977* (NSW)
- *Environmental Planning and Assessment Act 1979* (NSW)
- *Work Health and Safety Act 2011* (NSW)
- *Work Health and Safety Regulations 2011* (NSW)



- *Dividing Fences Act 1991* (NSW)
- *Home Building Act 1989* (NSW)

## Related documents/resources

### Plans

- [Strategic Asset Maintenance Plan](#)
- [Asset Management Framework](#)
- Ten Year Asset Maintenance Plan
- Annual Asset Maintenance Plan
- LAHC Asset Guideline for Bed Bug Management

### Policies

- [Delegations](#)
- [Asset Maintenance](#)
- [Alterations](#)
- [Modifications](#)
- Planned Maintenance
- [Property Assessment](#)
- [Quality Assurance](#)
- [Tenant Charges](#)

### Processes

- [Alterations](#)
- [Asbestos Management](#)
- [Common Area Maintenance](#)
- [Contractor Audit](#)
- [Core Infrastructure Upgrade](#)
- [Critical Incident](#)
- [Modifications](#)
- [Essential Fire Service Maintenance](#)
- [Insurable Events](#)
- [Lawns, Grounds and Cleaning](#)
- [Quality Assurance](#)
- [Responsive Maintenance](#)
- [Structural Repairs](#)



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## Policy Information

<b>Version:</b>	8
<b>Approved:</b>	February 2024
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<b>Review frequency:</b>	24 months
<b>Responsible team/position:</b>	Executive Director Customers- Homes and Places