

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 SGCH Victoria 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 Well Done 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 Handyperson services (where appropriate), excepting private leasehold properties managed by the Rental Provider and Owners Corporation properties that are managed by the relevant external Owners Corporation manager.

Responsive Repairs

Responsive repairs are necessary to return a building component to a safe and functional level and to remove renter 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 rental providers 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.

Handyperson repairs

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 may be 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 or toilet seat replacements. The Maintenance

Handyperson may undertake any other similar small works that the renter identifies as part of the service call. Maintenance Handyperson 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 Well Done).

Bed Bugs

We will only treat bed bugs in the following circumstances:

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

If bed bugs are present inside the renter'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 rental agreement

At the completion of a rental agreement, we undertake any necessary repairs to bring the property to the asset standard before making the property available for letting to another renter. If any of these repairs are deemed the responsibility of the tenant, they will be charged to that renter or (where applicable) the bond will be claimed to recover these costs.

Relevant laws, regulations or standards

- [Housing Act 1983 \(Vic\)](#)
- [Residential Tenancies Act 1997 \(Vic\)](#)
- [Fences Act 1968 \(Vic\)](#)
- [Fences Amendment Act 2014 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)
- [Disability Discrimination Act 1992 \(Cth\) \(Disability Discrimination Act\)](#)
- [National Construction Code \(NCC\)](#)

- [Environmental Protection and Biodiversity Control Act 1999 \(Cth\) \(EPBC Act\)](#)
- [Building Act 1993 \(Vic\)](#)
- [Occupational Health and Safety Act 2004 \(Vic\)](#)
- [Owners Corporation Act 2006 \(Vic\)](#)
- [Building Amendment \(Swimming Pool and Spa\) Regulations 2019](#)
- [Building Regulations 2018 \(Vic\)](#)
- Victorian Housing Registrar Performance Standard 2 (Housing Assets)

Related documents/ resources

- Policy: SGCH Victoria Property Assessment
- Policy: SGCH Victoria Asset Maintenance
- Policy: SGCH Victoria Planned Maintenance
- Resource: [Housing Registrar's Asset Management Good Practice Guide](#)

Policy information

Version:	1
Approved:	July 2025
Reviewed:	July 2025
Review frequency:	24 months
Responsible team/position:	Executive Director Customers – Homes and Places
Transparency & accessibility	Available on our website