

# Repairs and Maintenance Policy

## 1. Policy Statement

Uniting Vic.Tas (Uniting) provides tenancy and asset management services for community housing to Uniting Housing Victoria (Uniting Housing), a Registered Housing Provider.

This policy explains how repairs and maintenance are conducted by Uniting, in accordance with the relevant legislation of the *Residential Tenancies Act (1997)* (RTA).

## 2. Scope

This policy applies to all Uniting Housing community housing tenancies which include, but are not limited to, tenancies in:

- Properties owned by Uniting Housing (Victoria) and Uniting Vic.Tas for use as long-term community housing (social and affordable); and
- Properties leased by Uniting Housing (Victoria) from Homes Victoria or other owners for long term, transitional or affordable community housing, where Uniting has responsive maintenance responsibility.

## 3. Guiding principles

In applying this policy Uniting will ensure:

- We meet our contractual, legal, and regulatory duties and obligations
- We ensure our rental properties are well maintained and meet Minimum Standards required under the *Residential Tenancies Act 1997*
- We help renters understand their rights and responsibilities under their Residential Rental Agreement

In addition, we repair and maintain our community properties consistent with the Uniting Asset Management Policy principles including ensuring that properties are:

- Financially sustainable and commercially viable
- Maintained and maintainable considering all stages in the asset lifecycle
- Optimising the performance of the assets by mitigating risks
- Focused on positive outcomes for consumers and community
- Maintaining compliance with relevant regulatory and legislative requirements
- Continually improve sustainable environmental performance to reduce impacts on the environment.
- Increasing universal accessibility in all properties.
- Conducting all asset management activities consistent with the Uniting values.

Document Name: <i>Repairs and Maintenance Policy</i>	<i>Printed copies of this document are considered uncontrolled.</i>	
Document Number: <i>UP-UH-009</i>	Policy Area: <i>Quality, Risk &amp; Compliance</i>	
Version Number: <i>1.0</i>	Document Owner: <i>General Manager, Housing &amp; Property</i>	
Publication date: <i>01/02/23</i>	Endorsed by: <i>General Manager, Housing &amp; Property</i>	Page <b>1</b> of <b>3</b>

## 4. Service delivery for repairs and maintenance

Uniting provides residential properties that are safe, secure, in good repair and meet minimum standards under the RTA. Uniting will undertake maintenance programs to ensure community housing dwellings are maintained to a high standard and to extend asset life.

Uniting will:

- Meet our legal and regulatory obligations and provision of rental housing
- Provide a clear process for renters to request repairs including after hours urgent repairs
- Provide effective, reliable and timely responses to requests for repairs
- Keep community housing renters well informed about when repairs will be made
- Monitor delivery of repairs and maintenance to ensure these are done with required timeframes, especially urgent repairs as listed under the RTA
- Ensure a high standard of service is provided to renters in the delivery of repairs and maintenance by internal Uniting staff and contractors
- Undertake regular inspections of properties in line with legislation and Uniting's asset management policy to monitor the condition of properties and ensure they are maintained to the required standard
- Record all maintenance activities appropriately and monitor repairs and maintenance activity to inform performance management, risk management, financial management and continuous improvement

Where damage to a community housing property is assessed and deemed beyond fair wear and tear, reimbursement for repairs may be sought from the responsible party.

Where a property is deemed uninhabitable through damage and/or loss of essential services, Uniting will arrange appropriate alternative accommodation for all occupants until the property is habitable or permanent alternative housing has been sourced.

## 5. Definitions

Term	Meaning
<b>Asset management</b>	The coordinated activity of an organisation to realise value from assets and ensure they provide the required level of service in the most cost-effective manner
<b>Community housing</b>	Rental housing owned and/or managed by a registered community housing provider
<b>Residential Rental Agreement</b>	Legal agreement between a rental provider (landlord) and renter (tenant) to rent a home

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## 6. Transparency and accessibility

This policy will be available on the Uniting Housing and Uniting Vic. Tas websites

If you require this policy in a language other than English, or in accessible format please contact Uniting.

This policy will be fully reviewed within 3 years of the approval date.

## 7. Legislation/Regulations

This policy implements the obligations of Uniting under:

- Residential Tenancies Act 1997
- Residential Tenancies Regulations 2021

## 8. Related Documents

Repairs and Maintenance Procedures

Inspection Policy and Procedures

Renter Repair Charge Policy and Procedures

Uniting Asset Management Policy

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