

REPAIRS AND MAINTENANCE POLICY

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This Policy will be reviewed from time to time to reflect changes in business operations or legislation or three (3) years from the date of adoption.

REPAIRS AND MAINTENANCE POLICY

1. POLICY STATEMENT

Many Rivers is committed to maintaining and repairs the properties it manages.

Providing a good standard of maintenance improves the well-being of our tenants and ensures that the property value is maintained.

2. PURPOSE

This policy describes how Many Rivers manages repairs and maintenance of our property portfolio. Many Rivers are committed to ensuring tenants live in properties that are safe, clean, and livable and are maintained to a good standard, considering the age and life of the premises.

Through this policy Many Rivers will ensure that we:

- provide high quality, efficient and consistent repairs and maintenance services to our tenants
- preserve and improve the quality of our properties to maximise their useful life
- meet our legal obligations under the NSW Tenancies Act 2010
- meet our legal obligations under the National Regulatory System for Community Housing (NRSCH)

3. SCOPE

All properties within the Many Rivers portfolio.

4. DEFINITIONS

Emergency maintenance: Any repair required to address a life threatening situation and to protect the health and safety of residents.

Urgent maintenance: Any repair required to avoid danger to health, risk to safety of residents or serious damage to property.

Responsive maintenance: Repairs that are necessary for the upkeep of the property and the general wellbeing of the tenant.

Planned Maintenance: Programs to keep properties in good condition and extend their life. Planned maintenance includes major repairs, and upgrade or replacement of items that have reached the end of their usable life.

Cyclical maintenance: Programs that keep properties safe and healthy for tenants

5. POLICY DETAIL

MRRAHMS

Repairs and Maintenance Policy – AUG2024

Many Rivers provide a clean and well-maintained property at the start of each tenancy. It also provides maintenance during the tenancy to keep the property in a good state of repair.

Many Rivers maintains its properties in line with legal and regulatory standards including the Residential Tenancies Act 2010 which requires all residential premises to be in a reasonable state of cleanliness and repair at the beginning of the tenancy, and to be maintained to a reasonable standard during the tenancy taking into account the property's age and prospective life.

We ask our tenants to tell us about any faults or hazards in their property as soon as possible, so maintenance can be arranged.

Many Rivers ensures that property maintenance is done safely and without putting the health, safety or wellbeing of tenants at risk.

6. TYPES OF MAINTENANCE

Many Rivers will provide a responsive repairs and maintenance service that is appropriate to the needs of tenants and properties.

Many Rivers will triage repairs and maintenance requests based on the impact of the situation to tenants and properties and arrange appropriate response that complies with obligations under the NSW Residential Tenancies Act 2010.

Many Rivers provides four categories of maintenance:

Category 1: Emergency & Urgent Repairs

Emergency maintenance is for life threatening situations (gas leak; exposed, live electrical wires). Emergency maintenance is attended to ASAP but within 4 hours. Our initial response may be to make the property safe until the required maintenance can be organised.

The requirements for urgent maintenance are listed in the Residential Tenancies Act 2010. Urgent repairs are required to avoid danger to health, risk to safety of residents or serious damage to building.

Urgent maintenance must be attended to within less than 24 hours.

Examples of Urgent Maintenance include:

- a burst water service
- an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted
- a blocked or broken toilet system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious damage

- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the residential premises.
- failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering
- any fault or damage that causes the premises to be unsafe or insecure.

Urgent requests are attended to within 24h.

Category 2: Responsive maintenance

Repairs that are necessary for the upkeep of the property and the general wellbeing of the tenant. There are two timeframes for responsible maintenance:

- 7 days for Priority items
- 21 days for Standard items

Category 3: Planned maintenance

Planned maintenance programs keep properties in good condition and extend their life. They ensure accommodation quality and overall property value is sustained. Planned maintenance is scoped and planned according to the allocated budget.

Service items (also known as cyclical maintenance) to keep properties safe and healthy for tenants such as testing smoke alarms and pest inspections. It also includes other periodic servicing such as servicing air conditioners and maintenance programs for lawns and grounds.

Upgrades and major repairs involve the replacement of items that have reached the end of their usable life. Many Rivers develops and delivers upgrade projects via its planned maintenance program, when funds are available.

When considering whether to undertake an upgrade of a property, Many Rivers considers the following factors:

- the total cost of the required upgrade
- the cost-effectiveness of the upgrade in relation to the economic life of the property;
- alternative strategies such as disposal of the property
- the availability of funding from different sources including owning partner, grants and AHO

Examples include:

- re-painting
- flooring
- fencing

- roofing
- kitchens
- bathrooms
- laundries

Category 4: Disability Modifications

Disability modifications requests must be supported by a report from an Occupational Therapist or other qualified professional. The report should outline the modifications required and the need for them. If Many Rivers is not able to offer a suitable modified property, we will endeavour to help the tenant to find an alternative housing option to meet their needs.

Disability modifications are minor changes to allow a household member needs them to live comfortably and safely.

Many Rivers does not generally provide major modifications such as modifications that require structural changes to accommodate disability aids. Instead, Many Rivers helps the tenant to find housing options with other providers that meet their needs.

Major modifications may be considered when:

- The property is suitable for modification
- The owner or NDIA has agreed to provide funding for the modification.

When deciding whether to agree to a request for modifications, Many Rivers will consider:

- the effect on the tenant or their household if the modifications are not agreed to
- whether there is an alternative property that can address the household's needs
- the cost of installing the modifications

7. TIMEFRAMES FOR REPAIRS AND MAINTENANCE

Every effort is made to have repairs completed within the required timeframes. However, there are some occasions when repair and maintenance timeframes cannot be met. This can be a result of extraordinary delays sourcing suitably qualified trades. Also, the completion of priority and standard maintenance can be delayed when there are insufficient funds in an owner's trust account for the work required.

8. REQUESTING MAINTENANCE

Tenants request repairs and maintenance by either:

- calling Many Rivers
- calling designated Housing Officer
- lodging a Repairs Request via Many Rivers website
- notifying their Housing Officer or Asset Officer during an inspection

Many Rivers' repairs and maintenance services are available 24/7. For urgent repairs out-of-hours, tenants should call the office and follow the prompts to be transferred to our call service.

Many Rivers assesses each maintenance request for urgency and responds in line with the category of maintenance that is needed. Requests are logged and categorised in a work order. Work orders are assigned to suitability qualified and insured tradespeople, with work monitored through to completion.

If the maintenance problem cannot be fixed on the first visit, Many Rivers will make sure the property is safe and secure and does not pose a health risk to the tenant and their household while they wait for full repairs.

9. PROPERTY INSPECTIONS

Many Rivers conducts property inspections at the beginning and end of every tenancy to record the condition of the property.

Many Rivers also conducts property inspections regularly during the tenancy to confirm the property is in good order and does not need repairs. Important health and safety checks such as checking smoke alarms are also completed during these inspections. These inspections are undertaken every 6 months.

Many Rivers also completes asset inspections to inform its planned maintenance schedule. See the Asset Policy for more information.

Many Rivers gives tenants seven days written notice of any property inspections that require entry to the property.

10. MANY RIVERS RESPONSIBILITIES

Our obligations under the NSW Residential Act 2010 in relations to property care including:

- provide properties in a reasonably clean and liveable state
- provide and maintain properties in reasonable condition
- make any repairs referred to in the original ingoing condition report

11. TENANT RESPONSIBILITIES

Tenants are responsible for notifying Many Rivers of any damage to their property. Many Rivers does not charge for damage that happens due to normal day to day use of the property. This is called fair wear and tear.

In line with the Residential Tenancies Act 2010, tenants are responsible for the cost of repairing any damage caused by neglect, misuse, wilful or accidental by any resident or visitor. This includes damage caused by accident or through carelessness.

Tenants' responsibility under the Residential Tenancy Agreement in relation to tenant damage include:

- to notify Many Rivers as soon as practicable of any damage to the property.
- to repair any damage caused or compensate Many Rivers for the reasonable cost of the repair.

Many Rivers decides if a tenant is responsible for property damage, or if it is fair wear and tear, by inspecting the property or by reading tradesperson reports.

Many Rivers will arrange urgent repairs for any damage which causes a health and safety risk to the tenant and property. For damage which is deemed to be 'tenant damage', Many Rivers will ensure the tenant is advised of the reasonable cost of repair within 30 days of the date of invoice and, if necessary, provided with a payment plan arrangement for the payment of invoice.

Tenant damage that is not deemed to cause a health and safety risk to the tenant(s) and/or significantly alter the condition of the property is the tenant's responsibility to repair. Many Rivers can support the tenant to arrange suitable repairs at the tenant's expense, if needed.

If tenants are unable to arrange and pay for tenant damage, or this is not completed within a reasonable time, Many Rivers arranges the work and adds the cost to the tenant's account as a charge.

Many Rivers reserves the right to apply to the NCAT for compliance orders and to recover repair costs when there is severe property damage by a tenant.

Tenants are also responsible, under their RTA, to undertake minor maintenance to their home such as:

- replacing light bulbs as necessary
- replacing smoke alarm batteries annually
- replacement of any lost or misplaced keys to doors and window locks
- repairs to items that the tenant has installed themselves
- the general upkeep of the property including lawn and garden maintenance, and the removal of general waste and any excess waste generated

Many Rivers expects tenants to provide access to the property at the requested time so maintenance work can be done. Many Rivers can seek NSW Civil and Administrative Tribunal (NCAT) orders to access the property if a tenant does not cooperate with its requests for access to do property maintenance.

12.COMPLAINTS & APPEALS

Tenants can appeal decisions made by Many Rivers under this policy.

A tenant who disagrees with a decision made by Many Rivers under this policy can lodge an appeal and Many Rivers will review its decision. See Many Rivers Complaints and Appeals policy for more information about how this works.

13.RELATED DOCUMENTS

- Complaints & Appeals Policy
- Tenant Handbook
- Asset Management Policy
- Inspection Procedure
- NSW Residential Tenancies Act 2010