

Maintenance and Repairs Policy

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Policy owner: Director Asset Management

1 Purpose

The purpose of this policy is to ensure:

- a properties owned or managed by Unison are safe, secure, and maintained in the expected condition;
- b maintenance activities are carried out in accordance with legislative and Unison standards.

2 Scope

2.1 This policy applies to:

- a all maintenance and repair requests raised by Unison staff, residential renters or their advocates
- b existing renters who live in a Unison owned or managed property, including Department of Families, Fairness and Housing (DFFH) General Lease properties

2.2 This policy does not apply:

- a where the tenancy is provided through our homelessness services (e.g. Crisis Accommodation or Head-lease program)
- b properties where maintenance and repairs are managed by DFFH (Transitional Accommodation, Public Housing),
- c properties managed by UPC (Private Rental)
- d where requests are managed by another party through other commercial agreements.

3 Policy Statement

Principles

- 3.1 All maintenance activities carried out on Unison property assets are to be undertaken in compliance with the Residential Tenancies Act (1997) Victoria (RTA) and/or any other relevant legislation and standards
- 3.2 Where damage beyond fair wear and tear is assessed, reimbursement for rectification works will be sought from the responsible party
- 3.3 In the event a property is deemed uninhabitable, appropriate alternative accommodation will be provided for the occupant until the property has been made habitable or permanent alternative accommodation has been sourced
- 3.4 Regular inspections of property assets will be undertaken in line with relevant legislation and standards to monitor the condition of property assets and ensure they are being maintained to an acceptable standard

- 3.5 All works will be carried out by qualified, licensed contractors and in line with the Unison Contractor Code of Conduct
- 3.6 Prescribed Accommodation (Rooming Houses) will be registered with relevant authorities and maintained to the required standards
- 3.7 Planned maintenance works will be undertaken to ensure compliance and optimise asset performance
- 3.8 All unplanned maintenance activities will be prioritised according to legislative standards and with consideration to asset plans, with safety as a priority
- 3.9 Unison staff and contractors will seek efficiencies whilst sustaining quality of works and services
- 3.10 Unison staff and contractors will seek opportunities to optimise works carried out at the time of vacancy in line with maintenance plans, whilst also making the property available for allocation as soon as practicable
- 3.11 Unison Help Desk contractors will endeavour to resolve requests for maintenance and repairs raised by Unison renters at the time of initial request
- 3.12 Regular safety checks will be carried out to ensure properties meet the requirements for allocation and all effort will be made to minimise tenancy entries by combining safety checks with other planned maintenance and Place Management activities
- 3.13 Maintenance activities will be recorded appropriately and monitored to inform performance management, risk management, financial management, and continuous improvement
- 3.14 Maintenance plans will be prepared with a focus on meeting service levels, asset life targets, managing risk, and efficient use of available resources within financial constraints

Application

Raising Maintenance and Repairs requests

- 3.15 All requests for Maintenance and Repairs are lodged with the Unison Help Desk. Renters can raise requests via phone or email directly with the Help desk, or through their Place Manager. The Unison Help Desk service is available 24/7, call centre operators will attempt to resolve requests without instructing works to a contractor where possible.

Delivering Maintenance and Repairs requests

- 3.16 All Urgent requests are allocated directly to contractors. This includes all urgent repairs as defined by the RTA. Unison staff are to be notified immediately in the event of Critical and Priority requests.
- 3.17 Non-Urgent requests are allocated to Facilities Advisors for assessment prior to allocation to contractors.
- 3.18 Access to a property will be done in accordance with the Right of Entry policy.

Ensuring Compliance through Planned Maintenance

- 3.19 Unison ensures that assets meet all legislative and regulatory compliance contracting suitably qualified auditors to regularly inspect assets and identify defects requiring attention.
- 3.20 Unison will ensure that Essential Safety Measures Reports (AESMR) are prepared as required, and that assets are maintained as specified in certificates of occupancy, maintenance determinations and other standards as required.

4 Review

This policy will be reviewed every three years as delegated by the responsible Executive.