

Maintenance and Repairs Policy

Version date: April 2019
Review date: April 2022
Policy owner: Director Asset Management

Purpose

The purpose of this policy is to ensure that all properties owned or managed by Unison are safe, secure, and maintained in the expected condition; and that maintenance activities are carried out in accordance with legislative and Unison standards.

Scope

This policy applies to all maintenance and repair requests raised by Unison staff, residential tenants or their advocates. This policy applies to existing tenants who live in a Unison owned or managed property, including DHHS General Lease properties. This policy does not apply where the tenancy is provided through our homelessness services (e.g. Crisis Accommodation or Head-lease program), properties where maintenance and repairs are managed by DHHS (Transitional Accommodation, Public Housing), properties provided by Housing SA (Uno Apartments), managed by UPC (Private Rental) or where requests are managed by another party through other commercial agreements.

Principles

- All maintenance activities carried out on Unison property assets are to be undertaken in compliance with the Residential Tenancies Act (1997) Victoria and/or any other relevant legislation and standards
- Where damage beyond fair wear and tear is assessed, reimbursement for rectification works will be sought from the responsible party
- 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
- 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
- All works will be carried out by qualified, licensed contractors in line with the Unison Contractor Code of Conduct
- Prescribed Accommodation (Rooming Houses) will be registered with relevant authorities and maintained to the required standards
- Planned maintenance works will be undertaken to ensure compliance and optimise asset performance
- All unplanned maintenance activities will be prioritised according to legislative standards and with consideration to asset plans, with safety as a priority

- Unison staff and contractors will seek efficiencies whilst sustaining quality of works and services
- 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
- Unison Help Desk contractors will endeavour to resolve requests for maintenance and repairs raised by Unison tenants at the time of initial request
- Regular safety checks will be carried out to ensure properties meet the requirements for allocation, all effort will be made to minimise tenancy entries by combining safety checks with other planned maintenance and Place Management activities
- Maintenance activities will be recorded appropriately and monitored to inform performance management, risk management, financial management, and continuous improvement
- 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

All requests for Maintenance and Repairs are lodged with the Unison Help Desk. Tenants 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

All Urgent requests are allocated directly to contractors. This includes all urgent repairs as defined by the Residential Tenancies Act. Unison staff are to be notified immediately in the event of Critical and Priority requests.

Non-Urgent requests are allocated to Facilities Advisors for assessment prior to allocation to contractors.

Access to a property will be done in accordance with the Right of Entry policy.

Ensuring Compliance through Planned Maintenance

Unison ensures that assets meet all legislative and regulatory compliance contracting suitably qualified auditors to regularly inspect assets and identify defects requiring attention.

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.

Glossary

Responsive maintenance – Requests raised by Unison tenants and staff to resolve an existing issue.

Planned maintenance – Inspections and works instructed by Unison staff to ensure the safety and protection of Unison tenants and assets, and to prevent essential appliance faults or structure failures.

Vacant maintenance – Repairs, safety checks and other upgrade works undertaken in tenancies once vacated and prior to allocation to a new tenant.

Unison Facilities Team – Unison staff members that oversee the delivery of maintenance and repair requests, coordinating between Unison tenants and staff, the Help Desk, and Contractors.

Unison Contractors – Third party contractors responsible for a range of asset services to maintain properties. The Contractor Management Policy outlines how contractors are defined, selected, approved and engaged. The policy also describes the induction, monitoring, reviewing and management of contractors.

Unison Help Desk – Third party service provider (24/7 Call Centre and Work Order Management System) responsible for receiving, triaging, logging, allocating, and monitoring all requests for maintenance and repairs.

Review of policy

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