

Maintenance & Repairs Policy

1. Purpose & Scope

The purpose of this policy is to ensure:

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

This policy applies to:

- all maintenance and repair requests raised by Unison staff, residential renters or their advocates.
- existing renters who live in a Unison owned or managed property, including Department of Families, Fairness and Housing (DFFH) 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).
- to properties where maintenance and repairs are managed by DFFH (Transitional Accommodation, Public Housing).
- where requests are managed by another party through other commercial agreements.

2. Policy Statement

2.1 Principles

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

- Prescribed Accommodation (Rooming Houses) are registered with relevant authorities and maintained to the required standards.
- Planned maintenance works are undertaken to ensure compliance and to optimise asset performance.
- All unplanned maintenance activities are prioritised according to legislative standards and with consideration to asset plans, with safety as a priority.
- Unison staff and contractors seek efficiencies whilst sustaining quality of works and services.
- Unison staff and contractors 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 endeavour to resolve requests for maintenance and repairs raised by Unison renters at the time of initial request.
- Regular safety checks are carried out to ensure properties meet requirements and all effort is made to minimise tenancy entries by combining safety checks with other planned maintenance and Place Management activities.
- Maintenance activities are recorded appropriately and monitored to inform performance management, risk management, financial management, and continuous improvement.
- Maintenance plans are prepared with a focus on meeting service levels, asset life targets, managing risk, and efficient use of available resources within financial constraints.

3. Definitions

DFFH: Department of Families, Fairness and Housing

RTA: Residential Tenancies Act

4. Related Information

- [Residential Tenancies Act 1997 \(Vic\)](#)