

Repairs and Maintenance Policy

1. Policy

Uniting Vic.Tas (Uniting) provides residential properties that are safe, secure, in good repair and meet minimum standards under relevant legislation.

Uniting will undertake maintenance programs to ensure the properties for which it is responsible for maintenance are maintained to a high standard, and to extend asset life.

Uniting will:

- repair and maintain properties for which it is responsible for maintenance consistent with the Uniting **Asset Management Policy** principles by ensuring:
 - compliance with relevant regulatory and legislative requirements
 - financial sustainability, commercial viability, environmental sustainability and performance, and accessibility
 - properties are maintained and maintainable considering all stages in the asset lifecycle.
 - positive outcomes for consumers and community
 - asset management activities consistent with the Uniting values.
 - management of risk to optimise the performance of the assets.

Depending on the jurisdiction, in this policy:

In this document		Victoria	Tasmania
Renter	shall mean	Renter	Tenant

2. Scope

This information applies to all rental properties owned by Uniting Housing.

3. Procedure

3.1. Requests for repairs and maintenance

Uniting representatives will:

- provide a clear process for renters to request repairs including after-hours urgent repairs.
- provide effective, reliable, and timely responses to requests for repairs.
- inform community housing renters about when repairs will be made.
- The associated cost of reporting a non-urgent repair after hours is the responsibility of the renter. They will be responsible for the cost of the repair and the call out fees.

Document Name: <i>Repairs & Maintenance Policy</i>	Policy Area: <i>Quality, Risk & Compliance</i>	
Document Number: <i>UP-UH-009</i>	Classification: <i>Internal</i>	
Version Number: <i>2.0</i>	Document Owner: <i>General Manager, Housing & Property</i>	
Publication date: <i>29/06/2023</i>	Endorsed by: <i>General Manager, Housing & Property</i>	
CMS embedded: <i>n/a</i>	<i>Printed copies of this document are considered uncontrolled.</i>	Page 1 of 2

3.2. Monitoring and recording repairs and maintenance

Uniting representatives will:

- undertake regular inspections of properties in line with legislation and Uniting's **Asset Management Policy**
- ensure a high standard of service to renters in the delivery of repairs and maintenance.
- monitor delivery of repairs and maintenance to ensure these are done with required timeframes, especially urgent repairs.
- record maintenance activities appropriately and monitor repairs and maintenance activity to inform performance management, risk management, financial management and continuous improvement.

4. Legislation/Regulations

National

Age Discrimination Act 2004 (Cth)

Disability Discrimination Act 1992 (Cth)

Sex Discrimination Act 1984 (Cth)

National Rental Affordability Scheme Act 2008 (Cth)

National Rental Affordability Scheme Regulations 2020 (Cth)

Tasmania

Community Housing Providers National Law (Tasmania) Act 2013 (Tas)

Family Violence Act 2004 (Tas)

Victoria

Housing Act 1983 (Vic)

Residential Tenancies Act 1997 (Vic)

Residential Tenancies Regulations 2021 (Vic)

Equal Opportunity Act 2010 (Vic)

Public Health and Wellbeing Act 2008 (Vic)

Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (Vic)

Noise (Residential) Accommodation Services

Environment Protection (Residential Noise) Regulations 2018 (Vic)

Environment Protection Act 2017 (Vic)

Environment Protection Regulations 2021 (Vic)

Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)

Charter of Human Rights

5. Related Documents

Changing Needs Policy

Uniting Asset Management Policy

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