

Maintenance Policy

KEY POLICY AREA: Property Management

POLICY: Maintenance

APPROVED DATE: 11th June 2019

MODIFIED DATE:

RELEVANT LEGISLATION

Residential Tenancies Act 1997 (VIC)

STANDARDS

Performance Standards for Registered Housing Agencies

PROTOCOLS AND POLICY LINKAGE

Property Services Policy

Quality Assurance Policy

POLICY

Wayss is committed to maintaining all properties to a consistent quality standard. Wayss will appropriately discharge its duties under the *Residential Tenancies Act (RTA) 1997* and in accordance with the *Housing Registrar's Performance Standards*.

This policy applies to all properties in Wayss' managed properties.

CLIENT RIGHTS

Tenants have the right to access well maintained properties and to have their requests for maintenance responded to in a timely manner.

MAINTENANCE REQUEST

Wayss is a contact point for tenants to report request maintenance and repairs during business hours.

Both urgent and non-urgent requests can be made directly to Wayss during defined standard business hours (9 am–5 pm weekdays). An after-hours contact (5pm-9am, weekends and public holidays) is provided to tenants for any urgent repair requests.

Wayss provides the contractors with all the available information in order for them to carry out an effective repair within the required response time.

RESPONSIVE MAINTENANCE

Responsive maintenance is day-to-day maintenance which occurs irregularly and without warning. Wayss is obliged under the Residential Tenancies Act 1997 to undertake non-urgent maintenance within 14 days, and urgent maintenance within 24 hours.

URGENT MAINTENANCE

Wayss will make every effort to provide a response within 24 hours for all urgent repairs. Urgent Repairs are defined in the Residential Tenancies Act 1997 as:

- Burst water service
- Failure or breakdown of any essential service or appliance provided by the Landlord for hot water or heating
- Blocked or broken toilet system
- Failure or breakdown of the gas, electricity or water supply
- Serious roof leak
- Any fault or damage in the premises that makes the premises unsafe or insecure
- Gas Leak
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- Flooding or serious flood damage
- Serious fault in lift or staircase

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- Serious storm or fire damage
- Any fire

NON-URGENT MAINTENANCE

Wayss will endeavour to provide a response within 14 days for all non-urgent repairs, which is any maintenance that does not fall under urgent maintenance. If the repair is deemed to be tenant-related damage, the cost may be charged back to the tenant as per the *Tenant Recharge Policy*.

WHITEGOODS AND FURNITURE

Wayss is responsible for repairs, maintenance and replacement of whitegoods and furniture that has been supplied within the property. Wayss will not accept responsibility for whitegoods or furniture that the tenant has supplied.

EVALUATION

This policy will be reviewed in line with legislative changes to the Residential Tenancies Act, Office of Housing guidelines or as part of Wayss Policy review schedule.