

POLICY/PROCEDURE: Asset Maintenance Policy (Tenancy Management)

Purpose

The purpose of this policy is to enable CatholicCare NT (CCNT) to:

- deliver a maintenance service which takes into account the quality of life of tenants
- ensure that properties meet acceptable standards
- protect the value of assets purchased and/or developed by CatholicCare NT Resources (CCNTR)
- use available resources effectively and efficiently
- manage the acquisition of new stock according to community need.

Background

CCNT is responsible by agreement with CCNTR to provide Tenancy and Property Management services for CCNTR Community Housing stock. In discharging this duty CCNT, by agreement with CCNTR, will manage the maintenance and asset cycle process within the guidelines of this policy.

Scope

This policy applies to all Community Housing properties owned, managed or leased by CCNTR. The Asset Maintenance Policy (Tenancy Management) covers the three main areas of Asset Maintenance undertaken by CCNT, being:

1. Responsive Maintenance
2. Cyclical or Planned Maintenance
3. Vacated Maintenance.

This policy is informed by and complies with the Residential Tenancies Act 1999 (NT).

Policy Statement

CCNT recognises the importance of prompt, responsive and well-planned cyclical asset repair and maintenance system both for the amenity of tenants and the long-term viability of the asset.

General

CCNT is committed to providing tenants with accommodation that is secure, safe, in good repair and of an acceptable standard through:

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- adherence to industry standards and building regulations
- efficient, effective, reliable and timely responses to maintenance requests
- appropriate information to tenants regarding responsibilities, procedures, rights, feedback and complaints
- monitoring repairs and maintenance services
- compliance with the legal requirements of the Residential Tenancies Act 1999 (NT)
- in alignment with the quality and compliance service standards for Community Housing (CHIA).

CCNTR will provide (through purchase and/or development) Community Housing that is appropriate and meets specific requirements through:

- ensuring accommodation is well planned in areas of design, location and proximity to services
- incorporation of adaptable elements within the design
- incorporation of environmentally sustainable development objectives
- consideration of the household size needs for the targeted communities.

To facilitate the achievement of the above policy areas, CCNT will establish:

- individual property files that record maintenance works undertaken and include site and elevation plans, property service plans and information relating to fixtures, fittings and finishes
- annual budgets for responsive and cyclical maintenance and capital works
- financial systems which efficiently monitor budget allocations, outgoings, and property revenue
- use of Community Housing tailored software to manage all aspects of property and tenancy management including asset register. CCNT tenancy and property management service will utilise Social Housing Management Software.

Responsive Maintenance

Responsive maintenance is the day to day maintenance or repair work that is not regularly scheduled. These works are usually in response to a request by a tenant or are required because of an event such as emergency, weather, or other one-off occurrences.

Under Part 7 of the Residential Tenancies Act 1999 (NT), repairs are categorised as either emergency repairs or non-emergency repairs. All responsive repairs will be undertaken within the response times outlined below and in line with Part 7 of the Residential Tenancies Act 1999 (NT):

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Category	Example	Response Time
Emergency/ Urgent	Burst water service Blocked or broken toilet system Serious roof leak Dangerous electrical fault Gas leak Flooding or serious flood damage Burst water pipes Serious storm, fire, or impact damage Breakdown of the gas, electricity, or water supply A failure or breakdown of an essential service or appliance for water or cooking A serious fault in a staircase or lift that makes it difficult for a resident to access or use their premises Anything that could hurt somebody Fault or damage that makes the premises unsafe or insecure.	After notification from the tenant, CCNTR will within 5 business days have either: <ul style="list-style-type: none"> • Had the repairs carried out, or • Made arrangements for the repairs to be made and notified the tenant accordingly <p>The repairs will be completed within 14 days.</p>
Non-emergency	Repair to clothesline Internal doors that won't close An air conditioner or fan not working Leaking taps, shower pressure decreasing.	Within 7 days of being notified CCNTR will have either: <ul style="list-style-type: none"> • Had the repairs carried out; or • Made arrangements for the repairs to be made and notified the tenant accordingly <p>Non-emergency repairs will be completed within 21 days.</p>

CCNT will action emergency items straight away and take reasonable steps to fix the issue within 14 days.

Tenant Caused Damage

Damage to the property caused by someone living in the house, or a known visitor to the house, is the responsibility of the tenant. Where there are tenant breakages for example to a window or oven door, it is the responsibility of the tenant to pay to get it fixed.

Criminal damage as the result of a crime, not caused by a tenant, should be reported to Police.

Where the repairs required are due to damage caused by the tenant or visitor due to lack of care and not through fair wear and tear, e.g., broken glass in windows, holes in walls, CCNT will:

- **For urgent repairs** CCNT in consultation with the tenant will arrange the works to be done as per the Residential Tenancies Act 1999 (NT) within 24 hours and inform the tenant that this may be a tenant charge
- **Non urgent repairs** will be quoted on first, and the tenant will have 14 days to rectify the damage. If the tenant has not repaired the damage within 14 days

CCNT may, complete the works, and forward the costs onto the tenant where applicable under Part 7 of the Residential Tenancies Act 1999 (NT).

Cyclical or Planned Maintenance

Cyclical maintenance is the planned renewal and/or replacement of building components, appliances, fixtures, fittings and surfaces based on the life span and actual condition of the property.

CCNT maintains a 40-year Asset Management Program that determines projected cyclical maintenance works and estimated costs based on:

- an assessment of the building fabric, structure and condition of the property
- realistic estimates of fair wear and tear to the property
- annual property audits (condition inspections)
- current material and labour costs (CPI adjusted annually).

Contracted Cyclical Maintenance

Programmed cyclical maintenance is often contracted and undertaken as scheduled throughout the year. It is CCNT's practice to:

- maintain a comprehensive register of reputable and reliable contractors
- select contractors based on their qualifications, experience, appropriate insurances, licences and availability and cost
- appoint contractors in line with the Procurement Policy
- review contractors based on feedback received from tenants, and quality and cost of works
- ensure access to properties is in accordance with the Contractor Code of Conduct in accordance with the Residential Tenancies Act 1999 (NT)
- monitor the progress of large jobs and assess the quality of completed works
- obtain feedback from tenants regarding their satisfaction with the service and conduct of the contractor.

Capital Works

Capital works increase the capital value of the asset. They may include restumping/roofing/plumbing/wiring and/or extensions, and new kitchens/bathrooms/laundries.

For major upgrades and renovations, careful consideration will be given to the housing needs of the tenant group and take into account where possible, current problems, weaknesses, faults and deficiencies of the property/existing Community Housing stock.

Current or future tenants of the property may be provided with the opportunity to be involved in the property renovations and with the selection of colour schemes, fixtures and fittings, where practical.

CCNT will not operate unilaterally with respect to capital works.

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Inspection of the property and scope of works is determined by CCNTR. Any capital works undertaken must be in line with the appropriate building and housing regulations.

Annual Property Audits

CCNT conducts annual property audits to ensure up to date property condition records. The audits inform cyclical maintenance schedules and annual budgets for the following financial year. Tenants will be given notice of the Annual Property Audit as per the Residential Tenancies Act 1999 (NT).

Vacated Maintenance

Vacated maintenance is the maintenance or repair works that are completed on vacant properties prior to re-letting. To determine the maintenance works required, an inspection by CCNT tenancy and property staff of the property is undertaken. This is done one working day before the tenant is due to vacate or on the same day that they vacate the property.

Vacated maintenance is undertaken to ensure:

- the property is in a clean condition
- the property is of an acceptable standard for re-letting
- there are no health or safety risks in the property
- the property is secure
- all utility services such as gas, electricity and water are checked to ensure they are in a safe working condition.

Maintenance works to repair minor damage to the property are undertaken immediately. Items which have been subjected to wear and tear, are in poor condition and are scheduled in the current annual cyclical maintenance program will also be undertaken while the property is vacant. Other works will be scheduled for future cyclical maintenance or capital upgrade. It is anticipated that all vacated maintenance repairs be carried out within 10 days to minimise loss of rent on the property.

Should maintenance works be required to repair damage to the property resulting from deliberate and/or neglectful behaviour of the tenant, CCNT may, in accordance with the Residential Tenancies Act 1999 (NT), commence action to recover the costs of the works from the tenant.

Related information

CatholicCare (NTR) Strategic Asset Management Plan

CatholicCare (NT) Inc. Procurement Policy

CatholicCare (NT) Inc. Code of Conduct (Contractors)

Residential Tenancies Act 1999 (NT)

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