

# RESPONSIVE MAINTENANCE AND REPAIRS POLICY

Providing affordable accommodation for low income  
and disadvantaged single people

## Policy Statement

St Kilda Community Housing (SCH) is committed to undertaking all responsive maintenance and repairs within the timeframe written in the *Residential Tenancies Act 1997*. SCH is also committed to ensuring that such maintenance and repairs are carried out to a high standard.

## Definitions

Maintenance and repairs fall under three classifications: urgent, priority and normal.

### 1. Urgent

Urgent repairs must be completed within 24 hours. Urgent repairs mean any work necessary to repair or remedy:

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A dangerous electrical fault
- A failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating or laundering
- A failure or breakdown of the gas, electricity or water supply
- An appliance, fitting or fixture provided by SCH that uses or supplies water and that is malfunctioning in a way that results or will result in a substantial amount of water being wasted
- Any fault or damage that makes the house or room unsafe or insecure
- A serious fault in a lift or staircase

## 2. Non-Urgent

Non-urgent repairs fall into two categories: priority and normal. Priority repairs should be completed within 7 days and are normally (but not always) associated with vacated maintenance. An example of a priority maintenance task would be where one of the elements on a stove has ceased to work. Normal repairs should be completed within 14 days. An example of a normal maintenance task would be the replacement of broken tiles in a bathroom/shower area.

## Procedures

Maintenance requests may be received by telephone, in person at the office or through the Housing Manager or via the email account [maintenance@stkch.org.au](mailto:maintenance@stkch.org.au).

If a request has come in as urgent wherever possible Housing Managers and/or Maintenance Workers should ascertain the nature of the fault and determine whether it is urgent. Tenants with urgent requests involving fire should first report these to the Metropolitan Fire Brigade and then to SCH. All tenants are given information about what to do if there is a fire and all rooms have this information on the walls.

If an urgent call is received after hours, all tenants are given the after-hours maintenance call centre number. The call

centre staff are provided with a list of appropriate tradespeople who will attend after hours urgent maintenance tasks. This list is updated on a regular basis.

All maintenance requests should be entered into Chintaro on the Maintenance Task Form including whether access is available and whether the tenant has given permission to enter the room. The form then comprises a work order to be sent to the relevant internal worker/tradesperson. No maintenance tasks should be undertaken without a work order.

When a job has been completed the Maintenance Worker should confirm that it has been done and the completed date can then be entered on Chintaro.

Approximately 10% of works will be subject to a quality inspection and the information entered into Chintaro.

Tenant feedback on the process will be obtained via the tenant feedback form which is to be given to all tenants who have required repairs and maintenance in their rooms.

Any work that has not been completely satisfactorily will be subject to a recall order.

## Relevant Legislation

*The Residential Tenancies Act 1997*

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