

## Asset Maintenance - Policy Number 200

Edited August 2023

### 1. Purpose

This policy outlines how Pacific Community Housing will manage maintenance of all their properties. Pacific Community Housing will undertake maintenance of all owned properties to:

- ensure all our tenants live in properties that are safe, clean and liveable, as defined in Land and Housing Corporation (LAHC) Asset Performance Standards.
- maximise the useful life of our properties.
- ensure our maintenance decisions align with the Strategic Portfolio Planning and Programming.
- ensure maintenance on our properties is efficient, affordable, reliable, timely and to a good standard.
- meet our legal and regulatory duties as set out in any regulatory framework to which we are bound.

### 2. Scope

This policy applies to all properties owned, managed and leased by Pacific Community Housing and its subsidiaries. We carry out maintenance on all properties except for leasehold properties.

### 3. Principles

This policy sits within Pacific Community Housing's Asset Management Framework, which outlines a process for strategic asset planning, including 10-year plans and annual asset plans. Pacific Community Housing has a 10 Year Plan and Annual Plan for our overall portfolio and also has policies and procedures that cover all asset management activities.

Pacific Community Housing will:

- Base our planning and investment on agreed measures and rules around asset condition and portfolio need.
- Optimise our investment in maintenance across the whole portfolio to maximise the value for money achieved from this expenditure.
- Formulate our maintenance program in collaboration with Finance as part of budget management process.
- Consult widely with stakeholders, including tenants and LAHC, in developing asset plans.
- Look for opportunities to achieve broader social outcomes for tenants such as training or employment in the delivery of property services where it can be done cost effectively.
- Work collaboratively with LAHC to deliver on Government priorities.
- Work closely with stakeholders and other housing providers, particularly community housing providers in adjacent regions, and develop an efficiency in joint plans where appropriate.

### 4. Internal Maintenance

For maintenance inside properties, the general principle is that we will undertake work where it is most needed. Priority is derived from regular inspections of the properties with an emphasis on those Below Maintained Standard (BMS) or categorised as high priority. In practical terms, this means Pacific Community Housing will:

- Use data from assessment of the properties to develop an annual plan and allocate our budget.
- Obtain concurrent agreement and incorporate recommendations from LAHC.

- Create work scopes for properties below maintained standard and high priority component items.
- Review work scopes and prioritise to meet budget allowing a contingency.
- Issue work scopes and monitor the completion of the work.
- Assist with responsive repairs as required, whilst aiming to minimise responsive maintenance by optimising our planned maintenance.

To assess a properties condition and maintenance priority, we use a standard Property Inspection Report.

## 5. External maintenance

For external works on buildings and cyclical maintenance, Pacific Community Housing will:

- Assess the need for planned works based on whole buildings (not piecemeal work by component).
- Manage each building to a life cycle and factor replacement of essential items into plans (e.g. safety and emergency) based on condition surveys rather than replacement to a pre-set cycle (5/10/15/20 years).
- Manage common areas on a cycle of work—we have identified the regular maintenance requirements and have factored these into our plans (yearly or as required, such as essential services, lawns and grounds).
- Maintain quality by having a Quality Officer/Auditor to review work scopes and reports to confirm that the required work has been undertaken and delivered to LAHC Asset standards.
- Manage structural repairs and fire engineered compliances.
- Only replace items when they fail or are very close to failure to maximise their useful life.

## 6. General asset management

### Common Area Management

This applies to common areas we manage. Where common areas are managed by a Strata Manager, responsibility for maintenance remains with the Strata Manager.

The common area management responsibilities encompass components such as:

- Building exterior
- Building entrance and lobby
- Stairs, walkways, passages, lifts
- Common carpark
- Common gardens and lawns
- Essential Fire Safety Services maintenance

### Keys to properties

Pacific Community Housing will only keep keys for common areas and vacant properties.

Common Area keys are stored at Pacific Community Housing's Head Office and they are recorded in our housing and tenancy management database.

For high rise apartment buildings, we will install a security coded lock box on site which will contain Common Area keys to be used in case of emergency.

Vacant property keys will be stored on site in contractor's security lock box.

## Tenant charges

Pacific Community Housing may charge tenants for repairing damage to a property or other costs which are the tenant's responsibility e.g. a locksmith to let the tenant into their property if they are locked out or replacing lost keys.

If the tenant is responsible for repairing damages or other costs and Pacific Community Housing will arrange the repairs or services and will charge tenants for the costs. These are known as Tenant Charges.

## 7. Legislative Framework and Related Policies

- Quality Assurance – Policy 201
- Repairs and Maintenance – Policy 202
- Tenant Damage - Policy
- Property Inspection Report - Form
- Residential Tenancies Act 2010 (NSW)
- Disability Discrimination Act 1992 (Cth) (Disability Discrimination Act)
- Community Housing Provider (Adoption of National Law) Act 2012 (NSW) (CHP Act)
- National Regulatory System for Community Housing (NRSCH)
- National Construction Code (NCC)
- Environmental Protection and Biodiversity Control Act 1999 (Cth) (EPBC Act)
- Heritage Act 1977 (Heritage Act)
- Environmental Planning and Assessment Act 1979 (NSW) (EPA Act)
- Swimming Pools Act 1992 (NSW) (Swimming Pools Act)
- Strata Schemes Management Act 2015 (NSW) (Strata Schemes Act)
- Work Health and Safety Act 2011 (NSW) (WHS Act)
- Work Health and Safety Regulations 2011 (NSW) (WHS Regulations)
- Dividing Fences Act 1991 (NSW)
- Housing Act 2001 (NSW)
- Home Building Act 1989 (NSW)