

## Repairs and Maintenance - Policy Number 202

Edited August 2023

### 1. Purpose

Pacific Community Housing is dedicated to providing quality, safe, well maintained and affordable housing. This policy applies to the repairs, maintenance and general upgrades for all properties managed and leased by Pacific Community Housing. It also outlines what happens should any damage be caused to the property during the tenancy.

### 2. Scope

This policy applies to all properties owned, managed and leased by Pacific Community Housing.

### 3. Principles

Pacific Community Housing will work diligently to ensure their properties are always fit to live in.

Pacific Community Housing will therefore:

- Be responsible for repairing and maintaining each property so that it is in a reasonable state of repair.
- Consider the age of the property, the amount of rent being paid, and the prospective life of the property before deciding what repairs or maintenance is required.
- Respond to maintenance requests or inspection reports and complete any repairs or maintenance in a timely fashion.

Tenants also have the responsibility to:

- Consider the age of the property before starting a tenancy.
- Keep the property in a reasonable state of cleanliness.
- Maintain minor things such as replacing light bulbs, cleaning windows (where possible), dusting, removing cobwebs and routine gardening such as watering, mowing and weeding (if required).

### 4. Repairs or Maintenance Reporting

Tenants must report all known property maintenance issues and faults to Pacific Community Housing in writing through their website [www.PCH.com.au](http://www.PCH.com.au) or if it's an emergency by phoning Pacific Community Housing on [02 95226575]. It is preferable that tenant use Pacific Community Housing 'Repairs or Maintenance Reporting' Form.

## 5. Issue Types and Response Times

Pacific Community Housing categorise all repair or maintenance requests into one of four possible streams. Pacific Community Housing will respond to each request based on its urgency. These include:

Type of Repair or Maintenance Request	Typical Response Time
Emergencies (e.g. Gas Leak, Dangerous Electrical Faults, Significant Water Loss)	0 to 6 Hours
Urgent (e.g. Broken Toilet, Smoke Alarm, Smashed Window)	6 to 24 hours
Non-Urgent (e.g. Ovens, Air-Conditioner, Hot Water System)	1 – 28 Days
Major Upgrades (e.g. Kitchen or Bathroom Replacement)	Subject to contractors and budget

## 6. Types of Urgent Repairs

Pacific Community Housing will work towards the above times for the following urgent repairs:

- smoke alarms
- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leaks
- a gas leaks
- an electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the property unsafe or insecure.

## 7. Damage

Both Pacific Community Housing and tenants have the responsibility to ensure properties are kept safe and well maintained. Tenants must not cause or allow damage to be caused, either intentionally or through lack of care. These include every member of the household and any visitors. If the tenant causes or allow damage to be caused to the property, Pacific Community Housing has the right to ask the tenant to repair the damage or pay for the costs of the repair to be done by Pacific Community Housing. For more information refer to the Tenant Damage Policy.

## 8. Legislative Framework and Related Policies

- Quality Assurance – Policy 201
- Tenant Damage – Policy 203
- Property Inspection Report – Form
- Residential Tenancies Act 2010