



National Affordable Housing Consortium Victoria

Responsive Maintenance policy

Policy Statement

NAHCV is committed to ensuring properties meet the National Community Housing Standards and the Victorian Housing Registrar (VHR) Performance Standards for Registered Housing Agencies. This policy identifies the systems which facilitate the effective delivery of repairs and maintenance to meet these standards. NAHCV is guided by the following principles:

- Deliver appropriate maintenance services in a timely manner
- Transparency of decisions
- Equitable maintenance services for all tenants and across all properties
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Purpose

This policy establishes the approach NAHCV takes to responsive maintenance, enabling NAHCV to:

- Deliver a maintenance service which takes into account the quality of life of tenants
- Ensure that properties meet and maintain acceptable standards
- Protect the value of assets
- Use available resources effectively and efficiently.

Scope

This policy applies to all tenants residing in long-term Targeted and Non-Targeted Social Housing properties owned or managed by NAHCV.

Responsive Maintenance

Responsive maintenance is categorized as the day-to-day maintenance or repairs to properties that are unplanned. These works are usually reported to the Property & Tenancy Managers by the tenant. This also includes damaged caused by natural disasters or weather events.

The below table outlines what tenants can expect of NAHCV and what is required by NAHCV after receiving the repairs and maintenance request;

Category	Response Time from PM	Contractor to Attend	Severity of Risk could cause	Nature of the problem examples
Urgent	1 hour	Same day/24 hours	Death or injury or serious damage to the property	Leak in gas line Fire Burst water pipes Bare electrical wires Structural damage Blocked sewerage
Priority	24 hours	Within 7 Days	Damage to the property	Leaking Tap Broken Light
Normal	24 – 48 hours	14 Days	Inconvenience	Jammed internal door Loose door handle

Tenant Caused Damage

In the instance that repairs are required due to damage caused by the tenant, household member or a visitor due to lack of care and not through fair wear and tear, e.g. holes in walls, broken tiles, destroyed carpet, broken glass in windows, toys in drains.

NAHCV response:



- Urgent repairs will be arranged by NAHCV, works will be arranged and completed in line with the requirements of the Residential Tenancies Act 1997 (Vic) within the prescribed timeframe of 24 hours and inform the tenant that this may be a tenant charge as per the Tenant Recharge Policy.
- 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 damaged within 14 days NAHCV may breach the tenant, have the repairs completed and forward the costs onto the tenant.

Emergency after Hours Maintenance

After hours is defined as the hours outside of normal offices of 9am to 5.00pm Monday to Friday as well as weekends and public holidays. NAHCV operate an after hours service for emergency and urgent repairs and events that require attention outside of normal office hours.

Human Rights Considerations

In deciding what action to take, NAHCV employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

Transparency and Accessibility

This procedure will be available on the NAHCV website www.nahc.org.au/NAHCV

NAHCV may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change. All tenants will be advised in writing of the changes and if/how it will affect their tenancy.

Relevant Legislation

- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- Guidelines for Registered Housing Agencies published by DHHS

Related Policies and Procedures

- NAHCV Tenant Recharge Policy
- NAHCV Rent Arrears & Debt Recovery Policy
- NAHCV Financial Hardship and Temporary Absence Policy
- NAHCV Ending a Tenancy Policy
- NAHCV Bond Policy
- NAHCV Financial Hardship and Temporary Absence Policy
- NAHCV Complaints and Appeals Policy

Policy Approval and Review Details

Policy Creation Date & Version	27/02/2020	Version: 2.0
Policy Owner	Position: COO	Business Unit: Operations
Policy Approved by	Chief Operating Officer (COO)	
Date Approved	14 September 2021	
Policy Reference Number	VIC-NAHCV015	Policy Review Date: Sept 2023