

PROPERTY ASSETS MAINTENANCE POLICY

Policy number	AM003	Version	DRAFT 002
Drafted by	Meg George	Approved by Board on	24 February 2016
Responsible person	Asset Manager	Scheduled review date	24 February 2018

1. PURPOSE

The purpose of this policy is to:

- 1.1. Ensure all properties owned or managed by CEHL are well maintained and are safe, habitable and secure.
- 1.2. Ensure maintenance activities are carried out according to legislative standards and CEHL asset management practice.

2. POLICY STATEMENT AND PRINCIPLES

2.1. STATEMENT

- 2.1.1. Maintenance performed on CEHL property assets will be performed to protect the value of the assets, maximise the useful life of properties, and provide a consistent service within available resources.
- 2.1.2. Priority will be given to works that improve the safety and security of property assets.
- 2.1.3. The maintenance program will aim to minimise reactive repairs by maximising planned and preventative maintenance.

2.2. PRINCIPLES

- 2.2.1. All maintenance activities carried out on CEHL property assets are to be undertaken in compliance with the Residential Tenancies Act (1997) Victoria and/or any other relevant legislation and standards.
- 2.2.2. Maintenance plans will be prepared with a focus on meeting service levels, asset life targets, managing risk, and efficient use of available resources within financial constraints.
- 2.2.3. All unplanned maintenance activities will be prioritised according to legislative standards, with safety as a priority.
- 2.2.4. Asset intent will inform maintenance plans and be considered prior to carrying out unplanned maintenance activities.
- 2.2.5. Efficiencies are to be sought so long as they are not to the detriment of the quality of works and services, and opportunities to maximise works carried out at the time of vacancy will be considered in line with maintenance plans.
- 2.2.6. Prescribed safety checks will be carried out and certificates obtained and recorded at each vacancy to ensure the property meets requirements for tenancing.

- 2.2.7. All works will be carried out by qualified, licensed contractors with minimal disruption to occupants.
- 2.2.8. Maintenance activities will be monitored and recorded appropriately to inform performance monitoring, risk management, financial management, and continuous improvement.
- 2.2.9. Where damage beyond fair wear and tear is assessed, reimbursement will be sought from the responsible party for rectification works.
- 2.2.10. In the event a property is deemed uninhabitable, appropriate alternative accommodation will be provided for the occupant until the property has been made habitable or permanent alternative accommodation has been sourced.
- 2.2.11. Regular inspections of property assets will be undertaken in line with relevant legislation and standards to monitor the condition of property assets and ensure they are being maintained to an acceptable standard.

3. SCOPE

This policy applies to all maintenance activities carried out on property assets owned or managed by CEHL.

4. DEFINITIONS

'Property assets' in relation to CEHL typical operations include: land, dwellings, outbuildings, offices and fixtures and, in some instances, chattels (such as household appliances). Other types of property assets not mentioned, such as commercial properties, may form part of the property portfolio at a future date and are covered by this policy unless otherwise determined.

'Appropriate alternative accommodation' means an offer which is consistent with the household composition and within a reasonable distance of the household's existing property location.

'Uninhabitable' means not fit for human habitation because the property is dangerous or detrimental to life or health.

5. LEGAL REQUIREMENTS

This policy incorporates guidance provided by:

- a. Residential Tenancies Act (1997) Victoria
- b. Housing Act (1983) (amended 2005)
- c. OH&S Act 2004 (VIC)

6. BOARD AUTHORISATION

Signature



Date of approval 24 / 2 / 2016

Name

Karren Walker