

# CO-OP MAINTENANCE DIRECTOR QUICKGUIDE

## GENERAL RESPONSIBILITIES

- Keep the Co-op houses in good repair
- Property Inspections
- Prepare Maintenance Budget in consultation with the Board
- Maintain Property records
- Oversee maintenance tasks
- Liaise with CEHL Property Officer for 3<sup>rd</sup> Schedule work
- Train other members to do the role

## HOW TO CARRY OUT THESE RESPONSIBILITIES

### Keep the Co-op Houses in Good Repair

The Co-op, as the Landlord, is responsible for ensuring the houses are in good repair.

#### **Urgent Maintenance:**

- Repair essential items in properties and/or where there is danger in not repairing; Including burst water service/pipes, broken toilet, serious roof leak, and gas or electrical fault. Urgent repairs are listed within Residential Tenancy Act and Consumer Affairs handbook "*Renting a Home*"
- Co-op members make contact with Maintenance Director (or if not available, another Director) and seek agreement if the repair is urgent
- If the Co-op does not respond promptly, a member can authorise a repair to the value of \$1000 and claim reimbursement from the Landlord

#### **Ongoing Maintenance:**

- Repairs to items and fixed appliances which break (including fair wear & tear), leak or don't work

#### **Cyclical Maintenance:**

- New floor coverings, cooking appliances, window furnishings, painting etc.
- These items are included in the 3 to 5 year future cycle of works set out in the Maintenance Planner & Budget.

### Maintain Property Records

The Co-op must have a separate file for each property containing:

- The house description form (details on the construction of the house, gas or electricity supply, any major renovations etc. and also invoices for works attended)
- Upgrade reports
- All Asset Inspection Reports from CEHL
- All Condition Reports and Co-op Inspection Reports and quotes obtained
- Completed maintenance request forms
- Warranties and guarantees on appliances
- Compliance certificates on completed works
- File notes, including any written reports provided by tradespeople
- *Circuit* reports on maintenance for each property in the financial year

Other relevant files such as:

- Maintenance Planner - identifies works planned for properties in accordance with the yearly budget expenditure.
- CEHL Memos and information
- Emergency details for plumbers, locksmiths & electricians
- The Occ. Health & Safety Policy and any OHS certificates from contractors
- The Co-op maintenance insurance

**FOR FURTHER INFORMATION DOWNLOAD THE FOLLOWING DOCUMENTS FROM THE CEHL WEBSITE**

[www.cehl.com.au](http://www.cehl.com.au)

- Maintenance manual
- Request Improvement – Alteration/Addition
- PAC recommended policy: Maintenance
- Tenant maintenance request form
- Property Inspection Form

### Property Inspections

- Each property must be inspected at least once a year
- Share the task around the group or the Maintenance Sub-Committee
- All inspections must be done by at least 2 members (members never inspect their own homes)
- Tenants must be given at least 24 hours notice in writing of an inspection. Usual practice is to give 7 days' written notice or a mutually convenient time
- CEHL has a *Property Inspection* form recommended for use.
- The tenant should be given a summary of the inspection notes
- If there are things the tenant needs to fix or clean, a letter in the first instance, and a Breach of Duty notice may be necessary if the problems are not remedied
- Property Condition Report must be done at start and end of tenancy
- It is not permissible to inspect a property within the first 3 months of tenancy

### Prepare Maintenance Budget in consultation with the Board

- Prepare a 12-month, costed, maintenance planner using the Co-op budget, *Property Inspection Forms* and the *CEHL/Co-op 3 to 5 Year Plan* for the Board's approval
- Larger and more expensive jobs should be staggered so expenses are spread more evenly -this should be taken into account when setting these into the planner
- The Maintenance Director and Treasurer meet regularly to pay accounts and to ensure that all works are within the delegated budget set down by the Board

**Note: When a member moves into a house, it must be safe, in good repair and "reasonably" clean. Do not agree to waive the first week's rent for a new tenant to clean the house**

### Oversee Maintenance Tasks

- All members should be given a supply of *Maintenance Request Forms*
- organise 2 quotes from different tradespeople for works over \$500
- When a job is agreed, the Maintenance Director or the member may organise the work to be completed
- If members ask tradesperson to do extra work, it is at their cost unless approved by the Co-op
- Inspect major repairs or work as the job progresses (e.g. painting a house) to check progress and resolve any problems
- Minor repairs may not need to be inspected, but all work must be certified complete & satisfactory before payment
- Members must advise the Maintenance Director when a job is complete
- Report all works at the next Directors meeting
- When a job is complete & inspected, Maintenance Director authorises Treasurer to pay the account promptly.

**TIP: Consult your Property Officer to access CEHL's Trade Alliances for repairs or upgrades**

### Liaise with CEHL for 3<sup>rd</sup> Schedule Work

3<sup>rd</sup> Schedule repairs or renovations are the responsibility of CEHL. It includes:

- Replacements of stairs, patios & porches
- Roofs
- Major re-wiring
- Restumping & underpinning
- Sewerage & Stormwater replacement
- Hot & Cold Water replacement
- Full recladding
- Major bathroom & kitchen replacements
- Major driveway, shed or garage replacements

**Note: Written permission is needed from CEHL before a Co-op or tenant makes any renovations or alteration to a property. This is a requirement under the RTA and CCA**

Please contact your Property Officer for any assistance on 9208 0800 or free call 1800 353 669