

MAINTENANCE WORK CATEGORIES & TIMEFRAMES FACT SHEET



This fact sheet lists the different types of home repairs and maintenance and the timeframe in which to complete the works. The table (right) is an overview of work categories and timeframes, for complete details read on.

Urgent Repairs

The Director of Consumer Affairs Victoria has developed guidelines to clarify timeframes for responding to urgent repairs.

The details of what is classified as an urgent repair are listed in the table below. The guidelines are available on the Consumer Affairs website, click on the link below:

<https://www.consumer.vic.gov.au/library/publications/housing-and-accommodation/renting/guideline-4--urgent-repairs.docx?la=en>

| REPAIR TYPE | TIME FRAME |
|------------------------|----------------------|
| Urgent Repairs | 24 hours |
| Responsive Maintenance | 14 days from request |
| Cyclical Maintenance | Scheduled/recurring |
| Third Schedule | Scheduled |

| Urgent Repairs | Immediate repairs required in 24 Hours |
|--|--|
| <p>Who's responsible: CERC: Maintenance Director CMC: CEHL Maintenance Coordinator</p> <p>What qualifies as an urgent repair is defined by the Residential Tenancies Act 1997 (Vic).</p> <p>Renters are to give notice of the need for maintenance as soon as practical. The residential rental provider is required to undertake urgent repairs within 24 hours.</p> <p>Urgent repairs need to be fixed straight away because they affect safety and security, or are a failure of an essential service. They include:</p> <ul style="list-style-type: none"> - A burst water service - A blocked or broken toilet system - A serious roof leak - A gas leak - A dangerous electrical fault - Flooding or serious flood damage - Serious storm or fire damage - A failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating - A failure or breakdown of the gas, electricity, or water supply - A failure or breakdown of a cooling service - A failure to comply with any rental minimum standards - A failure or breakdown of any safety related devices, including a smoke alarm or pool fence - Any appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted - Any fault or damage that makes the rented premises unsafe, including a pest infestation, or the presence of mould or damp caused by or related to the building structure - A serious fault in a lift or staircase | |



Responsive Maintenance

Responsive maintenance consists of day-to-day maintenance and includes repairs required to return an item to working condition. This work is usually irregular and without warning. Under the Residential Tenancies Act 1997 (Vic) this work is required to be carried out within 14 calendar days from the date the works are requested or identified.

| Responsive Maintenance | | <i>Repairs required to return an item to a working condition 14 days from request</i> |
|--|--|---|
| Who's responsible: CERC: Maintenance Director | | CMC: CEHL Maintenance Coordinator |
| <ul style="list-style-type: none"> - Dripping taps - Light switch or GPO not working (non-urgent) - Quotation requests - Repairs to floor coverings, trip hazards (not replacement) - Spouting repairs (not replacement) - Windows that will not close or open - Blocked storm water drains - Changing taps, washers, shower heads - Cupboard / wardrobe repairs - Fence repairs (not replacement) - Fly screen repairs | <ul style="list-style-type: none"> - Garage door repairs - Letterbox repairs - Part failure of appliance (one cooktop hotplate) - Part or entire removal of tree, branches that are causing damage to property - Patch, repair or spot paint walls - Repair / adjustment of door closers - Repairs to blinds / window furnishings - Repairs to clothesline - Repairs to doors, door hardware, jams, stops, strike plate, hinges - Testing for termites (not treatment) | |

See the next page for details about Cyclical Maintenance ...



Cyclical Maintenance

Cyclical maintenance is non-urgent work conducted on a time-based, scheduled basis and is generally planned and preventative. This can include scheduled replacements based on the lifecycle of a component, or planned works to extend the life of a component such as painting timber or servicing a heater.

| Cyclical Maintenance | <i>Non-urgent scheduled replacements and preventative repairs – Scheduled/recurring</i> |
|--|---|
| Who's responsible: CERC: Maintenance Director | CMC: CEHL Maintenance Coordinator |
| <ul style="list-style-type: none"> - Blinds / window furnishing replacement - Full carpet replacement - Electrical switchboard upgrade - External painting - Internal painting - Fence replacement - Guttering replacement - Heating replacement - Hot water service replacement - Hydronic heating boiler replacement | <ul style="list-style-type: none"> - Cooktop, stove or oven replacement - Rangehood replacement - Replacement of garage roller door - Security door replacement - Service appliances - Preventative gutter cleans - Smoke detector testing – annually - Gas and electrical safety checks – every two years - Other preventative cleaning and servicing |

See the next page for details about Third Schedule works



Third Schedule Works

Third schedule works are defined by the Co-op/CEHL Agreement (CCA) and include major works and upgrades. CEHL is responsible for these works, however, the co-op is responsible for associated cyclical maintenance costs required. For example, the co-op is normally responsible for oven repairs and replacements so in a complete kitchen upgrade, the co-op would be responsible for the cost to replace the oven.

| Third Schedule Works | <i>Major works and upgrades as per CCA - Scheduled</i> |
|--|---|
| Who's responsible: CERC + CMC: CEHL Property Officer | |
| <ul style="list-style-type: none"> - Complete replacement of stairs, patio and porch - Roof replacement and major repair - Major rewiring - Restumping - Underpinning and associated works - Sewage replacement - Stormwater replacement - Hot / cold water pipe replacement | <ul style="list-style-type: none"> - Full recladding - Rising damp rectification - Complete joinery upgrade - Complete bathroom upgrade - Structural flooring replacement above 8 metres square - Window replacement - Major repair of driveways, crossover, sheds and garages |