

Date of Review	Authorised Signature
See Version Tracking Table	

TITLE: **04.24 Housing Services Planned Maintenance Policy**

SCOPE: RQ property portfolio

POLICY: RQ ensures that planned maintenance is completed to meet community standards, legislative and Departmental requirements, to safeguard the underlying value of the asset from deterioration. Safety of tenants and amenity to the household remains a priority.

PURPOSE: To provide guidelines on how RQ will ensure that planned maintenance is conducted as per the requirements of the relevant State and/or Federal Government agency/ies.

DEFINITION/S: RQ – Roseberry Qld
Planned Maintenance – referring to the predictable repairs, replacements and building maintenance that can be planned for in advance on a cyclical basis.
AMP – Asset Maintenance Plan
CMSU – Community Managed Studio Units
CAP – Crisis Accommodation Program
LTCH – Long Term Community Housing
EEH – Employment and Education Housing

PROCEDURES: **04.24.01 Planned Maintenance for RQ Property Portfolio**

1. Planned maintenance for the property funded through the relevant State or Federal Government agency/ies' housing programs is articulated in the Asset Maintenance Plan (AMP) by:
 - a) Identification of budgetary considerations and implications,
 - b) A proposed schedule of works, timeframes and annual maintenance considerations including who is responsible for the required work,
 - c) The AMP will be developed for at least a minimum 10 year rolling period,
 - d) Considering and meeting contemporary environment and safety considerations, for example water and power efficiency wherever possible,
 - e) Complement and be guided by the relevant State or Federal Government agency/ies requirements and

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

Unauthorised modification or duplication of this document is prohibited

This document is unsecure when printed

December 2020

Page | 1

tenant input (feedback from meetings, property inspections and complaints).

04.24.02 RQ Responsibilities for Planned Maintenance

CMSU/LTCH/EEH

1. RQ is responsible for the planned maintenance and the cost under the lease agreement with the relevant State or Federal Government agency/ies. The planned maintenance work includes but is not limited to:
 - External and internal repaints
 - Fencing
 - Landscape maintenance
 - Replacement/repairs to driveways, pathways, parking slabs
 - Rainwater plumbing
 - Refuse services
 - Floor coverings
 - Statutory requirements – fire alarm panel local systems and links, fire extinguishers, fire rated doors.

CAP

The relevant State and/or Federal Government agency/ies is responsible for planned maintenance of CAP properties. This is organised with Building Asset Services team.

04.24.03 Budget

1. RQ ensures that an adequate amount of rent revenue per annum is taken from the income generated from tenant's rents and placed into a sinking/maintenance fund for the CMSU, LTCH and EEH properties. These funds can be accessed as required to pay for the cost of planned maintenance as detailed in the RQ Housing Services Asset Maintenance Plan.
2. Where any issues or problems arise that are not addressed in the Asset Maintenance Plan, RQ will write to the relevant State and/or Federal Government agency/ies and seek direction and further instruction in writing.
3. Where the planned maintenance is due to tenant damage or neglect RQ will pursue the tenant for the cost of the damage/neglect and/ or have the amount removed from the tenant's Bond when they vacate the premises. Where property damage or neglect has been significantly substantial and the Bond does not cover the cost of the damage or neglect, legal advice and/or remedy may be sought.

04.24.04 Management of Works

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

Unauthorised modification or duplication of this document is prohibited

This document is unsecure when printed

December 2020

Page | 2

1. RQ will select, appoint and provide housing access to appropriately qualified contractors for maintenance purposes (refer to RQ 04.28 Housing Services Contractors and Tradespersons Policy and associated forms).
2. Planned maintenance will be undertaken in a manner that balances the needs and interest of tenants and causes minimal disruption to a tenancy.
3. Where possible planned maintenance and any organised property upgrades will be undertaken when the property is vacant however when this is unable to be achieved RQ and the appointed contractors will liaise with tenants to ensure these considerations are met.
4. Where significant works are required, RQ will seek formal quotes, or where appropriate tender for works, by preferred contractors and by public tender. RQ (wherever possible) will ensure that:
 - a) Work quality and requirements of the organisation is clearly documented including:
 - Property location
 - A description of the work to be performed
 - A starting date and ending date
 - Cost and payment options
 - b) Defect clauses will be included in contracts, wherever applicable
 - c) Qualification and insurances of contractors will be sighted and documented
 - d) The completed work will be inspected by a suitably qualified building inspector/consultant (where necessary) and/or RQ Housing Services staff.
 - e) The RQ Housing Officers, RQ Manager of Housing Services and the RQ Business Manager monitor progress against the Annual Asset Maintenance Plan through review meetings.

04.24.05 Termite Inspection

1. RQ Housing Officers will check the property to detect termite infestation during property inspections. The annual pest control treatment undertaken by a licensed professional pest controller is also instructed to be alert to termite infestation.
2. RQ Housing Services will ensure that annual termite inspections are conducted by a licensed pest technician when the annual pest control of properties is completed.

EVALUATION METHOD:

Annual Tenant Satisfaction Surveys
 Quarterly and regular update meetings between RQ Housing Officer, RQ Manger of Housing Services and RQ Business Manager
 Review of complaints and appeals

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

Unauthorised modification or duplication of this document is prohibited

This document is unsecure when printed

December 2020

Page | 3

OTHER RELATED POLICIES / DOCUMENTS: RQ Housing Services Asset Maintenance Plan
RQ Consultant and Contractor Acknowledgement Form
Checklist for Contractors/Tradespersons
RQ Housing Services Maintenance Summary
Profile of RCS Property Form
04.23 RQ Housing Services Property Inspections Policy
04.22 RQ Housing Services Property Standards Policy
04.25 RQ Housing Services Responsive Repairs and Maintenance Policy
02.08 Financial Delegations Policy
National Community Housing Standards – 3rd Edition
Community Housing National Regulatory System Evidence Guidelines

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RCS Board	05/06/2018
2	November	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

Unauthorised modification or duplication of this document is prohibited

This document is unsecure when printed