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1.   PURPOSE

To provide clear guidelines on standard procedures for the management of responsive maintenance requests.

2.   SCOPE

This policy includes all responsive maintenance work orders. It does not include vacated or planned maintenance. (HWM is the Housing Worker, Maintenance).

3.   OBJECTIVES

- To ensure SPCHG retains a detailed, accurate record of all maintenance requests and all work orders sent to maintenance contractors.
- To ensure good communication with tenants throughout the maintenance process.
- To ensure that maintenance works are completed to a professional standard.
- To ensure that work orders are carried out in accordance with requested works.
- To ensure maintenance works are completed within required timelines.

4.   PROCEDURES

STEP 1.   TENANT CONTACTS SPCHG BY PHONE OR VISIT.

If a non Housing Team person takes the initial call, or initially talks to a visiting tenant, they complete the following tasks.
- Gather as much information as they can.
- Discuss access to the unit and;
    - seek approval for a contractor to gain access; or
    - request a suitable time when the tenant will be home.
- Get a contact number for the tenant.
- Tell the tenant that a Housing Team member may call them back.
- Send an email with all the information to maintenance @spchg.org.au

If a Housing Team member takes the call, initially talks to a tenant at the office, or receives an email (as above) they complete the following tasks.
- Gather as much detailed information as required.
- Decide whether it is a straightforward maintenance request or requiring of further follow-up.
- If straightforward, then create a New Maintenance Task in Chintaro.
- Decides whether the problem requires an inspection prior to sending a Work Order.
- If inspection required then staff member either requests HWM/other Housing Worker or inspects themselves.
- Decides whether Maintenance Task can be completed by HWM or Contractor.
  (See list of jobs for HWM and other contractors)

- Decides whether the job is urgent/non-urgent. If urgent then call to alert the relevant contractor prior to emailing Work Order. (see definitions from RTA)
- Seeks permission from the tenant for a contractor and SPCHG staff member to enter the tenants unit when they are not home. Notes how and when permission was granted.
- If permission not provided then requests suitable times for access while they are home.
- Seeks permission from the tenant for their phone number to be provided to the contractor.
- Communicates to tenants the following information.
  - Expected timelines for completion – Urgent 24 hours/ Priority 7 days/Non-Urgent 14 days.
  - How/if the tenant will be contacted by Contractor or HWM.
  - What will happen if the tenant does not give permission to access their unit and they do not provide access at the agreed time ie. work will be delayed. .
- Fill all required fields in Chintaro Maintenance Task
  - (see later for screen shots with required fields)
- Refers to list of standard SPCHG Maintenance Contractors, including Carpenter, General Plumber, Heating and Bulk Hot Water Plumber, Electrician, etc.
- Sends Work Order via email to either HWM or Contractor.
- If the job is complex or unusual and photos are required, and available, they cannot be attached via Chintaro. They need to be attached in a second email created in Outlook. Second email to include Chintaro Maintenance Work Order Number.

STEP 3.   IF A HWM TASK

- HWM to acknowledge receipt of email – email back to maintenance@ spchg.org.au
- HWM to access unit if permission given or to contact tenant and arrange a time to complete work.
- HWM to email maintenance@spchg.org.au when job completed – including time taken and cost of any materials.

STEP 4.   IF A CONTRACTOR TASK

- If not urgent, contractor to acknowledge receipt of email within 4 hours – email back to maintenance@ spchg.org.au.
- If urgent communication should also occur via phone.
- If **permission** to gain access when tenant not home then Contractor to contact SPCHG and organise a time to meet at the unit.
- If **no permission** then Contractor to contact tenant directly and arrange a time.
- If Contractor attends at agreed time and tenant does not provide access then Contractor to leave a card.
- Contractor to then contact SPCHG after 1st access failure.
- SPCHG to contact tenant after 1st access failure and facilitate access.
- Contractor to seek approval for all the following works.
  - All works where there is a significant change or addition to the initial works requested.
  - All works where the initial estimated cost is over $ 500.
- Manager Housing Operations (MHO) to approve. Other members of Management Team when MHO not available. SPCHG to record approval (eg. MK 03/11/16) in Chintaro.
- Contractor to inform SPCHG via email within 7 days of completion date that work is completed.

- Contractor Invoices to include the specific Schedule of Rates item or a separation of time and material costs.

STEP 5. MONITORING AND CLOSING MAINTENANCE TASKS

Housing Workers to take responsibility for the following tasks.

- Monitoring maintenance@spchg emails
- Updating information in Chintaro
- Monitoring maintenance tasks in Chintaro
- Following up with Contractors if communication not received etc.
- Contacting tenants to explain progress.
- Cross checking all Invoices with Chintaro Tasks.
- Entering the Invoice Completion Date.
- Entering the Invoice Cost.
- Ensuring data entry is complete and accurate.
- Informing MHO of any apparent issues.

STEP 6. APPROVAL OF INVOICES – INITIALLY TO BE UNDERTAKEN BY MHO/FC.

- No Invoices to be paid unless they include a completion date and cost breakdown.

STEP 7. MHO TO IDENTIFY 5 JOBS PER MONTH FOR HWM TO INSPECT FOR QUALITY.

- MHO to keep a record of outcomes and communicate to contractors if any problems

5. MAINTENANCE TASKS COMPLETED BY HWM.

- Gardening related items
- Rubbish removal including hard rubbish collection.
- Replacing light globes
- Fixing hand and towel rails.
- Replacing shower heads
- Salto battery replacement and lock changes
- Replacing tap washers
- “Minor” toilet blockages
- “Minor” sink blockages
- “Minor” patching/painting of holes in walls
- “Minor” repair of fences
- Furniture repairs – including fixing wardrobe draws and fridge doors
- Refitting blinds
- Replacing fly screen mesh

6. DEFINITION OF “URGENT MAINTENANCE” FROM THE RTA.

Urgent repairs must be done immediately because they make the property unsafe or difficult to live in.

Anything on this list is legally defined as an urgent repair:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling appliance or service provided by the rental provider is not working
- the property does not meet minimum standards
- a safety-related device, such as a smoke alarm or pool fence, is not working
- an appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- any fault or damage in the property that makes it unsafe or insecure, including pests, mould or damp caused by or related to the building structure
- a serious problem with a lift or staircase.

Non-urgent repairs are any repairs that do not fall into the category of "urgent".
Priority repairs. There is also another category created by DHHS that we can use. These are "Non Urgent" works where 14 days for completion is considered too long. This is not a category under the RTA but is recognised by Contractor.

Urgent repairs are required under the RTA to be completed within **24 hours.**
Non-Urgent repairs are required by the Housing Registrar to be completed within **14 days.**
Priority works are required to be completed within **7 days.**

7.   PROCESS TO CREATE AND SEND A "MAINTENANCE TASK" IN CHINTARO

1.   To add a new task click the ⟨Add Maintenance Task⟩ shortcut at the top of your Chintaro Window This will open the maintenance task screen

2.   Next enter the property details which are located at the top left corner of the maintenance task screen. The main drop downs you will use will be Property Details, Inventory item (which is usually general) and room number

Property Details	11 York	▼
Inventory Item:	General	▼
Maintenance Type:		▼
Location:		▼
Room:	9	▼
Item Type:	General	▼
Item Group:	Other	▼
Works Type:		▼
Trade Type:		▼

3.   Next you will need to pick which tradesperson you would like to send the request to, the urgency of the job and if the tenant has given us permission to enter if they are not there and fill out tenant availability if applicable.

Tradesperson Details		▼
(Email)		
Email CC:		
Urgent?:		▼
Created By:	Lauren	
Housing Worker:	Ron Hazelwood	
Tenants Permission?: □	Tenant Damage?: □	

4. Then in the Instructions Field is where you put the finer details of the maintenance request

Instructions (<ctrl> Enter for new line)

Please replace broken window

5.   Finally you email the maintenance request to the contractor under the Action Pane which is in the bottom left corner of the window by clicking "Send Work Order To". The default options shown below should generate an email to the contractor and CC in the SPCHG Maintenance email.

Action

Send Work Order To...   □ New Word Doc
Quotation?: □   ☑ Email
□ Printer

Status: Created   ▼   Active Task?: ☑
Template: TradeEmail.dot   ▼

POLICY FORMS ATTACHED TO THIS POLICY		
1	Responsive Maintenance Flowchart	spchg resp maintenance flowchart final 11nov16.pdf