



RESPONSIVE MAINTENANCE POLICY

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1. PURPOSE

To provide clear guidelines to SPCHG staff on managing responsive maintenance requests.

2. SCOPE

This policy includes to all responsive maintenance work orders. It does not include vacated on planned maintenance. MMHW is the Minor Maintenance Housing Worker.

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 renters 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. RENTER CONTACTS SPCHG BY PHONE OR VISIT.

If a non-Housing Team person takes the initial call, or initially talks to a visiting renter, 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 renter will be home.
- Get a contact number for the renter.
- Tell the renter 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 visiting renter or receives an email (as above) they complete the following tasks.

- Gather as much detailed information as required.
- Decide whether it is a genuine maintenance request.
- If genuine 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 MMHW/other Housing Worker or inspects themselves.
- Decides whether Maintenance Task can be completed by MMHW or Contractor.
(See list of jobs for MMHW and other contractors)

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- Decides whether the job is urgent/ non-urgent. If urgent then call prior to emailing Work Order. ([see definitions from RTA below](#))
- Seeks permission for a contractor and SPCHG staff member to enter the renter unit when they are not home.
- If permission not provided then requests suitable times for access while they are home.
- Seeks permission for their phone number to be provided to the contractor.
- Communicates to renters the following information.
 - Expected timelines for completion – Urgent 24 hours/ Priority 7 days/Non-Urgent 14 days.
 - How renter will be contacted by Contractor or MMHW.
 - What will happen if the renter 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)
- Sends Work Order via email to either MMHW or Contractor.
- If photos required, and available, then attach photos to second email. Second email to include Chintaro Maintenance Work Order Number.

STEP 3. IF A MMHW TASK

- MMHW to acknowledge receipt of email – email back to [maintenance@ spchg.org.au](mailto:maintenance@spchg.org.au)
- MMHW to access unit if permission given or to contact renter and arrange a time to complete work.
- MMHW to email maintenance@ spchg.org.au when job completed – including time taken and cost of any materials.

STEP 4. IF A CONTRACTOR TASK

- Contractor to acknowledge receipt of email within 4 hours – email back to [maintenance@ spchg.org.au](mailto:maintenance@spchg.org.au).
- If **permission** to gain access when renter not home then Contractor to contact SPCHG and organise a time to meet at the unit.
- If **no permission** then Contractor to contact renter directly and arrange a time.
- If Contractor attends at agreed time and renter does not provide access then Contractor to leave a card.
- Contractor to then contact SPCHG after 1st access failure.
- SPCHG to contact renter 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.
- MHO to approve. Other members of MT when MHO not available. SPCHG to record approval (eg. EK 03/11/23) 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.

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STEP 5. MONITORING AND CLOSING MAINTENANCE TASKS

HWs 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.

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

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

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

5. MAINTENANCE TASKS COMPLETED BY MMHW.

- 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

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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”.

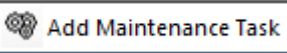
Priority repairs. There is also another category created by Homes Victoria that we can use. These are “Non Urgent” works where 14 days for completion is considered too long. This is not a category under the RTA but is recognised by Contractors.

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  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

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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		←	Copy Tenant Details
(Email)			
Email CC:			
Urgent?:		←	
Created By:	Lauren		
Housing Worker:	Ron Hazelwood		
Tenants Permission?:	<input type="checkbox"/>		Tenants Name(s):
Tenant Damage?:	<input type="checkbox"/>		Tenants Phone(s):
			Tenant Availability:

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

Email

Printer

Quotation?:

Status: Created Active Task?:

Template: TradeEmail.dot

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