

CITY WEST HOUSING PTY LTD

REPAIRS AND MAINTENANCE

POLICY

DAY TO DAY REPAIRS

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1. AIMS AND OBJECTIVES

CWH aims to ensure that day to day repairs/maintenance to our properties are carried out quickly, efficiently and cost effectively. It is important that our properties are maintained to a high standard and we recognise that the quality of service we provide is important to our tenants who need to be satisfied with the service provided.

In providing this service CWH's overall aims are to :

- (a) Fulfil its legal and statutory obligations in terms of :
 - facilitating the health, safety and well being of its occupants.
 - maintaining the structure and fabric of its housing stock as a capital asset.
- (b) Satisfy the demands of its occupants by encouraging participation, ensuring targeted response times and high standards of workmanship are achieved.
- (c) Optimise the life cycle costs of its properties by effectively and efficiently carrying out repairs.
- (d) Provide feedback information for budgeting purposes, tenant education on the use of property and to the design team regarding areas/components generating high re-occurring repair/maintenance expenditure.
- (e) Minimise administrative costs by streamlining procedures

2. REPAIRS NOTIFICATION

Tenants are required to report any repairs/ maintenance needs identified immediately to the office of City West Housing Pty Limited and to be informed of the procedure depending on the nature of the repair by CWH staff.

In the event of an emergency where CWH is uncontactable a tenant is authorised to arrange repairs with an Approved Contractor only as defined in clauses 16 and 17 of the Residential Tenancy Agreement. (See Appendix 1 and Approved Panel of Contractors - Section 3).

A list of approved contractors is provided to assist tenants in these circumstances. If repairs are authorised by tenants outside the terms and conditions of the tenancy agreement they could be liable for the cost.

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3. APPROVED PANEL OF CONTRACTORS

Repairs and maintenance work should only be undertaken by contractors who are on CWH's approved panel of Contractors.

Contractors performance must be monitored on an ongoing basis, particularly that of newly approved panel contractors. Quality of work will be monitored. (See Form A - Quality of Work).

The value for money audit form must be completed when post inspecting completed works (See Quality Control - Section 6).

The approved panel of contractors will be reviewed on an ongoing basis, their performance must be assessed against workmanship standards, value for money, targeted response time performance, and customer feedback.

A list of Approved Contractors for cases of emergency will be provided to all tenants and be revised from time to time. (See Appendix 1 - Emergency Telephone Numbers).

4. REPAIR PRIORITIES AND TARGET RESPONSE TIMES

REPAIR PRIORITIES

CWH has defined priorities of repair as follows :

PRIORITY 1 - EMERGENCY REPAIRS.

These can be defined as any repair required to avoid a danger to health, a risk to safety of residents or serious damage to buildings. Examples : As defined in the residential tenancy agreement clause 16 and 17 which include complete lack of service from electricity or water supply; gas leaks; blocked drains; serious flooding , failure of essential services for hot water, cooking, heating or laundering and any fault or damage that causes the premises to be unsafe or not secure.

PRIORITY 2 - NORMAL REPAIRS.

These can be defined as reactive repairs which do not fall into the emergency category which have been requested by a tenant or from observation by CWH employees.

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TARGET RESPONSE TIME

CWH's targeted response period for each of the above categories are as follows:

PRIORITY 1 - EMERGENCY REPAIRS

To be dealt with by CWH within **24 hours** of becoming aware of the defect.

PRIORITY 2 - NORMAL REPAIRS

To be dealt with by CWH within **7 days** of becoming aware of the defect.

5. ADMINISTRATION

CWH operates an administration and control system, which comprises:

- (i) Repairs/Maintenance request form (Form A)
- (ii) Purchase Order (P/O)

Details of the repair request are recorded on the maintenance request form.

Form A	Name
	Address
	Access Arrangements
	Nature of Repair
	Repair Responsibility
	Priority
out	Instructions to contractor (Quote/advise/carry work)
	Inspection requirements.
	Standard of work assessment

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A copy the Maintenance request form (Form A) is then issued to the appropriate contractor authorising the work to be completed. Form A is also to be provided to the accounts department who will raise a purchase order and record the P/O number on form A which is returned to housing management and retained in a register.

NB : If the repair is designated as an emergency, the appropriate contractor should be contacted immediately by telephone..

6. QUALITY CONTROL

To ensure that CWH is achieving good standards of workmanship and value for money from its repairs and maintenance contractors all work will be verified by a system of post inspection.

CWH aims to record the effectiveness of all completed repairs by obtaining a satisfaction report from tenants and inspecting at least 10 % of all repairs.

On completion of the repair/ maintenance work verification will be sought from the tenant that the work has been completed and that it is of an acceptable standard. In 10 % of cases or where work was initiated by CWH repairs will be inspected by a CWH employee. An assessment will be made on the satisfactory nature and standard of work and recorded on each request form (Form A), along with authorization for payment.

REPAIRS AND MAINTENANCE CONTACT LIST

EMERGENCY TELEPHONE NUMBERS

Broadway Police	9219 2199
Pymont Police Station	9518 8679
Pymont Fire Station	9518 9304
State Emergency Service	9517 1107
Energy Australia	131 388
A.G.L.	131 909

City West Housing Authorised Tradespersons for emergencies are as follows (contact CWH first if possible):

Electrician

John Curtin Electrical	0419 265 416
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Plumber

Fairlight Plumbing Services	0414 792 289
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Locksmiths:

Longhurst and Andrew	9519 8199
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Emergency Glass Repairs

O'Briens Glass (Quote City West Housing Pty Ltd – 2120968)	132 452
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General Telephone Numbers

City of Sydney Council	9265 9333
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One Stop Shop (Sydney Council)	9265 9255
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Domestic Garbage & Recycling Services	9265 9001
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Harris Community Centre	9552 1140
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Australian Chinese Community Assoc.	9281 1377
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