

04.24 HOUSING & HOMELESSNESS SERVICE 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
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
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
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 tenant input (feedback from meetings, property inspections and complaints).

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

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- Floor coverings
- Statutory requirements – fire alarm panel local systems and links, fire extinguishers, fire rated doors.

04.24.02 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 and Homelessness Service 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.

04.24.03 Management of Works

1. RQ will select, appoint and provide housing access to appropriately qualified contractors for maintenance purposes (refer to RQ 04.28 Housing and Homelessness Service 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 Housing and Homelessness Service Manager and the RQ Business Manager monitor progress against the Annual Asset Maintenance Plan through review meetings.

04.24.04 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.

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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.

ACCOUNTABILITY

RQ Housing Officers, RQ Business Manager, RQ Housing and Homelessness Manager.

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#), [02.23 Quality Evaluation & Improvement Policy](#)

Annual Tenant Satisfaction Surveys

Quarterly and regular update meetings between RQ Housing Officer, RQ Housing and Homelessness Supervisor, RQ Housing and Homelessness Service Manager and RQ Business Manager

Review of Complaints and Appeals Register

LEGISLATIVE COMPLIANCE

RELATED DOCUMENTS

RQ Housing and Homelessness Service Asset Maintenance Plan

RQ Consultant and Contractor Acknowledgement Form

Checklist for Contractors/Tradespersons

RQ Housing and Homelessness Service Maintenance Summary

Profile of RQ Property Form

[National Regulatory Code \(nrsch.gov.au\)](http://nrsch.gov.au)

[04.22 Housing and Homelessness Service Property Standards Policy](#)

[04.23 Housing and Homelessness Service Property Inspections Policy](#)

[04.25 Housing and Homelessness Service Responsive Repairs and Maintenance Policy](#)

[02.08 Financial Delegations Policy](#)

[Evidence Guidelines \(nrsch.gov.au\)](http://nrsch.gov.au)

DOCUMENT CONTROL

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24/05/2018	V1		RQ Board	05/06/2018
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16/03/2020	V3		RQ Board	27/06/2020
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