

| Date of Review | Authorised Signature |
|----------------------------|-----------------------------|
| See Version Tracking Table | |

- TITLE:** **04.22 Housing Services Property Standards Policy**
- SCOPE:** RQ property portfolio.
- POLICY:** RQ ensures that all vacant properties will be in a reasonably clean condition and in good repair before re-letting.
- PURPOSE:** To provide guidelines on property standards at the commencement of new tenancies within the RQ property portfolio.
- DEFINITION/S:** RQ – Roseberry Qld
 Responsive Maintenance – the day-to-day maintenance or repair works that are carried out on tenanted or vacant properties in response to requests for such works, to restore an item or component to its working condition.
 CAP – Crisis Accommodation Program
 LTCH – Long Term Community Housing
 CMSU – Community Managed Studio Units
 EEH – Employment and Education Housing
 RTA – Residential Tenancies Authority
 RTRAA – Residential Tenancies and Rooming Accommodation Act 2008
- PROCEDURES:** **04.22.01 Property Standards at Commencement of Tenancy**
1. Safety and Security
 - Locks

All locks will be secure and in a workable condition ensuring that the property is secure including effective catches to all windows.
 - Keys

Keys will be maintained for all locks to the properties at all times and copies of each will be provided at the commencement of the tenancy.
 - Replacement of keys and locks

Cylinders or new locks and keys will be replaced:

 - if the keys have not been returned by the previous tenant,
 - when keys have been lost by the vacating tenant and not replaced during the tenancy,

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- if there has been a history of violence, substantiated drug use or other illegal activity. This decision is made in consultation with the Housing Officers and the Housing Manager.

2. Electrical

- Power points and light switches

All power points and light switches are to be in good condition and working order.

- Safety Switch

RQ complies with the legal requirement of ensuring a safety switch installed on all properties managed or owned.

- Lighting

All lights will have appropriate covers and will have working bulbs.

3. Smoke alarms

Smoke alarms will be secured in all properties as per legislative requirements and Australian Standards. They will be functional and in good condition.

4. Clean condition and good repair

- Rubbish removal

Vacant properties will have all external rubbish removed including household refuse, tree and grass clippings, car bodies, car parts and any other abandoned goods. This includes stairwells.

- Garden presentation

Where required, grass will be cut including the front, rear sides and nature strip of the property and garden beds will be neat and tidy. To be completed as near to the reletting date as possible.

- Floor coverings/carpets

Floor coverings including carpets will be in good condition and clean. Where substantially damaged (more than 30% of the total floor space of a single room), floor covering/carpets will be replaced with durable quality coverings.

- Curtains/window coverings (when supplied)

Curtains/window coverings will be in good condition and clean. Where needed, curtains will be dry cleaned and other window coverings professionally cleaned. If property has blinds or

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window covering other than curtains, RQ will replace with curtains where they are substantially damaged (more than 30% of the total window space in a room).

- Fly screens (windows and doors)

All door and window fly screens will be in good condition, free from holes and damage.

- Paint

Paintwork will be in good condition. Partial and total repainting of properties will only be completed when:

- if the paintwork cannot be satisfactorily cleaned by washing,
- where the paintwork has been substantially damaged (means more than 50% of paintwork is considerably marked or damaged) and cannot be cleaned/washed.

- Walls and doors

All walls in the property will be clean and free from damage, i.e. no holes.

All doors will have doors stops installed and in good condition to prevent any damage to the walls.

- Water fittings (taps, water pipes, water storage, Hot Water Service)

Water fittings will be in working order and free from leaks and be in good condition and working order.

- Appliances and furniture (CAP/CMSU/EEH)

All appliances and furniture supplied in the accommodation will be in good and working condition. Where necessary items will be replaced prior to the commencement of the next tenancy.

- Fencing and gates

Fences and gates will be maintained and in good working condition at the commencement of tenancies as per the lease agreements with the DHPW and to ensure the safety of the residents.

- Non-standard fixtures

From time to time certain non-standard fixtures will be left by the tenant after the termination of the tenancy. RQ will retain the fixtures if they are deemed to be legal, enhance the amenity of the property, be in a functional condition and not be financially onerous for RQ to maintain and for the incoming tenant to use. This will be decided on a case by case basis in consultation between the Housing Officers and the Housing Manager.

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Any non-standard fixture that is deemed to be unacceptable shall be disconnected or removed and the property restored to its original condition prior to the installation of the fixture/s.

ACCOUNTABILITY: RQ Housing Officer, RQ Housing Manager, RQ General Manager

EVALUATION METHOD: Tenant Annual Satisfaction Surveys
Feedback from tenants
Complaints and Appeals review

OTHER RELATED POLICIES / DOCUMENTS: Property Inspection Form
RPM Job Order Form
Maintenance Purchase Order
Contractor/Tradespersons Register
Tenants Information Kit
DHPW's Lease Agreement and Program Specifications
04.21 Housing Services Keys and Locks Policy
04.24 Housing Services Planned Maintenance Policy
04.25 Housing Services Responsive Repairs and Maintenance Policy

| Policy Review and Version Tracking | | | | |
|------------------------------------|---------------|------------------------|-------------|---------------|
| Review | Reviewed Date | Policy Amended: Yes/No | Approved By | Date Approved |
| 1 | 24/05/2018 | Yes | RCS Board | 05/06/2018 |
| 2 | November 2018 | No | N/A | N/A |
| 3 | 16/03/2020 | Yes | RQ Board | 27/06/2020 |
| 4 | December 2020 | No | N/A | N/A |

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