

# 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

## SCOPE

RQ property portfolio.

## POLICY

RQ ensure that all its properties are maintained in a responsive manner identified by the Housing Officer and/or the tenant, having regard to community standards, the requirements of the Department and relevant legislation.

## PURPOSE

To provide adequate guidelines for the organisation to respond to maintenance and repairs as per the Lease Agreement between RQ and the Department including the Program Specifications. RQ must carry out the required responsive maintenance to ensure the premises are kept in good repair with exception of fair wear and tear.

DCHDE is responsible for structural repairs of all properties as long as RQ has taken reasonable measures to ensure that any longer-term damage which could result from a failure to take immediate steps to repair or a failure to fully investigate the cause of any complaint or concern regarding the state of repair of the properties.

## 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.
DCHDE	Department of Communities, Housing and Digital Economy
RTA	Residential Tenancies Authority
RTRAA	Residential Tenancies and Rooming Accommodation Act 2008
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.
RPM	Rental Property Management software

## PROCEDURES

### 04.25.01 Responsibilities of the Tenant

1. At the commencement of all tenancies, RQ Housing Staff provide all RQ tenants a verbal explanation of the requirements for requesting a maintenance or repair request. This information is also provided to them in written format – the RQ Tenant Information Kit.
2. RQ tenants are responsible for ensuring that they maintain the property in good condition, as per the Condition Report with exception of fair wear and tear, and for reporting any repairs/maintenance work that has been identified in a timely manner to the RQ Housing Officers.

### 04.25.02 Responsibilities of the Organisation

RQ is responsible for ensuring that all premises are clean and fit to live in at the start of the tenancy and abide by health and safety laws. RQ is also responsible for maintaining the property and inclusions in good repair and ensuring that the properties meet community living standards.

## 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

---

### 04.25.03 Maintenance and Repairs identified by Tenants

1. Tenants are provided information both verbally and in the Tenant Information Pack at the commencement of their tenancy about how to notify/report any repairs/maintenance issues or problems.
2. Tenants must notify the Housing Officer via:
  - a) Telephone,
  - b) Email,
  - c) Face to face contact.

### 04.25.04 Maintenance and Repairs identified through Property Inspections

1. The Housing Officer conducts the following routine housing inspections:
  - a) At six (6) monthly property inspections,
  - b) At the end of the tenancy when the Exit Condition Report is completed.
2. When the property is tenanted, the Housing Officer provides tenants with a 7-day notice in writing Entry Notice to notify the tenant of an upcoming routine inspection (to occur at least every six months). Wherever possible the Housing Officer will conduct the scheduled property inspection with the tenant present.
3. The purpose of these routine inspections is to monitor the tenant's compliance with the tenancy agreement and to evaluate the need for any repairs / maintenance required due to property wear and tear and/or tenant damage.
4. The Housing Officer will seek feedback from the tenant regarding any identified repairs or maintenance required and will ensure that any request is responded to efficiently and in a timely manner.
5. If the Housing Officer identifies tenant damage, this will be discussed with the tenant immediately including:
  - a) A verbal reminder of the tenancy obligations
  - b) An agreement about how the tenant will pay for the damage for example the tenant may pay the contractor / tradesperson direct or set up a payment schedule with RQ to repay the cost of the damage
  - c) Issuing a Notice to Remedy Breach (where necessary)
6. On return to the office, the Housing Officer will organise for the repair or maintenance issue to be dealt with as per the following procedures.

### 04.25.05 Processing Tenant Requests for Maintenance

1. The Housing Officer will process requests for maintenance as follows:
  - a. Ensure all relevant details and required information has been recorded
  - b. Determine whether the repair/maintenance request/issue is the responsibility of RQ or the Department
  - c. Seek permission/authorisation from the Housing and Homelessness Manager/General Manager/Business Manager to engage a contractor/tradesperson
  - d. Complete the RPM Job Order
  - e. Contact the relevant tradesperson/contractor within appropriate timeframes and provide them a copy of the RPM Job Order (via fax, email or face to face if they call into the office first) as well as the contact details and name of the tenant. These details are not provided to the tradesperson/contractor without tenant permission for this information to be disclosed,

## 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

---

- f. The Contractor register is located on RPM however hard copy information provided by the Contractors/ Tradesperson is maintained on file.
- g. Contact the tenant with the expected timeframe for the repairs to be completed and the name of the contractor / company
- h. Housing Officer will check active work orders with tenants on a weekly basis or 24 working hours after the repair work has been scheduled for completion to check the repair has been attended to and to seek feedback about the process and quality / timeliness of the work completed and follow up with contractors as required.
- i. If maintenance has not been completed to the organisations or tenant's satisfaction, RQ staff will keep the work order active and contact the contractor to discuss actions required. Where possible staff will inspect and photograph the repairs to provide to the contractor with the explanation of what is not satisfactory. The work order will remain active until RQ staff are satisfied with the quality of the maintenance.
- j. Once maintenance has been completed, the work order is attached to the contractor's invoice (invoice supplied by Business Support Officer) and the authorised RQ Officer (Housing and Homelessness Manager/General Manager/Business Manager) will stamp with the RQ Approved Stamp which includes the date of approval and the signature of the approving officer (as per the requirements of the 02.08 Financial Delegations Policy),
- k. Approved work order and invoice are then returned to the Business Support Officer for payment.
- l. Finalise the RPM Job Order by RQ Housing Officer signing off as accepted and approved on RPM.

### 04.25.06 Timeframes for Repairs

RQ categorises timeframes for repairs as follows:

#### 1. Emergency Repair – 4 hour to 24 hour response

- a) The RTRAA lists a variety of situations that are considered emergencies such as any fault which could lead to death or injury or serious damage to the property, or which could endanger health as follows:
  - Gas leaks,
  - Exposed live electrical wires in an accessible location,
  - Fully blocked sewerage,
  - Failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
  - Burst water service or a serious water service leak,
  - Blocked or broken lavatory system or fittings, a serious roof leak
  - Dangerous electrical fault,
  - Flooding or serious flood damage,
  - serious storm, fire or impact damage,
  - Failure or breakdown of the gas, electricity or water supply to the premises,
  - Failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating,
  - Fault or damage that makes premises unsafe or unsecure,
  - Fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises,

## 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

---

- or a serious fault in any staircase, lift or other common area which inhibits or unduly inconveniences residents in gaining access to or using the premises
- 2. Normal – 14 day response**
- a) Faults which cause inconvenience to the client or may, in the long term, affect the value of the property such as:
- Slow dripping taps;
  - Element not working on stove;
  - Water hammer;
  - Doors jamming;
  - Uneven hard paving (trip hazards);
  - Trees which need lopping (not dangerous);
  - Leaking gutters or downpipes;
  - Power and lights not working (single points); and
  - Faulty internal door locks.
- 3. Emergency Repairs**
- a) If there is an emergency the tenant is to contact RQ immediately to organise a repair. RQ Housing Officers are on call 24/7 and all tenants are provided the contact number for this purpose.
- b) RQ Housing Officers will be the primary point of contact for any emergency repairs, however in the event of non-response from RQ Housing Officers, each tenancy agreement will contain the name and contact number of the nominated repairer.
- c) A tenant is able to directly contact the nominated repairer listed in the tenancy agreement.
- d) A tenant is able to arrange for a suitably qualified person to carry out emergency repairs up to a maximum value of four weeks rent.
- e) Where a tenant pays for repairs, the tenant is required to supply RQ with all receipts, with RQ reimbursing the tenant within seven days of receipt.
- f) Tenant can request that RQ pays for repairs directly.
- g) Where a tenant has not been able to contact RQ or the nominated repairer or a suitably qualified person, or repairs were not carried out within a suitable timeframe, the tenant can make an urgent application to QCAT for a repair order.
- 4. If the emergency is not an emergency**
- If a contractor/tradesperson attends an “emergency” call out from a tenant who has been unable to contact the RQ Housing Officer and the repair attended to is deemed to not be an emergency repair, the tenants will be duly notified and the costs may be passed onto the tenant. The Housing Officer will ensure that this process is well explained to tenants at the initial tenancy sign up to prevent this occurrence from happening.
- 5. Disputes**
- If RQ and a tenant cannot resolve a routine or emergency maintenance issue, the tenant has the right to undertake the following action/s;
- Issue a Notice of Breach to RQ,
  - Apply to QCAT for a repair order.
- 6. Complying with a Repair Order**
- RQ will comply with all repair orders from QCAT unless the repair works cannot be carried out by the specified due date due to a shortage/s in materials or inability to locate a suitably

## **04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY**

---

qualified repairer. In this instance, RQ will make an urgent application to QCAT to request an extension of time and provide the reasoning for the request.

### **04.25.07 The Relevant State or Federal Government Agency/ies Responsibility**

1. When the repair/maintenance issue is deemed to be the responsibility of the relevant State or Federal Government agency/ies, the Housing Officer will:
  - a) Seek approval from the Housing and Homelessness Manager, General Manager or Business Manager,
  - b) Complete the RPM Job Order and contact QBUILD to discuss the issues and double check who is responsible for repair request. The RPM Job Order is to be provided to QBUILD either by email or fax.
  - c) Follow the procedures listed in section of this policy Processing Tenant Requests for Maintenance.
  - d) Ensure that the contact numbers are not provided to the tenants, this remains the responsibility of the Housing Officer/RQ to contact the agency on the tenant's behalf.

### **04.25.08 Supervising Repairs and Maintenance**

1. The Housing Officer is responsible for supervising all repairs and maintenance work to ensure:
  - a) That work is completed within the relevant timeframes
  - b) That work meets the required standards of quality, value for money and client satisfaction
2. The Housing Officer will undertake periodic checks of work where the contractor has been engaged to undertake a job for an extended period of time and will complete checks of other repairs and maintenance jobs where time permits, or there have been significant issues/concerns.

### **04.25.09 Assessment of Tenant Related Damage**

1. Where RQ Housing Staff deem that the tenant is responsible for the damage at the property, they will discuss the situation with the Housing Manager and the following assessment criteria will be used to ascertain how much the tenant should be charged and how costs will be recovered:
  - a) Quotations will be obtained to replace or repair the item that has been damaged,
  - b) Advice will be sought from relevant experts about the costs of damage that cannot be replaced or repaired i.e. dints to a refrigerator.

### **04.25.10 Payment for Repairs and Maintenance**

1. Where RQ is responsible for the payment of the repairs / maintenance expense, payment will be made on receipt of a tax invoice, the work being completed and when the Housing Officer is certain the quality and cost of the work matches the request and the invoice.
2. The payment of the tax invoice is as per the RQ 02.07 Expenditure Policy.

### **04.25.11 Complaints and Appeals**

1. If the tenant believes that the repair has not been responded to within the stated timeframe, or is unhappy with the outcomes of the work, or disputes being charged for the damage the Housing Officer will:
  - a) Discuss the issue and seek to resolve the issue with the tenant face to face.
  - b) Provide information and encourage the tenant to contact the RTA for further advice

## 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

- c) Remind the tenant that they have the right to formally complain to the RQ General Manager / Management Committee as per the RQ 02.17 Complaints, Appeals and Disputes Policy.
- d) Where a tenant and RQ cannot agree on a resolution, a tenant has the right to issue a Notice of Breach to RQ to remedy the issue.

### 04.25.12 Budget

1. RQ ensures that an annual budgeted amount per unit of accommodation per annum is put aside from tenants' rent into a maintenance fund. The maintenance fund plus the tenant's rents are used to pay for the cost of any repairs and maintenance required.
2. The RQ Business Manager and the Housing and Homelessness Manager meet on a regular basis to monitor the allocation of funds. The Business Manager provides a monthly financial report to the General Manager.
3. Repairs and maintenance requests are prioritised as follows:
  - a) Health and safety of the tenants,
  - b) Protection of the property asset,
  - c) Ensuring that the property meets community living standards.

### 04.25.13 Feedback on Maintenance and Repairs

1. RQ seeks feedback from tenants regarding quality and timeliness of the repair work and the service provided by the tradesman/contractor as follows:
  - a) Housing Officer making contact with the tenant after the repair has been completed to check out whether the work has been completed to a satisfactory manner,
  - b) Housing Officer will make periodic physical checks of maintenance repair work where appropriate,
  - c) Annual tenant surveys,
  - d) Review of complaints.

### ACCOUNTABILITY

RQ Housing Officer, RQ Housing and Homelessness Manager, RQ General Manager

### EVALUATION METHOD

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

Tenant Annual Satisfaction Surveys

Feedback from tenants

Housing Officer inspection after job complete

Review of Complaints and Appeals Register

### LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

### RELATED DOCUMENTS

[02.07 Expenditure Policy](#)

[02.13 Financial Management Policy](#)

[02.17 Complaints Appeals and Disputes Policy](#)

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

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

[04.28 Housing and Homelessness Service Contractors and Tradespersons Policy](#)

# 04.25 HOUSING & HOMELESSNES SERVICE RESPONSIVE REPAIRS AND MAINTENANCE POLICY

[DCHDE Social Housing Program Specifications](#)

RQ Periodical Property Inspection Form  
 Checklist for Contractors/Tradespersons  
 RPM Job Order Form  
 Contractor/Tradespersons Register  
 Tenants Information Kit  
 RQ Housing Services Asset Maintenance Plan  
 RQ Consultant and Contractor Acknowledgement Form  
 RQ Housing Services Maintenance Summary  
 Profile of RQ Property Form  
[Fact Sheet Repair Orders \(rta.qld.gov.au\)](#)

## DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
Status	Approved
Version number	V4
Timeline for review	Annually or as required
Date of next review	February 2024
Storage	Document Library/Policies/Service Delivery Housing

Review Date	Version	Summary of Changes	Approved By and Date	
24/05/2018	V1		RQ Board	05/06/2018
November 2018	V2			
16/03/2020	V3		RQ Board	27/06/2020
09/02/2023	V4	Minor updates	General Manager	13/02/2023