

Date of Review	Authorised Signature
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TITLE: **04.27 Housing Services Maintenance of Common Areas Policy**

SCOPE: RQ property portfolio with common areas

POLICY: RQ will ensure that common areas and shared facilities will be maintained in good repair and condition having regard to the community standards and all legislative and funding body requirements. RQ will be responsible for the payment of all shared utility costs.

PURPOSE: To provide guidelines to ensure that all common areas and shared facilities are maintained in good repair and condition.

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
 Planned Maintenance – referring to the predictable repairs, replacements and building maintenance that can be planned for in advance on a cyclical basis.
 Common Area – is an area within a building that is available for common use by all tenants, (or) groups of tenants.

PROCEDURES: **04.27.01 Maintenance**

1. RQ will ensure that the following maintenance will be completed for common areas of housing complexes as follows:
 - a) Gardens, lawns and general tidiness and appearance of the property
 - b) Common lighting including any emergency lighting
 - c) Trade waste facilities
 - d) Green waste
 - e) Cleaning of community rooms and communal laundries
 - f) Maintenance of common BBQ's

04.27.02 Responsive Maintenance

1. RQ Housing Officers will respond to requests for responsive maintenance as per the RQ 04.25 Housing Services Responsive Repairs and Maintenance Policy.
2. Maintenance requests will be identified by:

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- a) Tenants advising RQ Housing Services of any repairs or maintenance required
- b) RQ Housing Officers conducting routine property inspections
- c) RQ Contractors advising RQ of any issues or concerns

04.27.03 Planned Maintenance

1. RQ Housing Officers will ensure that ongoing predictable repairs and replacements will be included in the RQ Asset Maintenance Plan, for example (but is not limited to):
 - a) Maintenance of gardens
 - b) Maintenance of lighting
 - c) Trade waste maintenance
2. Refer to RQ 04.24 Housing Services Planned Maintenance Policy for further information.

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: RQ Asset Maintenance Plan
04.25 RQ Housing Services Responsive Repairs and Maintenance Policy
04.22 RQ Housing Services Property Standards Policy
04.28 RQ Housing Services Contractors and Tradespersons Policy
RQ Periodical Property Inspection Form
RPM Job Order Form
Maintenance Purchase Order
Contractor/Tradespersons Register
Tenants Information Kit
RQ Housing Services Asset Maintenance Plan
RQ Housing Services Maintenance Summary
Profile of RQ Property Form
The relevant State or Federal Government agency/ies Lease Agreements and Program Specifications

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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