

04.27 HOUSING & HOMELESSNESS SERVICE 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
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.
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 and Homelessness Service Responsive Repairs and Maintenance Policy.
2. Maintenance requests will be identified by:
 - a) Tenants advising RQ Housing and Homelessness Service 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

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- c) Trade waste maintenance
2. Refer to RQ 04.24 Housing and Homelessness Service Planned Maintenance Policy for further information.

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

Complaints and Appeals review

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

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

RELATED DOCUMENTS

[DCHDE Social Housing Program Specifications](#)

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

[04.24 Housing and Homelessness Service Planned Maintenance Policy](#)

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

[04.28 Housing and Homelessness Service 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

DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
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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

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