

## 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.

| <b>DEFINITION/S</b>       |   |  |  |  |  |
|---------------------------|---|--|--|--|--|
| 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<br>Maintenance | the day-to-day maintenance or repair works that are carried out on<br>tenanted or vacant properties in response to requests for such works,<br>to restore an item or component to its working condition |  |  |  |  |
| Planned                   | referring to the predictable repairs, replacements and building   |  |  |  |  |
| Maintenance               | 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

- 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:
  - 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



## 04.27 HOUSING & HOMELESSNESS SERVICE MAINTENANCE OF COMMON AREAS POLICY

- 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 <u>01.10 Policy and Procedure Development and Review Policy.</u> 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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| 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<br>Manager   | 13/02/2023 |

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Page 2



# 04.27 HOUSING & HOMELESSNESS SERVICE MAINTENANCE OF COMMON AREAS POLICY