



Connect Victoria Park Community Housing

Asset Maintenance Policy

CVP Policies	Asset Maintenance	Effective date:	July 2022
Approved By	Finance & Governance Committee	Review date:	July 2025
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Purpose

This policy outlines how Connect Victoria Park Inc (CVP Inc) manages maintenance of its properties.

Scope

This policy applies to all properties owned by CVP Inc.

Our commitment

CVP Inc's approaches maintenance not only as a means to maximise the useful life of our properties, but as a key element in supplying homes that provide a sense of community and personal safety, and as a way to enable accessibility, independently living and successful ageing.

CVP Inc believes that keeping properties to a high standard encourages a sense of pride, pleasure and joy in our tenants.

CVP Inc will consult with tenants in developing maintenance plans whenever possible.

Our approach to maintenance

CVP Inc keeps a current Asset Management Strategy, covering land and buildings utilised for Community Housing, the Village Hub and for 4 retirement villas.

CVP Inc also keeps a current Asset Maintenance Plan, which guides the maintenance priorities for a period of 5 years, following recommendations by independent reports on the state of our properties.

CVP Inc undertakes maintenance of its properties to:

- Ensure our tenants occupy properties that are safe and liveable
- Ensure our properties encourage feelings of safety and community as well as enable accessibility and successful ageing
- Maximise the useful life of our properties
- Ensure maintenance is done in an efficient, affordable, reliable and timely manner
- Ensure maintenance decisions align with CVP's Asset Management Plan, Asset Management Strategy and Strategic Plan
- Meet our legal and regulatory duties as a Community Housing Provider in the state of Western Australia

Cyclical Maintenance

Cyclical Maintenance includes upgrades and maintenance work that is scheduled on a regular cyclical or long-term basis. Records of Cyclical Maintenance are kept within Chintaro software.

It is planned to minimise the need for responsive maintenance where possible.

CVP Inc will inform tenants of cyclical maintenance planned for their properties in advance.

Examples of cyclical maintenance include:

- Termite inspections annually
- Smoke detector inspection annually
- Air conditioning service annually

Cyclical maintenance jobs are managed by CVP Inc's Maintenance Officer.

Planned Maintenance

Planned Maintenance includes upgrades and work that is scheduled on a long-term basis. Records of Planned Maintenance are kept by the CEO and Maintenance Officer.

Planned Maintenance is linked to financial planning and it ensures housing stock is kept in good condition throughout its life cycle. It is included in CVP Inc's Maintenance Plan and managed by the CEO and the Maintenance Officer.

Examples of planned maintenance include:

- External painting every 7 years
- Guttering assessment/upgrade every 20 years
- Bathrooms and kitchens assessment/upgrade every 20 years
- Hot water system assessment/replacement every 10 years

Tenants will be informed of planned maintenance with ample notice.

Responsive Maintenance

Responsive Maintenance is necessary to return components of a residential unit to a safe and functional level and to ensure tenants have a safe and comfortable living situation. It is also necessary to avoid issues escalating to health and safety threats.

CPV Inc responsive maintenance is delivered by our Maintenance Officer and, when required, external contractors. Records of Responsive Maintenance are kept within Chintaro software.

Priority is identified from regular property inspections by the Housing Officer and through Maintenance Requests lodged by tenants.

CVP Inc will perform responsive maintenance as required. It will also seek to minimise responsive maintenance by optimising planned maintenance, whenever possible.

CVP Inc will respond to non-urgent maintenance requests within 10 business days.

Urgent repairs

Urgent maintenance issues are those that present a threat to immediate safety or health of people or serious damage to property. This includes:

- Failure or breakdown of the gas, electricity or water supply
- Flooding or serious flood damage
- Leaking roof (flowing water)
- Blocked toilet/s causing overflowing
- Any fault or damage that causes property to be unsafe or not secure

CVP Inc will respond to urgent maintenance requests within 48 hours. First port of call for urgent repairs is CVP Inc's Maintenance Officer, who will action additional services or trades as required.

Records of Urgent Repairs are kept within Chintaro software.

Property Condition Report

CVP Inc provides new tenants with a Property Condition Report, setting down the exact contents and condition of the premise at the beginning of their tenancy.

PCRs are completed by the Housing Officer and present an opportunity to identify if anything in the property is broken or in poor condition. If that is the case, the Housing Officer will generate a maintenance task for the Maintenance Officer to action.

The PCR will also be used to judge the condition of the property – and generate any maintenance tasks – at the end of the tenancy.

PCRs are covered by CVP Inc's Inspections Policy.

Inspections

CVP Inc carries out routine inspections at least once a year for each property.

Inspections are another opportunity to identify maintenance issues that need attention. If that's the case, the Housing Officer will notify the Maintenance Officer to action the necessary maintenance task.

Inspections are covered by CVP Inc's Inspections Policy.

End of tenancy

At the end of a tenancy, CVP Inc will undertake any necessary repairs to bring property to an acceptable standard before making it available to another tenant.

The necessary works will be identified by the Maintenance Officer, who will contact additional services or trades, if necessary.

End-of-tenancy work usually involves painting, assessment of fixtures such as blinds and cabinetry, as well as assessment of conditions of kitchen and bathroom.