

Planned maintenance

Policy

This document outlines Centacare Evolve Housing's (CEH) approach to planned maintenance and upgrades to its properties in accordance with Better Housing Futures.

Scope

This policy applies to all CEH properties owned and managed on behalf of Housing Tasmania under the Better Housing Futures program.

Policy statement

Centacare Evolve Housing is committed to providing planned maintenance to ensure that its properties are safe and secure, meet acceptable standards, protect the value of property assets, and provide a consistent housing service within the available resources.

Planned maintenance and upgrades

An assessment of each property is conducted every 12 months for properties where CEH has full management responsibility. CEH will keep a record of the condition of the property in line with its obligations under the Better Housing Futures contract. CEH objectives include:

- To ensure CEH complies with the legal requirements in accordance with the Residential Tenancies Act, Residential Management agreement, Disability Discrimination Act and other relevant laws.
- To maximise the useful life of properties.
- To provide tenants with homes that are safe, comfortable, in good repair and of acceptable housing Tasmania property standard.
- To provide a maintenance program that is planned, monitored and budgeted.
- To include tenant's participation in planning and monitoring of maintenance, minimise expenditure on responsive repairs, and maximise expenditures on planned and preventive maintenance.

Guidelines

Where a property becomes vacant that is due for an upgrade, CEH may complete an upgrade to the premises at that stage prior to the property being allocated.

Priority will be given to properties that require an upgrade due to safety and security.

CEH Maintenance Coordinator will inspect the premises and provide recommendations to the State Manager, Housing Services. The Maintenance Coordinator will engage with the tenant in this process.

CEH will ensure that:-

- A licenced and certified builder/contractor will conduct an inspections for major works
- An initial inspection will be conducted to scope the work followed by a post work inspection to determine completion of work and assess quality
- All works comply with Australian standards and building code of Australia

Monitoring

CEH will ensure that each property is inspected every 12 months and a detailed record is kept on the condition of the property. All upgrade work will be subject to an inspection pre and post work.

Disclaimer

This policy will be subject to change from time to time at the discretion of Centacare Evolve Housing.