

Policy OPS.004

Repairs and Maintenance

Carry On (Victoria) Ltd and its subsidiaries. Operating as Veteran Housing Australia (VHA).

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1 Purpose

This policy outlines how VHA will provide repairs and maintenance (R&M) services to its tenants ensuring that obligations under the Residential Tenancies Act 1997 are met.

VHA will ensure that a properties are kept at a benchmark standard for safety and functionality and that efficiency and effective maintenance service is provided.

2 Policy Responsibility

General Manager – Overall responsibility for operational maintenance, capital project delivery and contractor selection. Approval of modifications to homes.

CEO – Review and oversight of this policy.

Tenants – To report required R&M in a timely manner through the correct channels.

3 Tenant responsibilities

VHA tenants will have a responsibility to promptly report repairs and maintenance required to their property, and to allow access for completing required work.

They will also be responsible for ensuring they notify VHA of any damage to their property and for meeting the cost of repairing any damage caused by the neglect, misuse, wilful or accidental damage by a resident or visitor to the home. Repairs need to be carried out in a reasonable timeframe under review and oversight of the General Manager.

Tenants are responsible for undertaking *minor repairs* in their dwelling including (but not limited to):

- replacement of light bulbs
- regular testing of smoke alarms
- looking after gardens

Tenants are also responsible for general upkeep and property care of their dwellings and any private open space attached to their dwelling.

Tenants must notify VHA immediately if:

- smoke alarm batteries are not working
- keys have been lost

Tenants are also required to maintain the property in (at minimum) the state it was originally provided to them. This can include removing modifications made during tenancy.

4 VHA responsibility

VHA is responsible for ensuring that maintenance is undertaken on the properties and common areas of the properties we manage or own, to ensure that they are safe and all amenities are maintained in a proper working order.

In doing so, VHA undertake maintenance in three broad categories, being Responsive Maintenance, Planned Maintenance, and Cyclical Maintenance.

- Planned Maintenance as the scheduled replacement, upgrade or renovation of major items in a property. This includes Vacant Maintenance.
- Cyclical Maintenance as a series of regular checks and inspections to ensure that properties comply with health and safety, legislative and duty of care obligations.
- Responsive Maintenance as time critical repairs necessary to reinstate a building or component to a safe or functional level of service. This also includes routine repairs that cause inconvenience or could become a risk to health and safety if left unattended.

4.1 Planned maintenance

VHA believes that a planned approach to maintenance, rather than a responsive approach, is more cost effective, delivers better maintenance solutions and causes less disruption to tenants.

Planned works are scheduled based on the following considerations:

- Any legislative requirements must be met
- Risk assessment for each property
- Overall budget allocation

The General manager prepares and plans for such maintenance.

4.2 Cyclical maintenance

VHA's cyclical maintenance program is divided into three categories as follows:

- Maintenance on Vacated Properties: Maintenance is carried out on common areas, grounds and/or gardens. Works include general upkeep and cleaning of internal common areas, lawns and gardens prior to the next tenant moving in.
- Compliance/Safety Program: This includes maintenance programs to ensure that VHA meets legislative and regulatory requirements to maintain the safety and security of tenants. These include electrical safety, preparation of Annual Fire Safety Statements, smoke alarm inspections and lift safety.
- Preventative Maintenance: VHA defines preventive maintenance as regularly scheduled work that is undertaken to avoid breakdown and deterioration of the property. By undertaking preventative maintenance effectively, VHA will reduce the amount of responsive, planned and structural work that may be required. Works include roof and gutter inspections, tree pruning and termite inspections.

4.3 Responsive maintenance

VHA will provide a responsive repairs and maintenance service, appropriate to both tenant and portfolio needs. Our responsive approach will have four categories. These categories will be subject to regular review to ensure they are up to date with legislative requirements.

Category	Description	Response Time
Critical	Repairs that need to be completed due to immediate risk to any occupant's safety. Examples include: complete failure of essential services (water, power, or gas)	Within eight hours
Urgent	Repairs that need to be completed to maintain a safe environment. Examples include: <ul style="list-style-type: none"> • partial failure of essential services (water, power, or gas) • waste blockages to toilet, kitchen, and bathroom • serious roof leak • complete failure of heating or cooling fixtures • broken or damaged access points - locks, doors, windows etc repairs to fixtures that are causing OH&S issues	Within 24 hours
Priority	Repairs that do not require a critical or urgent response. Examples include: <ul style="list-style-type: none"> • Leaking taps Blocked stormwater drains	Within seven days
Normal	Repairs that do not need fixing right away. Examples include: Non-urgent fencing and gate repairs	Within 14 days

For emergency repairs, a contractor will aim to attend and, wherever possible, complete all necessary work immediately. In circumstances where this is not possible, the contractor will make sure that the fault is temporarily fixed and arrange for the permanent maintenance to be undertaken within the appropriate timeframe. The tenant will be informed why the issue could not be fixed immediately and when the work is likely to be completed.

Where a number of routine responsive maintenance requests are received in a short timeframe for a common area or block, VHA reserves the right to "batch" these so that they are all completed together. This will be more cost effective and cause less disruption to our tenants.

5 Requesting repairs and maintenance

It is important that tenants report any maintenance issues as quickly as possible. Timely reporting ensures tenants can continue to enjoy their home fully and can reduce the likelihood of repairs issues escalating.

Tenants can simply and easily report repairs by:

1. Using the VHA website www.veteranhousing.org.au
2. Emailing the GM email gm@veteranhousing.org.au
3. Ringing the VHA Mobile after hours 0499 122 444

Each repair request is assessed by VHA staff to determine the nature and priority of the work to be undertaken. VHA then assigns responsibility for completing the work to one of its approved contractors.

VHA will ensure that there is clear communication with the tenant and contractor throughout the repairs process to ensure that the work is completed in a timely and professional manner.

6 Review & Approval

Action	Date
1 st Issue	March 2026
Next Review	March 2027