

Policy

Maintenance & Repairs

Policy Statement

Beyond Housing will engage appropriately skilled tradespeople to undertake repairs and maintenance to ensure all properties are maintained to a high standard. This policy applies to all Beyond Housing Long-Term Housing and Specialist Disability Accommodation properties.

Policy Application

This policy applies to all Beyond Housing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

Responsibility & Authority

- The Board of Beyond Housing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - All managers and workplace participants are aware of this policy.
 - Support for workplace participants to undertake their responsibilities under this policy is provided.
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Managers and Team Leaders are responsible for informing workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

Policy Detail

The purpose of this policy is to outline:

- Rental Provider responsibilities
- Renter responsibilities
- Urgent repairs
- Managing Renter damages
- Changing needs of Renters

Rental Provider responsibilities

Beyond Housing will:

- Commit to fulfil its role as a rental provider under the *Residential Tenancies Act 1997 (Vic)*
- Ensure the premises are in a reasonably clean condition prior to a Rental Agreement commencing.
- Provide Renters with a written statement setting out the rights and duties of Beyond Housing and the Renter under a Rental Agreement.
- Ensure all Renters are provided with the following information at the start of a residential Rental Agreement:
 - What are urgent and responsive repairs.
 - How to request repairs.
 - How to provide feedback regarding the standard of repairs.

- Inspect the property every 12 months.
- Provide clear information to Renters on this policy, and associated processes, and will inform Renters when the policy is being used to recover costs.
- Perform repairs to ensure that the property is maintained in good repair by qualified tradespeople.
- Undertake responsive and cyclical maintenance and have a flexible program of upgrades that can take advantage of vacancies.
- Seek to recover repair charges from Renters for damages caused by household members or a visitor.
- Not seek to recover repair charges for fair wear and tear that occurs to the premises as per the definition of the RTA.

Renter responsibilities

Renters will:

- Abide by the conditions of their Rental Agreement.
- Take good care of the property and keep it reasonably clean.
- Tell Beyond Housing within 2 business days, if the property has been damaged.
- Ensure that reasonable care is taken to avoid damage to the premises or common areas.
- Pay costs for damage that results from deliberate action or mistreatment by a renter, household member or visitor that has been proven, and to comply with orders to pay the cost of repairs or cleaning.
- Report to the Police any damage that is a result of criminal activity.
- Look after their home and do small routine repairs like; replacing light globes, look after the garden, general cleaning.
- Ensure the property is in good condition, clean, and all rubbish removed on vacating.

Urgent Repairs

- Consumer Affairs list all urgent repairs, click [here](#) for a list of urgent repairs and non-urgent repairs
- During office hours - Renters are to contact their Property Manager or the local Beyond Housing office immediately if they require urgent or responsive repairs
- After hours - If an urgent repair is required, Renters are to contact the after-hours number provided.

Managing Renter damages

Beyond Housing will seek to recover repair charges for damages caused by Renters or their visitors.

Beyond Housing will:

- Collect evidence of how the damage occurred, including photos.
- Clearly define and document the repair charges to recover the damage costs.
- Discuss the damage costs with the Renter. The Renter may choose to have third party support.
- Complete a human rights impact assessment before determining whether to issue a rental breach relevant to the level of damage to the property and document this on renter file.
- If a Renter is found to be responsible for damages, the Renter may either pay the amount in full or enter into a repayment agreement. If an agreement cannot be reached, or an agreement is broken, Beyond Housing may pursue the costs through the breach and compliance process under the *Residential Tenancies Act 1997 (Vic)*.
- If the Renter has vacated the property the Renter repair charge will be held against the bond
- Advise the Renter of their right to apply to the Victorian Civil and Administrative Tribunal (VCAT) to have the damage charges determined by the tribunal as per the *Residential Tenancies Act 1997 (Vic)*.

Changing needs of Renters

Beyond Housing recognises that Renters and household members needs change and **minor** modifications to properties may be required for such items as grab rails, lever taps and access ramps.

Beyond Housing will:

- Endeavour to meet the changing needs of the household.
- Ensure each request for modification is managed fairly.
- Provide household members with information on how to access additional funding for support as required.
- Assist the Renters to complete a property modification request form (Renters can request this form from their Property Manager).
- Assess the property modification request and any required supporting documentation, in line with building and residential rental guidelines, and advise the Renters of the outcome.

Human Rights Considerations

In making decisions, Beyond Housing must give proper consideration to the relevant human rights in accordance with the *Charter of Human Rights and Responsibilities Act 2006 s38(1) (the charter)*.


This consideration should include the potential impact the proposed action we are undertaking may have on the Renters and their household member's rights under the Charter.

Definitions

Rental Provider	Also known as the landlord, is the owner of the property that is leased or rented to another person or entity
Renter	The person to whom premises are let under a residential Rental Agreement
Specialist Disability Accommodation	Housing designed in accordance with the SDA design standard to meet the needs of people with high support needs and delivered in accordance with the NDIS Act 2013 (Cth)

Related

Document Reference	Document Type
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation
Child Wellbeing and Safety Act 2005 (Vic)	Legislation
Children, Youth and Families Act 2005 (Vic)	Legislation
Housing Act 1983 (Vic)	Legislation
Residential Tenancies Act 1997 (Vic)	Legislation
Compliments and Complaints	Policy
Eligibility & Allocation	Policy
Privacy and Confidentiality	Policy
Rent	Policy
Rental Agreement Management	Policy
Rights and Responsibility	Policy
SDA	Policy
Sustaining Tenancies	Policy
Housing Registrar – Guidelines for registered agencies	Other
Housing Registrar – Performance Standards and evidence guidelines	Other
DFFH – Public Housing Allocations operational guidelines	Other

Approver Name:	Celia Adams (CEO)	Approver Signature:		Approval Date:	19/01/2024
Next Review Date:	23/03/2026	Version:	4	Document Owner:	Leisa Makszin