

## PROPERTY ASSETS: MAINTENANCE POLICY

Policy number	AM003	Version	2.2
Drafted by	Manager – Asset Management	Reviewed on	30 June 2020
Responsible person	Manager – Asset Management	Scheduled review date	30 June 2025

### 1. PURPOSE

The purpose of this policy is to:

- a. ensure all properties owned or managed by CEHL are well maintained and are safe, habitable, and secure.
- b. ensure maintenance activities are carried out according to legislative standards and CEHL asset management practice.

### 2. POLICY CONTEXT

CEHL owns and maintains a diverse portfolio of properties and is committed to the Program Principle of Quality of Housing to ensure that properties managed by our Program offer safe, secure housing that is well-maintained to a consistent quality.

CEHL aspires to manage its property assets in line with best practice to ensure appropriate properties are available to co-ops now and into the future. In order to meet this aspiration and our obligations as a Registered Housing Agency, CEHL has adopted alignment with the international management system standard for Asset Management – ISO 55001.

Co-ops with maintenance responsibilities are encouraged to make use of the [CERC Maintenance Guide](#) to assist with practical application of relevant Property Assets Policies.

### 3. POLICY STATEMENT AND PRINCIPLES

#### 3.1. STATEMENT

- a. Maintenance performed on CEHL property assets will be performed to fulfil its legislative obligations, protect the value of the assets, maximise the useful life of properties, and provide a consistent service and quality within available resources.
- b. Priority will be given to works that improve the safety and security of property assets.
- c. The maintenance program will aim, where possible, to minimise reactive repairs by maximising planned and preventative maintenance.

#### 3.2. PRINCIPLES

- a. All maintenance activities carried out on CEHL property assets are to be undertaken in compliance with the *Residential Tenancies Act 1997* and/or any other relevant legislation and standards.

- b. Maintenance plans will be prepared with a focus on meeting service levels, asset life targets, managing risk, and efficient use of available resources within financial constraints.
- c. All unplanned maintenance activities will be prioritised according to legislative standards, with safety as a priority.
- d. Asset intent will inform maintenance plans and be considered prior to carrying out unplanned maintenance activities.
- e. Cost efficiencies are to be sought so long as they are not to the detriment of the quality of works and services, and opportunities to maximise works carried out at the time of vacancy will be considered in line with maintenance plans.
- f. Prescribed safety checks will be carried out and their relevant certificates obtained and recorded to ensure all properties meet legislative requirements of Residential Rental Providers (rental providers).
- g. All works will be carried out by appropriately qualified, licensed contractors with minimal disruption to occupants.
- h. Maintenance activities will be monitored and recorded appropriately to inform performance monitoring, risk management, financial management, and continuous improvement.
- i. Where damage beyond fair wear and tear is assessed, reimbursement will be sought from the responsible party for rectification works.
- j. In the event a property is deemed to not meet minimum habitability standards, appropriate alternative accommodation will be provided for the occupant(s) until the property has either been rectified (if viable) or permanent alternative accommodation has been sourced according to the Appropriate Alternative Accommodation Policy
- k. Regular inspections of property assets will be undertaken in line with relevant legislation and standards to monitor the condition of property assets and ensure they are being maintained to an acceptable standard.

## 4. SCOPE

- 4.1. This policy applies to all maintenance activities carried out on property assets owned or managed by CEHL.

## 5. DEFINITIONS

*'Property assets'* in relation to CEHL typical operations include: land, dwellings, outbuildings, offices and fixtures and, in some instances, chattels (such as household appliances). Other types of property assets not mentioned, such as commercial properties, may form part of the property portfolio at a future date and are covered by this policy unless otherwise determined.

*'Appropriate alternative accommodation'* means an offer which is consistent with the household composition and within a reasonable distance of the household's existing property location.

*'Minimum habitability standards'* means minimum standards of property performance set by CEHL or relevant legislation such as the *Residential Tenancies Act 1997*.

## 6. LEGAL AND OTHER REQUIREMENTS

This policy incorporates guidance provided by:

- [Residential Tenancies Act 1997](#)
- [Housing Act 1983](#)
- [Occupational Health and Safety Act 2004](#)

## 7. PROGRAM REQUIREMENTS

7.1. This policy is consistent with:

- a. International Co-operative Principles:
  - Members Economic Participation
  - Autonomy and Independence
  - Education, Training and Information
  - Cooperation Among Cooperatives
  - Concern for Community
- b. Program Principles:
  - Affordability and Financial Security
  - Quality of Housing
  - Security
  - Working Together

## 8. RELATED PROGRAM POLICY DOCUMENTS

- a. Property Assets Policy
- b. Property Assets Renewals Policy
- c. Property Assets Disposals Policy
- d. Property Assets Member Home Purchase Policy
- e. Acquisition and Development Policy
- f. Appropriate Alternative Accommodation Policy
- g. [CERC Maintenance Guide](#)

## 9. BOARD AUTHORISATION

Signature CEHL Board Date of approval 30 / 06 / 2020

Name CEHL Chair