

PM 1.04 Handling Responsive Maintenance Requests Policy and Flowchart



Policy Statement

CENSW is committed to delivering quality services to meet our maintenance obligations under the Residential Tenancy Act 2010 and the Company Cooperative Agreement (CCA).

CENSW must adhere to obligations set out in the CCA with each Co-operative. CENSW is clear that responsive maintenance is the responsibility of the Co-operatives.

1. Purpose

- 1.1. To provide the guidelines for CENSW Property Team members in handling repairs requests from 'directly managed' tenants and Co-operatives and their members.

2. Scope

- 2.1. Applies to all responsive maintenance requests received from tenants, tenant members, and Co-operatives of Common Equity.

3. Exceptions

- 3.1. **Complaint** –expression of dissatisfaction made to an organisation, related to its products (services), or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected

4. Definitions

- 4.1. **CENSW** – Common Equity NSW Ltd
- 4.2. **Emergency repairs** - Loss of services such as water, hot water, electricity, major water leaks, sewerage blockages, that will be fixed within 4 hours.
- 4.3. **Urgent repairs** - Immediate security concern resulting in door, lock or window repair, shower or basin blockage, repair nonfunctioning toilet, that will be fixed within 24 hours.
- 4.4. **Routine repairs** - Minor water pipe leaks, repair or replace smoke detector, repair or replace common area lighting Pest control, smoke alarms, gutter cleaning, that will be fixed within 3 to 7 days.
- 4.5. **Non-Urgent Repairs** - Fence repairs, tree lopping, leaking taps that will be fixed within 21 days.

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5. Responsibilities

5.1. Property Manager (PM)

- 5.1.1. Ensure staff members are aware of CENSW policy and procedures and adhere to them
- 5.1.2. Producing weekly reports from Greentree to track work orders being issued, ensuring that correct works are being raised and work is being monitored
- 5.1.3. Raising any contentious issues that may arise with the Operations Manager and/or the CEO

5.2. Designated Property Team staff

- 5.2.1. Adhere to CENSW policy and procedure, ensuring that all tasks in the process are met.
- 5.2.2. Ensure that all communication is documented in the Greentree database, attached to the relevant property.
- 5.2.3. Coordination of any work that becomes a Schedule 3 item following the regular work order process
- 5.2.4. Raising any contentious issues that may arise with the Property Manager

6. Procedure

- 6.1. Outlined in the Responsive Maintenance Flowchart at the end of the policy.

7. Breach

- 7.1. CENSW will ensure it meets its Landlord responsibilities under the Residential Tenancies Act 2010.
- 7.2. CENSW works with Co-operatives by providing training to support their understanding and adherence to their Landlord responsibilities.
- 7.3. The Company Co-operative Agreement (CCA) between CENSW and Co-operatives also outlines consequences of breaches.

8. Data Collection

- 8.1. All data collected regarding a tenancy or property will be stored in the CENSW Tenant Management System – Greentree

9. External References

- 9.1. Residential Tenancy Act 2010
- 9.2. Residential Tenancies Regulation 2019

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10. Internal Associated Documents

10.1. Company Co-operative Agreement (CCA)

10.2. Maintenance Request Form

Name, Designation and Signature of Approver	Nick Sabel, CEO
Contact/Responsible Delegation	Property Manager
Date	1 March 2020
Date Committee/Board Approved	n/a
Date Staff Informed	2 April 2020
Upload to Website and Date	n/a
Review Date	1 March 2024
Version	2

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