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Overview

Purpose	<p>This policy details the decision-making process relating to the maintenance of property assets owned by SAH.</p> <p>The policy also applies to housing managed by SAH under lease, service agreement or Memorandum of Understanding (MOU).</p> <p>The policy seeks to ensure property assets are maintained to comply with legislative compliance requirements, maximise the economic life of built form and provide dignified housing for our tenants.</p>
Who does this apply to?	<p>This policy applies to All Salvation Army Housing Employees (SAH & SAHV).</p> <p>It applies to:</p> <ol style="list-style-type: none"> 1. All properties within the Salvation Army Housing (SAH) portfolio that are either owned or controlled by way of property title by SAH. 2. All properties within the SAH portfolio that are managed under lease of the property to SAH
Effective date	01/07/2018

Policy Statement

1. The approach to managing the asset maintenance will depend upon the type of maintenance and the ownership of properties.
2. For the purposes of this policy, asset maintenance will be classified in the following categories.
 - Responsive repairs and maintenance.
 - Planned maintenance.
 - Cyclical maintenance

Principals

The principals that apply to maintenance of property assets include:

1. Any inspection, service or maintenance required to comply with a legislative requirement shall be carried out to comply with the requirements.
2. Sound stewardship of resources is required as part of all SAH decision making processes.
3. Decisions regarding the maintenance of a property asset are to be made within the context of the life cycle of that property.
4. Decisions regarding any Planned Maintenance of a property are to be made within the context of the Strategic Asset Management Plan (SAMP).
5. All acceptance of quotes or issue of work orders for maintenance work shall be authorised in accordance with the Delegations of Authority Policy.

Asset Assessment Inspection

1. All properties within the SAH will be inspected on a minimum inspection cycle of three (3) years by a suitably qualified person.
2. The inspection will record the condition of the property and identify any current and future maintenance requirements.
3. Where the inspection of property identifies a maintenance requirement in a property for which SAH is not responsible for maintenance, a report is to be provided to the owner detailing the maintenance work required.
4. The results of the Asset Assessment Inspection will be used to inform:
 - The 10-year Asset Maintenance Plan
 - The Strategic Asset Management Plan (SAMP)

10 Year Asset Maintenance Plan

1. A 10 Year Asset Maintenance Plan is to be maintained for all properties owned or managed by SACHS. For the avoidance of doubt, this plan is to include properties for which SACHS is not responsible for maintenance.
2. The 10 Year Maintenance Plan will provide the forecast (or budget) for maintenance expenditure required as evidence for reporting to the relevant regulator.
3. The 10 Year Asset Maintenance Plan will include the Planned Maintenance requirements on an individual property basis.
4. The 10 Year Asset Maintenance Plan will include the Cyclical Maintenance requirements on an individual property basis.
5. The 10 Year Asset Maintenance Plan will include for Responsive Maintenance requirement as a single item for all properties within a program or cost centre for which SACHS is responsible.

Planned Maintenance

1. Planned Maintenance will be carried out to replace components of the property that have become unserviceable or not suitable for the intended use.
2. Unless prior approval is obtained, a competitive process will be used to identify the recommended contractor/s to carry out Planned Maintenance works with a value in excess of \$ 5,000.

Cyclical Maintenance

1. A competitive process will be used to establish term contracts for Cyclical Maintenance.
2. Exception to term contracts may be approved by the Property Infrastructure Manager (PIM) in special circumstances (for example geographic remoteness) where a term contract may not be appropriate.

Responsive Maintenance

1. Responsive maintenance will be carried out where necessary to address health and safety issues and preserve a desired standard of condition, functionality, and amenity.
2. Responsive maintenance will be completed within the timeframes set out in the table below:

Code	Category	Description	Timeframe
P1	Urgent – 4 hours	Faults which are dangerous and present threats to health, safety or security risks to the tenant and prompt action is required to relieve the circumstances (e.g., live electrical wires)	4 hours
P2	Urgent – 24 hours	Any faults that are not life threatening but cause serious inconvenience to the tenant and require urgent attention (e.g., no hot water, broken window)	24 hours
P3	Non – urgent	Not classified as an ‘urgent’ repair but leads to disruption for the tenant or where the problem may lead to escalating damages and/or costs (e.g., leaking gutters, dripping tap)	14 days
P4	Vacancy	Minor general repairs after a tenant vacates and prior to a new tenant	14 days

Engagement Use and Review of Maintenance Contractors

1. SACHS will retain a panel of qualified and capable trade contractors with the capacity to provide the required maintenance services for the diversity of the property portfolio.
2. Contractors will be considered for inclusion on the panel based on geographic representation, quality of work, timeliness of work, completion, or supervision of work by an appropriately qualified person where is required to be performed by under licence and demonstration of appropriate WHS processes and systems.
3. Contractor will be required to hold appropriate licences (where required), contract works insurances (where appropriate), public liability insurance cover for a minimum of \$ 20M and workers compensation insurances.

Auditing of Contractors

1. The work completed by contractors will be inspected and audited to ensure compliance with scope of contract/work order requirements, work standards and compliance.
2. Where required by legislation, certificates of compliance (or equivalent) will be provided by contractors and recorded.
3. Inspections and audits will be carried out on all works over \$ 5,000 value and on 10% (by number) of Responsive Maintenance works.

4. Non-legislative compliance related cyclical works will be inspected as required to ensure delivery in accordance with the requirements of term contracts.

Reporting of Maintenance Issues

1. A record of all reported issues for maintenance will be kept. The record will include all details of the issue including any inspection reports, work orders, contracts, and audit reports.
2. Tenants will be able to report maintenance issues at any time during normal business hours and report any urgent matters (for clarity this is Code P1 and P2 issues) at any time 24 hours a day, 7 days a week.

Discretion

State Managers have the discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants' Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Complaints, Feedback and Appeals Policy.

Related Documents and References

Related Policy Documents	Delegations of Authority Policy Tenant Repair Cost Policy
Related Procedure Documents	Maintenance Procedure
Related Supporting Documents	Strategic Asset Management Plan (SAMP) 10-year Asset Maintenance Plan State Tenancy Handbooks
Related Legislation	<Insert relevant legislation and/or regulations>
Other Relevant Documents /Resources	<Insert relevant websites and/or links not identified above>

Document Control Information

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