



Title: Procedure – Repairs and Maintenance		
Policy Area: Social Programs - Housing		
Policy Number:	Version: 4	Page 1 of 3
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Approved by Manager/ Management Board		
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Principles:

- Woomera Aboriginal Corporation (WAC) staff will apply the Housing Policy and Procedures approved by the Management Board.
- The procedures below are to apply to both WAC and AHO owned properties,

Definitions:

Urgent Repairs and Maintenance

Urgent repairs and maintenance are defined as repairs and maintenance required as soon as possible as the condition poses a risk to the health and safety of the tenant or the condition will have a destructive effect on the dwelling if not repaired promptly.

Examples of urgent and repairs and maintenance are as follows:

- A burst water service;
- A blocked or broken toilet system;
- A serious roof leak;
- A gas leak;
- An electrical fault;
- Flooding or serious flood damage;
- Serious storm or fire damage;
- A failure or breakdown of the gas, electricity or water supply to the residential premises;
- A failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, air-conditioning or laundering; and
- Any fault or damage that causes the residential premises to be unsafe or insecure including smoke alarms

Day to Day Maintenance

Day to day maintenance consists of non-urgent maintenance and maintenance that does not pose a risk to the to the health and safety of the tenant but day to day maintenance is considered to be a priority for the well-being and comfort of the tenant and the continued upkeep of the WAC assets. Day to day maintenance should be undertaken in priority order and in due consideration of the budget.

Procedures:

Urgent Maintenance

- The Property Officer must organise as soon as possible after notification any urgent repairs and maintenance required because the condition poses a risk to the health and safety of the tenant or the condition will have a destructive effect on the dwelling.

After Hours Urgent Repairs and Maintenance

- The Property Officer must provide tenants with the name and contact number of contracted tradespersons engaged by WAC to provide after hour services in the case of urgent repairs and maintenance.
- The Property Officer must inform both the tenants and the tradespersons of the events that WAC considers are examples of after-hours urgent repairs and maintenance.
- The after-hours phone message must also contain the name and numbers for tradespersons to be contacted in the event of urgent after-hours repairs and maintenance.

WAC's current after-hours tradesmen are as follows:

- After Hours Electrical Albury – DeeCee Electrics phone 0260 217 799
- After Hours Plumbing Albury – Wello's Plumbing and Gas phone 0401 238 926
- After Hours Electrics Wagga Wagga- RICS Electrics phone 0269 269 000
- After Hours Plumbing Wagga Wagga – Scobell Plumbing 0458 294 909

Day to Day Repairs and Maintenance

- The Property Officer should give due consideration to the available budget and organise day to day maintenance after prioritising the works
- The Property Officer must not unreasonably delay the carrying out of the works which are still deemed to be a priority for the well-being and comfort of the tenant and the continued upkeep of the WAC assets.

Expenditure on Repairs and Maintenance

- The Property Officer is required to maintain records for each property that show all expenditure for repairs and maintenance.
- The Property Officer is required to brief the Management Board and the Manager quarterly on the expenditure for repairs and maintenance ie September, December, March and June, or sooner upon request.

Guidelines / References:

Tenants' Rights Factsheet 06 – Repairs and Maintenance
Tenants' Rights Factsheet 08 – Access and Privacy
Residential Tenancies Act 2010

Version Number	Reviewed By	Review Date	Modifications Made	Next Review Date
3	Colleen Murray	July 2019	Reviewed and fully revised	July 2022
4	Colleen Murray	May 2020	Minor changes to examples of urgent R&M and change Albury after hours plumbing provider	May 2023