

As a value led organisation Hume Community Housing is committed to referencing any policy decision against our values.

Hume's values are:

Determined to succeed
 Creators of connectivity

Builders of resilience
 Champions of change

Purpose

Hume's Responsive Maintenance Policy outlines Hume commitment to the delivery of responsive repairs to our stakeholders and customers. Responsive Maintenance works are assessed against Hume's legal and non-legal obligations and are categorized under four different time brackets depending on the urgency. Actions undertaken may be make making safe and /or replacing of the faulty items within the time frame. Hume can be notified of such faults through direct contact with the customer or by Hume staff, Hume's contractors or other property stakeholders. Hume's Responsive repairs hotline is managed around the clock.

SHMT Capital properties are governed by the Asset Management Framework and until 30/6/2021 are subject to the Maintenance Engagement Deed (MED) with all works to be carried out by LAHC contractors. The exceptions to this arrangement are those properties governed by a head lease agreement.

Please refer to SHMT Operational Business Process Maps - Responsive Maintenance attached to the Hume Procedure as Addendum 1 and SDM Training – Repairs and Maintenance Modules for further details.

Policy Name:	P – Resp Main	Version:	001
Requires T.V Consultation	No	Effective Date:	09/09/2019
Requires Board Approval	No	Approved Date:	09/09/2019
Approved by:	EMAG	Review Due Date:	09/09/2021

Response time frames

The following table outlines the determination of a responsive repair to which it is categorised and expected time frame for attendance.

Category	Timeframe	Maintenance Covers
Urgent	4 hours	- Health, safety and security related emergencies such as (but not limited to) electrical danger. - Gas leakage - Significant water loss due to a major water pipe failure - Major sewer overflow internal to premises including internal common areas - Significant security threats to the premises and/or persons - Long term damage to the property
Category 1	24 hours	Safety or security threats to occupants requiring prompt action. - No lights working in the home - Blocked drain outside the home
Category 2	48-72 hours	Situations where there is a functional failure of an essential item or appliance. - Hot-water heaters - Stoves - External door locks - Common area washing machines and dryers
Category 3	20 days	For general repairs and maintenance requests that cannot wait for the planned works.

Reference

Hume references the following in ascertaining the category and urgency of items with under responsive maintenance:

- NSW Residential Tenancy Act
- Australian Building Standards
- SHMT Maintenance Engagement Deed (2018)
- Social Housing Management Transfer Program (2018)
- NSW Housing Regulation 2009
- NSW Housing Act 2001
- NSW Affordable Housing Guidelines (2012)
- NSW Community Housing Assistance Lease Agreement (2018), Social Housing Management Transfer
- Work Health and Safety Act (NSW) 2011
- Ministerial Guidelines on Water Usage 2012
- Housing NSW Asset management strategies and associated plans and standards
- National Rental Affordability Scheme Policy Guidelines (2010)
- Building Code of Australia
- Workplace Injury Management and Workers Compensation Act (NSW) 1998 and Regulations
- International Standard (ISO 31000:2009) for Risk Management
- Hume Quality Control Plan

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