

	POLICY AND PROCEDURE MAINTENANCE WORKS POLICY				
	Document Code	CEACA-PP-021			
	Date Effective	07/04/2025			
	Version Number	2.0			

POLICY

Central East Accommodation & Care Alliance Inc (CEACA) ensures that it conducts ongoing and planned yearly maintenance of its fixtures, fittings, buildings and common areas to ensure that it complies with health and safety standards and maintains the value of its assets.

CEACA will ensure that all maintenance requests received or reported by contractors are reviewed and allocated a priority rating. Works considered to be of an urgent nature, including those affecting health and safety, will be attended to within the prescribed period.

CEACA ensures that all maintenance works are carried out to a high standard, using quality materials, fixtures and fittings and that the work is carried out by suitable repairer.

CEACA will ensure that all maintenance works are carried out in accordance with its *Health and Safety Policy* and all contractors are aware of their obligations in relation to this policy.

A central register of yearly planned maintenance works will be maintained as well as an ongoing work order schedule to ensure all works are allocated a work order number and actioned at the appropriate time.

PURPOSE

CEACA conducts preventative, ongoing and yearly maintenance works to not only protect their assets, but to ensure they can provide current and future tenants with accommodation that complies with health and safety regulations and provides them with piece of mind.

RESPONSIBILITY

- The tenant(s) responsibility is to report any maintenance items to CEACA.
- The Managing Agent is responsible for identifying maintenance items during routine inspections and documenting them in the quarterly Routine Inspection Reports.
- The Operations Manager is responsible for reviewing all quarterly Routine Inspection Reports to identify maintenance requests. These items are to be added to the *Maintenance Work Order Schedule* and a work order is sent to the relevant contractor.
- Contractors (eg. gardeners, home care providers) are asked to report any health and safety or maintenance items to the CEACA Managing Agent or CEACA directly.
- The CEACA Management Committee should be aware of ongoing and preventative maintenance works and must also oversee the resolution of any high risk or health and safety maintenance items to completion.

PROCEDURES

Maintenance Request - Tenant or Managing Agent

- Tenant reports a maintenance issue to the Managing Agent during Routine Inspections (3 per annum) or directly to the CEACA Operations Manager.
- Managing Agent will include all maintenance items in their Routine Inspection reports. These reports are sent to CEACA Operations Manager within 1-2 days of the inspection occurring. If the matter is urgent, they will contact the CEACA Operations Manager to action immediately.
- CEACA Operations Manager reviews the quarterly Routine Inspection Reports (photos/text) and identifies any maintenance items listed as well as any other items the Managing Agent may have missed or have been reported directly to CEACA.

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- CEACA Operations Manager advises Managing Agent to speak with the tenants regarding any items identified that are the responsibility of the tenant to rectify and may result in a future maintenance issue if not actioned.
- CEACA Operations Manager enters the details of any works into the *Maintenance Work Order Schedule* and allocates a Work Order Number and priority rating.
- CEACA Operations Manager sends work order to a contractor listed on the *Preferred Provider Register* for action. If the preferred providers are unavailable, other contractors will be sourced via the Wheatbelt Business Network, the shires, recommendations or social media pages.
- CEACA Operations Manager liaises with the contractor and agrees a date/time/plan for the work to be conducted. These details are communicated to the tenant, giving them at least 24 hours' notice of works commencing (unless in an emergency, which requires immediate action).
- CEACA Operations Manager ensures the work is completed on time and to an agreed standard.
- Managing Agent reports on any further issues during the routine inspection.
- CEACA Operations Manager ensures that invoices are received, and payments are made to contractors.

Urgent Repairs

Prescribed Period, in relation to the carrying out of urgent repairs, means:

- In relation to repairs necessary for the supply or restoration of a service prescribed as an essential service — 24 hours; or
- In relation to any other urgent repairs — 48 hours or any prescribed longer period.

Suitable Repairer, in relation to urgent repairs, means a person who is suitably qualified, trained or, if necessary, under any written law, licensed or otherwise authorised, to undertake the work necessary to carry out the repairs;

Urgent Repairs, in relation to residential premises, means repairs to the premises that are necessary:

- For the supply or restoration of a service prescribed as an essential service; or to avoid:
 - exposing a person to the risk of injury; or
 - exposing property to damage; or
 - causing the tenant undue hardship or inconvenience.
- It is a term of every Residential Tenancy Agreement that if a need for urgent repairs arises otherwise than because of a breach of the agreement by the tenant:
 - the tenant is to notify CEACA of the need for those repairs as soon as practicable after the need arises; and
 - CEACA is to ensure that the repairs are carried out by a suitable repairer as soon as practicable after that notification.
- It is a term of every Residential Tenancy Agreement that if, within the prescribed period after the need for the urgent repairs arises, the tenant is unable to contact CEACA or, having notified CEACA of the need for the repair, CEACA fails to ensure that the repairs are carried out by a suitable repairer as soon as practicable after that notification:
 - the tenant may arrange for the repairs to be carried out by a suitable repairer to the minimum extent necessary to effect those repairs; and
 - CEACA must, as soon as practicable after the repairs are carried out, reimburse the tenant for any reasonable expense incurred by the tenant in arranging for those repairs to be carried out and paying for those repairs.

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Ongoing/Yearly Preventative Maintenance

- CEACA conducts ongoing and preventative maintenance to ensure their assets are maintained appropriately and tenant safety and comfort. These works include checks of RCD, switchboards, smoke alarms, solar inverters, air-conditioners, hot water systems or heat pumps, flexi hoses, pest control, backflow, sewer pumps/pits, gutters and downpipes.
- The *CEACA Maintenance Schedule* is a document that captures maintenance conducted on a one-off, monthly or yearly basis to ensure health, safety and compliance with all relevant authorities and protect CEACA's assets.
- The yearly preventative maintenance items in the *CEACA Maintenance Schedule* are diarised in Outlook.
- Quotations are sourced 1-2 months prior to the due date.
- When a contractor has been selected and work dates planned for some or all houses, the details are communicated to tenants via text or email (dependent on their preferences).
- Tenants are provided adequate notice of these works via email or text (depending on preferences noted).

RELATED DOCUMENTS

- PREVENTATIVE MAINTENANCE WORK SCHEDULE
- WORK ORDER, REFURB & REPLACEMENT SCHEDULE
- PREFERRED PROVIDER REGISTER
- HEALTH AND SAFETY POLICY
- ASSET MANAGEMENT PLAN
- RESIDENTIAL TENANCIES ACT – SECTION 43S

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