

Policy Document



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Ainslie Village – Maintenance Policy

Location	Ainslie Village, ACT
Policy Type	Social Housing Policy
Version	4.0
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National Regulatory Code	Performance Outcome 2: Housing Assets

1. OBJECTIVE

- 1.1. This policy provides guidelines about maintenance of Ainslie Village. Maintenance responsibilities are divided between Argyle, the ACT Government and residents.

2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provide a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

3. DEFINITIONS

- 3.1. Refer Argyle Policy: Policy Definitions.

4. POLICY DETAIL

- 4.1. Maintenance responsibilities are divided between Argyle, the ACT Government and residents
- 4.2. Argyle will arrange for day-to-day maintenance of the Village. This maintenance may be determined as Argyle's responsibility or the Resident's responsibility. This can include maintaining fittings and fixtures, gardens and grounds, and internal painting of rooms.

4.3. The ACT Government is responsible for capital works, programmed maintenance, cyclical maintenance and periodic servicing. This can include structural repairs, sewerage or blocked plumbing, cyclical maintenance such as external painting and the maintenance of safety and fire equipment.

4.4. Maintenance and repair needs can be identified and requested by residents, staff and/or contractors. Maintenance is the responsibility of the Ainslie Village Maintenance Officer. This includes determining responsibility for maintenance in consultation with the Tenancy Officer or Team Leader.

4.5. Resident's responsibilities

- The resident may be held responsible for any maintenance caused by neglect, abuse, violence, malicious damage, conflict and excessive wear and tear. The resident may also be responsible for damage that is caused by their guests and visitors. Examples could be lost keys, graffiti, torn fly screens or smashed windows.
- Residents may be required to repay the costs of maintenance for which they are held responsible. These costs may be added to their rental account.
- Residents can enter into an agreement with their Tenancy Officer or Team Leader to pay back their maintenance costs via installments. Installments should be paid off in six payments or less, unless otherwise agreed by the Team Leader.

4.6. Priority of Maintenance Works

Maintenance is categorised into three time categories:

- Urgent – immediate impact on health and safety – must be completed under 4 hours
- Priority – has the potential to affect health and safety – must be completed in 3 days
- Normal – has no impact on health and safety – must be completed in 14 days

5. RELATED POLICIES AND DOCUMENTS

5.1. Ainslie Village Procedure

5.2. Ainslie Village Rules

5.3. Ainslie Village Occupancy Agreement Section 64 & 65.

5.4. Policy Definitions

5.5. Property-specific Complaints Policies, Procedures and Tools.

5.6. National Community Housing Standards Reference - 1.2 Establishing and maintaining tenancies.

2.2 Responsive maintenance and repairs.

Version Control

Version No	Date	Author	Position	Next Review Date
1.0	01/05/2014	J. Irwin	Acting CEO	30/04/2015
2.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
2.1	01/05/2016	M. Ward	GM Operations	01/05/2017
3.0	10/01/2018	J. Irwin	Regional Manager West	10/01/2019
4.0	30/08/2019	C.Tizzoni	Team Leader ACT	30/07/2022