



Accessible Housing
Making Housing Accessible to the Community

Asset & Maintenance Services

Maintenance Handbook for

Tenants & Support Workers

Contents

AHA Maintenance Standards.....	3
Maintenance.....	4
Types of Maintenance:	4
How to report Maintenance issues.....	6
What Maintenance should tenants carry out for themselves?	7
Accessible Housing and Tenants – Maintenance responsibilities.....	7
What items are not covered by Maintenance?	10
Accessible Housing and Tenant Responsibilities for Pest Control	11
Out of Hours Maintenance.....	12
Emergency Maintenance Information	15
Property Modifications.....	16
Garages.....	16
Locks.....	16
Disability Modifications	17
Tenant Levies	17
Access to Premises for maintenance	18
Maintenance Access – Residential tenancy.....	18
Inspections.....	19
Tenant Charges	19
Lock Out Fee.....	19
Non-Attendance Fee.....	19
Tenant Damage	19

AHA Maintenance Standards

The Accessible Housing (AHA) Asset & Maintenance Services (AMS) team are committed to providing excellent service. Our maintenance standards explain what we aim to achieve for all our tenants.

The following standards apply to all properties managed by AHA:

- All properties will provide tenants with homes that are safe, in good repair and of an acceptable standard.
- Where items are replaced, AHA will ensure they are replaced with items of a similar standard.
- AHA will comply with all laws and regulations in relation to the health and safety of persons using or entering properties.
- Purchases made and work undertaken in relation to the Property must:
 - represent the best value for money, that is, the best return and performance for the money being spent;
 - be completed by tradespersons selected through fair and equitable means, free from any conflict of interest;
 - where required by law, be completed by a qualified licensed tradesperson/s with appropriate insurance cover;
and
 - be completed in a timely manner.
- AHA only engages with contractors/tradespersons that have been thoroughly screened and that have submitted all relevant documentation required to be included as a preferred contractor by AHA, these include: Police clearances, Public Liability Insurance and any relevant licences required (project dependant).
- AHA will maximize the useful life of its housing stock by maintaining an effective planned maintenance program.
- AHA must have a maintenance service that is efficient, effective, reliable and timely.

Maintenance

Types of Maintenance:

Type of Maintenance	Definition	Example	Target Response Time from Accessible Housing (Within x day period for initial contractor visit)
Breakdown: Priority 1	<ul style="list-style-type: none"> • Unscheduled and urgently required repairs that could be a danger to persons or cause imminent structural damage 	<ul style="list-style-type: none"> • Any security issue (broken windows or doors or faulty or damaged locks) • Broken shower screen glass • blocked toilets • Dangerous electrical problem • Gas leaks 	Immediate response (Action by contractor within 4 - 24 hours)
Breakdown: Priority 2	<ul style="list-style-type: none"> • Problems which cause the tenant a high degree of disruption • Problem that has Health and Safety implications for the tenant • Problem may lead to more serious issues or higher costs if unrepaired 	<ul style="list-style-type: none"> • Storm or fire damage that may compromise a tenants safety • Breakdown of hot water service • Breakdown of stoves or cooking appliances, • Broken or damaged asbestos • Severe leaking gutters 	Same day response (Actioned by contractor within 24 hours - 7 days)
Breakdown: Priority 3	<ul style="list-style-type: none"> • Cyclical, cosmetic or minor repairs which have been identified but do not require urgent attention 	<ul style="list-style-type: none"> • Internal doors that won't close • Flyscreen repairs • Leaking taps • Termite inspection • Minor leaks 	Response within 2-3 days (Actioned as soon as the contractor is able to attend to the matter – usually within 2 weeks)

Type of Maintenance	Definition	Example	Target Response Time from Accessible Housing (Within x day period for initial contractor visit)
Vacancy	<ul style="list-style-type: none"> • Work carried out to prepare the tenancy for an incoming tenant 	<ul style="list-style-type: none"> • Change locks 	Response within 2-3 days (Actioned as soon as the contractor is able to attend to the matter –within 2 weeks)
Planned	<ul style="list-style-type: none"> • Scheduled repairs based upon annual maintenance inspections • Repairs based on estimated expected life span and actual condition of the property 	<ul style="list-style-type: none"> • Painting (internal and external) • Replacement of floor coverings, fencing, roofing • Upgrade to bathroom, kitchen renovations 	Planned throughout the year to fit in with AHA work plans and at the tenants' convenience (where possible)
Tenant Charge	<ul style="list-style-type: none"> • Any deterioration of, damage to, the property that did not arise in connection with the age and use of the property. 	<ul style="list-style-type: none"> • Cigarette burns to floor coverings • Fire damage from smoking, cooking or candles • Wilful damage, vandalism or violent incidents that have caused damage to the property. 	Actioned on a case by case basis; however work is to be completed within 2 weeks by the contractor.

If the emergency is of a critical nature, staff will inform emergency services (Police, Fire Department, State Emergency Service or Ambulance) prior to alerting Asset and Maintenance Services of the incident.

How to report Maintenance issues

When you have a maintenance issue at your property you have three ways to report it to Accessible Housing:

- Fill out a Maintenance Request Form and send it via email to maintenance@accessiblehousing.org.au or in the post:

**Asset & Maintenance Services
Accessible Housing Association
PO Box 2122, Hilton Plaza LPO
Hilton SA 5033**

- Email the maintenance inbox (maintenance@accessiblehousing.org.au)
- Phone Asset & Maintenance Services on (08) 8351 8466 (option1 for maintenance team)

When you are speaking to Asset & Maintenance Services be as specific as possible please advise us which room, location, how and when it happened. Tell us what you have already done to try and fix this problem (if applicable).

This will help us arrange the right contractor for the job.

Please Note*** If AHA maintenance team are not satisfied with the explanation or details of the maintenance issue described an appointment will be made for the Maintenance Manager to attend site and assess the issues before allocating a contractor to undertake any works. (Unless deemed a Priority1)

We will send a Maintenance Order to one of our pre-qualified contractors with your details and they will contact you to arrange a time to complete the Maintenance Order.

You may be sent a contractor feedback form, please fill it in and send it back to:

**Asset & Maintenance Services
Accessible Housing Association
PO Box 2122, Hilton Plaza LPO
Hilton SA 5033**

This will assist us with monitoring our contractors.

What Maintenance should tenants carry out for themselves?

Keep their homes and gardens clean and tidy
Mow lawns, maintain gardens and hedges, shrubs and small trees
Replace all light globes
Clearing of blocked drains (if the blockage is caused by the tenant (e.g. blocked by toys, excessive hair))
Removal of leaves, dirt and obstructions from gutters. If a tenant can't get access to the gutter or are physically unable to carry out this repair then they should contact Accessible Housing maintenance team.

Accessible Housing and Tenants – Maintenance responsibilities

Accessible Housing Responsibilities	Tenant – Maintenance Responsibilities
Provide the property in a clean and reasonable state	Keep the premises and surrounding area in a clean and reasonable state Minimise the risk of vermin infestation
Maintain and repair the property in a timely manner Landlord can enter the property - In the case of emergency - If the tenant has been given written' 48 hours' notice to carry out necessary repairs or maintenance	Do not damage the property by negligence, neglect or intentionally nor allow others to do the same Report any damage or repairs to the landlord in a timely manner Not fit any fixtures/make modifications to the property without the landlord's written consent
Provide and maintain locks to ensure that the property is reasonably secure	
Provide and maintain smoke alarms	Tenant is responsible to regularly test the smoke Alarm/s and renew battery at beginning and ending of daylight savings during tenancy and report any failures to Accessible Housing maintenance team.

Air conditioning (Community Housing)

Housing SA, Community Partnerships & Growth has exempted Air Conditioning from the items that are the responsibility for the landlord to maintain. Accessible Housing may offer to its Community Housing tenants the opportunity to pay a tenant levy to enable the tenant through AHA to maintain the repairs or replacement of their existing Air Conditioner.

Tenants will be responsible for cleaning the filter pads in the Air Conditioning unit and Accessible Housing will be responsible for the maintenance/replacement of the unit in the event of breakdown.

Carpets

It is the responsibility of the tenant to keep carpets clean and to report any damage to the carpets to Asset & maintenance Services. When the tenant leaves a property they are required to leave the carpets in the same condition as noted in the ingoing inspection report (except fair wear and tear).

Security alarms

If a tenant would like to install a security system they are required to submit a modification request. If a tenant has installed a security system, it is the responsibility of the tenant to maintain all costs associated and if they leave return the property to its original condition prior to the systems installation.

Circuit breakers

All Accessible Housing properties shall be fitted with circuit breakers. Any reports of damage to circuit breakers must be acted upon immediately by staff to ensure the safety and welfare of tenants.

Cleaning

Tenants have a responsibility as a condition of their lease to keep their property clean and tidy. Regularly property inspections will occur (time varies depending on the tenant) and any incidents of 'unkempt premises' will be dealt with through the Residential Tenancies Tribunal in accordance with the Residential Tenancies Act.

It is a Landlord's responsibility to hand the property over to the tenant in a clean and tidy condition.

Tenants also have a responsibility as a condition of their lease to report any maintenance or property issues Asset & Maintenance Services as soon as it is detected.

Electricity and Gas costs

Electricity and gas costs are the responsibility of the tenant in all AHA property Streams. Connection and disconnection of utilities are the tenant's responsibility (**Exception with NRAS Properties**) however if the tenant needs guidance and assistance in connecting and disconnecting utilities Tenant Services staff may assist if the tenant does not have access to a support worker.

Fire

Accessible Housing will not be responsible for providing alternative accommodation if the tenant is not able to return to the property, however staff will assist the tenant to seek alternative accommodation through Crisis Care for emergency housing.

Fencing

Accessible Housing is committed to fostering good relations with its neighbours and to ensuring that any fencing requests are dealt with in an expedient manner.

Any alterations to fencing must be undertaken by a qualified contractor, must be of good quality and delivered in a timely fashion and where appropriate at a reasonable price.

Prior to any work commencing the neighbour must apply for approval to AHA in writing by submitting 'Form 2' as required under the South Australia Fencing Act 1975. The neighbour must provide AHA with a written statement that they agree to ensure that the work will be completed by a qualified tradesperson and outline any costs (if any) payable by Accessible Housing.

Any requests from neighbours for alterations to existing fencing, including the erection of retaining walls will be investigated by the Asset & Maintenance Services in a timely manner having regard to the neighbour's and Tenants and Service's needs

Once Asset & Maintenance Services has made their determination they will respond to the neighbour in writing outlining the decision made and if applicable the reasons for the decision.

Graffiti and Damage to Accessible Housing properties

Tenants engaging in this activity will be asked to remove the graffiti ASAP. Tenants should be made aware that Accessible Housing will not tolerate damage to its properties and that criminal charges for malicious and/or deliberate damage will be pursued with the police.

Accessible Housing will also pursue charges for damage to Accessible Housing properties.

Lawns

It is the responsibility of the tenant to maintain the lawn and gardens at their expense. This includes watering the lawns in accordance with SA Water restriction guidelines.

What items are not covered by Maintenance?

The following items are not maintained by Accessible Housing:

Air conditioners – unless specified in the lease	Garden Sheds	Washing machines (Exception of Transition Properties)
Antennas (including digital and Foxtel)	Internal blinds and curtains	Waste disposal units
Ceiling Fans	Light fittings (such as heated lights)	Water pumps (except where the water pumped is the only water supplied to the premises or pumps to the toilet)
Dishwashers	Rain water tanks (unless where the tank is the only source of water or connected to the toilet)	External blinds
Floor coverings – unless specified in the lease	Room heaters (unless specified in the lease)	Any property modifications carried out to a property (once appropriate authority obtained from Accessible Housing)
Solar Panels – unless specified in the lease	Phone and internet connections	Gardens

Accessible Housing and Tenant Responsibilities for Pest Control

Termite inspection & treatment	Responsibility of Accessible Housing
Wasp/bee	AHA will remove only if infestation occurs in chimney spaces, inside a cavity wall or the front and rear porch; or where the infestation is on a group site and there is a risk of infestation to other properties. European wasps must be reported to the Local Council, by the tenant , for eradication
Birds	Accessible Housing will remove and bird proof the house
Fleas, cockroaches and spiders	AHA will remove / treat only if infestation is reported within ninety (90) days of occupation.
Mice and rats	Accessible Housing will seal off any openings Removal of rodents is the responsibility of the tenant
Snakes and ants	Tenant responsibility Snakes – tenant to contact local snake catcher for removal

Out of Hours Maintenance

Tenants are advised to call the Accessible Housing office number for routine maintenance requests during normal working hours Monday – Friday 9am – 5pm. The number is: **(08) 8351 8466**.

There is an alternative maintenance number that tenants can call **08 8463 0519**, however tenants are advised that this is for “**Emergencies**” only. Outside normal working hours, this phone is re-directed to an on-call staff member that has a list of approved contractors who are able to attend to properties in the event of an urgent maintenance call.

Days	Out of hours times
Monday – Friday	5pm – 9am
Saturday, Sunday, Public Holidays	24 hours

Parameters

It is unlikely the phone will be attended to between 11pm – 5am every day. Please leave a message with your details and your call will be returned after 5am. The provision of immediate assistance is at the discretion of the staff member on duty.

If a call is received that is not an emergency then the tenant will be asked to ring the AHA Maintenance staff on the next working day on the usual AHA office number.

If the emergency is of a critical nature, then staff will inform emergency services (Police, Fire Department, State Emergency Service or Ambulance) prior to alerting Asset and Maintenance Services of the incident.

Tenants will be informed that any damage incurred by themselves or their visitors will be classed as a tenant charge and they will be invoiced for this amount later.

Any damage done to a property, by persons unknown, will require a report to be made to the Police and the tenant needs to provide staff with a Police Report Number (PRN). This PRN needs to be included on the email to Maintenance staff and needs to be provided to Housing SA staff (for tenants living in Housing SA properties).

If the person is known to the tenant, the tenant will incur the cost of repairs and the tenant may take action to recover costs.

Contact Numbers

Police	131 444
Police and Fire Emergency	000
Accessible Housing	(08) 8351 8466
State Emergency Services	1300 300 177
SA Power Networks	13 13 66

The following table has been produced to help tenants through maintenance problems.

Maintenance Problem	Possible Solution
Unable to turn off fast running taps	Turn the water off at the water meter (If able to do so)
Broken water pipe Burst water service	Turn the water off at the water meter (If able to do so)
No hot water - Gas	Check that the pilot light is on. Turn off the electric switch at the hot water service and turn it back on again – the heater may relight itself. Alternatively follow the directions on the hot water service.
No hot water – Electric	Check whether the switch has been tripped in the main power board. If so, re-set the switch and try the heater again
No electricity	Have you paid your bill Check if the power has been disconnected in your street Check whether the switch has been tripped in the main power board – if so, re-set the switch in the power board. If the switch does get tripped, then unplug all appliances and re-try. If the power board turns on, plug in your appliances one by one. If the power disconnects when a particular appliance is plugged in, it is likely that your appliance is faulty. If an appliance is tripping the system and an electrician is called out then this will be at the tenant's expense.

Maintenance Problem	Possible Solution
Roof leaks -	Is there evidence of a new water leak through the roof and into the ceiling cavity (discolorations or wet patches appearing on ceiling or water dripping through the ceiling, from under pelmets or through light fittings Contact Maintenance staff
Gas leak	Can you smell gas when all your gas appliances are turned off? Contact your Gas supplier (this is a 24 hour emergency number). The contact number can be found on your bill.
Storm damage	Phone State Emergency Services on 1300 300 177
Fire	Phone 000

Emergency Maintenance Information

WHAT IS AN EMERGENCY?

- **BROKEN WINDOW:** The tenant should contact the on call maintenance officer if the property cannot be secured. Boarding the window is considered adequate security. If this is a result of property damage by a person unknown, you will need to contact the police on 131 444 to obtain a police report number **before** phoning on call maintenance officer.
- **UNSECURED PREMISES:** Un-lockable doors or windows (faulty locks) – If this is a result of property damage by a person unknown, you will need to contact the police on 131 444 to obtain a police report number **before** phoning on call maintenance officer.
- **MAJOR PLUMBING PROBLEMS:**
 - o Blocked toilet;
 - o Blocked drains; Are **all drains** throughout the property blocked and does this interfere with tenant's health & safety?
 - o Major flooding from blocked storm water drains – will water enter into the house?
 - o Unable to turn off **fast running** taps. Turn the water off at the water meter before phoning on call maintenance officer.
 - o No hot water, for gas services check that the pilot light is on and for electrical services check that the switch hasn't tripped in the power board before phoning on call maintenance officer.
- **ROOF LEAKS:** Is there evidence of a new water leak through the roof and into the ceiling cavity (discolorations or wet patches appearing on ceiling or water dripping through the ceiling, from under pelmets or through light fittings).
- **MAJOR ELECTRICAL PROBLEMS:**
 - o Sparking or smoking power points or light fittings;
 - o Power failures - Before phoning on call maintenance officer:
 - Check if the power has been disconnected in your street.
 - Turn off the power in the power board
 - Unplug all your appliances,
 - Turn on the power board.
 - If the power board turns on, plug in your appliances one by one. If the power disconnects when a particular appliance is plugged in, it is likely that your appliance is faulty.
- **PROSPECTIVE GAS LEAKS:** Can you smell gas when all your gas appliances are turned off?
- **FIRE:** Phone 000 before contacting Accessible Housing.
- **STORM DAMAGE:** Phone State Emergency Services on 1300 300 177 before contacting Accessible Housing.

Please note that after hour's emergency maintenance that is not deemed to be an emergency (i.e. fits the above criteria) *the tenant* may incur an after-hours call out fee. Tenant Services after hour's maintenance number: (08) 8463 0519

Property Modifications

If you wish to make any alterations/modifications to a AHA property you must complete a 'Modification Request Form **'prior** to making any modifications to the property. If you modify your property without approval from Asset & Maintenance Services, you may be asked to remove and make good the modification at your cost.

Garages

Accessible Housing will not pay for garages to be erected or maintained at any of its properties, unless these have been included in the non-debentured properties at the time of building process.

Should a tenant wish to erect a garage at any of its properties (at the tenants cost) the tenant may apply to Accessible Housing by completing a Modification Request form. It is a requirement that all new garages must adhere to council regulations; council approval and also approval from funding bodies (where applicable) must be sought prior to the garage being erected. The cost of council approval will be borne by the tenant.

If a tenant leaves the property and chooses to take their garage with them, the tenant must restore the area to original condition as noted in the ingoing inspection sheet.

If you apply to build a carport, verandah, garden shed etc... or modify your fencing you may need council approval (project dependant). Accessible Housing Asset and Maintenance Manager will assess the submitted request prior to obtaining permission from CP&G for all debentured properties. If all permissions are granted in writing you will then be required to obtain Council approval. All costs are borne by tenant..

We will consider your request and provide you with a response/decision within **60 days**. If we refuse your request, we will provide you with an explanation within 10 days of the decision.

Locks

The Residential Tenancies Act 1995 states that a landlord must provide and maintain such locks and other security devices as are necessary to ensure that the residential premises are reasonably secure.

Tenants are not permitted to alter, remove or add locks without the written approval of the landlord. If it is agreed that the tenant adds locks to the doors, these will be at the expense of the tenant and may not be removed at the end of the tenancy. A key must also be provided to AHA within 48 hours of the changes.

Where permission is granted, all modification must be carried out by a qualified tradesperson at the cost of the tenant. You must advise Accessible Housing on completion of the works so that an inspection can be carried out.

Disability Modifications

Accessible Housing tries to support tenants to remain in their homes wherever possible. Accessible Housing are able to arrange modifications to tenants' homes under certain circumstances.

These modifications need to be approved by Housing SA, Community Partnerships and Growth; as a result tenants are required to fill in a 'Disability Modification Request Form'.

The form also needs to be completed by an Occupational Therapist who supports the tenant's request and who is able to determine the required heights of benches, grab rails etc. Once completed, Accessible Housing will forward the form to Housing SA and inform the tenant of the outcome.

Modifications can include: mobility aids, handrails, ramps, grab rails, taps, etc. All requests are subject to the approval of Housing SA (as they fund the program). A copy of the Disability Modification Policy and Procedures can be found on the Government website:
www.sa.gov.au/communityhousing

These forms are completed by the Asset & Maintenance Services team once all supporting medical reports have been submitted to AHA. These documents will then be forwarded to the tenant for signing and dating then return to AHA for further submission to Community Partnerships and Growth for final approval.

Tenant Levies

AHA is committed to provide a good standard of amenity throughout its properties; however some items are excluded from the lease agreement and will not be maintained by AHA.

In certain cases levies may be raised to provide maintenance of specified items that would otherwise not be maintained by AHA. These levies may be reviewed annually. If any levies apply to your property, you will be advised before signing your lease. If at any time the tenant leaves the property, any levies collected will not be refunded and will remain provisioned to cover the cost of that item at that property.

Air Conditioning Levy	\$10.00 per fortnight
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Access to Premises for maintenance

Maintenance Access – Residential tenancy

It is a term of a residential tenancy agreement that the landlord may enter the premises if the entry is made for the purpose of carrying out necessary repairs or maintenance at a reasonable time of which the tenant has been given at least 48 hours written notice.

Under the Act access the premises is available for the following specific reasons:

Minimum notice to access the premises	
Reason	Minimum notice
Having a general inspection	7 – but no more than 14 days. TSO's can conduct a maximum of 12 general inspections in a 12 month period
Carrying out routine repairs	2 days = 48 hours
Carrying out urgent repairs	None required
Showing the premises to prospective tenants	'Reasonable' notice.
Showing the premises to prospective buyers	'Reasonable' notice – and Staff can only show the premises a 'reasonable' number of times
Taking possession of abandoned premises	None. Staff must be able to show good reason why they believe the premises are abandoned. (If not absolutely sure, apply for a tribunal order)
Responding to an emergency	None required
Following a tribunal order	As stated in the order
If the tenant agrees	At negotiated times

What is 'reasonable' is not defined in the Act. Staff is encouraged to talk with their tenant and come to an agreement about what constitutes 'reasonable' notice and a 'reasonable' number of times. The Act does specify certain times of the day and week which are *not* reasonable.

Unless the tenant agrees AHA cannot have access to the premises on Sundays, on public holidays, before 8am or after 8pm. If the staff member and Tenant can't agree on what is 'reasonable' an application to the tribunal for an order should be sought.

Inspections

If a member from the Asset & Maintenance Services Team attend an inspection of your property, they can only inspect what they are there for (i.e. fallen fence), they cannot inspect/report on the state of the property or the activities of the tenant.

Tenant Charges

Lock Out Fee

If a tenant has locked themselves out of their property and require Tenant Services or Asset & Maintenance Services to attend the property and let them back in. A fee of **\$50.00** may be charged.

If you have lost your keys, you will be charged the cost of cutting new keys and/or the installation of new locks at your AHA property.

Non-Attendance Fee

If a tenant/support worker/TSO has requested maintenance to be performed at their property it is important that the tenant/support worker is contactable. If a contractor is unable to perform the maintenance at the property after making contact and scheduling a date and time with the tenant or support worker to undertake the works then you may incur a non attendance charge – cost will be as invoiced by contractor.

Tenant Damage

Repairing damage to your home caused by fair wear and tear - e.g. leaking taps, cracked tiles, rusted fly screens, worn floor coverings, faulty power points or light switches, won't be charged to you. Fair wear and tear is usually caused by the age of the property and its reasonable use.

If there is any damage that is deemed negligence, neglect or intentional by themselves or an unknown person and the tenant has not provided a police report number it may be a tenant charge such as:

- an accident - e.g. a broken window
- caused by negligence - e.g. not keeping the property clean and in good condition
- Intentional damage caused by you, a household member or a visitor.
- damage to floors and coverings - e.g. cigarette burns, scuff marks and scratches
- damage to kitchen benches - e.g. scorch marks
- marks and stains on walls
- holes or damage created by putting in or removing nails, plugs or screws
- oil or grease stains in driveways or footpaths
- Tears and rips in fly screens.
- Fire damage from smoking, cooking or candles
- Wilful damage, vandalism or violent incidents that have caused damage to the property.

The tenant must keep in mind that even with a police report number the tenant may still be required to pay for the damaged that was caused to a AHA property.