



# Asset Maintenance Policy

## Overview

This policy outlines how we will manage maintenance of our properties.

## Scope

This policy applies to all properties owned by Adelaide Workers' Homes Incorporated (AWH).

## Purpose

We undertake maintenance of our properties to:

- Ensure all our tenants live in properties that are safe, clean and liveable
- Maximise the useful life of our properties
- Ensure our maintenance decisions align with the disposal of real property policy
- Ensure maintenance on our properties is efficient, affordable, reliable, timely and to a good standard

## Our maintenance framework

This policy outlines our process for maintenance. We also have a disposal of real property policy that covers when AWH may decide to sell property.

## Our standards and approach to maintenance

We:

- Base our planning and investment on agreed measures and rules around asset condition and portfolio need
- Optimise our investment in maintenance across the whole portfolio to maximise the value for money achieved from this expenditure
- Formulate our maintenance program in collaboration with our financial capabilities
- Ensure our key maintenance standards are met; clean, safe, in a condition suitable for purpose

## Internal maintenance

For maintenance inside properties, the general principle is that we will undertake work where it is most needed. Priority is derived from regular inspections of the properties with an emphasis on those Below Maintained Standard (BMS) or categorised as high priority.

In practical terms, this means we:

- Use data from assessment of the properties to determine what repairs are required
- Create work scopes for properties below maintained standard and high priority component items

- Monitor the completion of the work
  - Aim to minimise disruption to tenants when repairs are being carried out.
- For external works on buildings and cyclical maintenance, we:
- Assess the need for planned works based on whole buildings (not piecemeal work by component)
  - Manage common areas on a cycle of work—we have identified the regular maintenance requirements and have factored these into our plans (yearly or as required, such as essential services, lawns and grounds)

## General asset management

### Common Area Management

In addition to the maintenance of all buildings, AWH is also responsible for all common areas.

The common area management responsibilities encompass components such as:

- Building exterior
- Building entrance and lobby
- Stairs, walkways, passages, lifts
- Common carpark
- Common gardens and lawns
- Fire Safety Services maintenance

### Tenant charges

We may charge tenants for repairing damage to a property or other costs which are the tenant's responsibility e.g. a locksmith to let the tenant into their property if they are locked out or replacing lost keys.

If the tenant is responsible for repairing damages or other costs and we arrange the repairs or services, we will charge tenants for the costs. These are known as Tenant Charges.

### Completion Timeframe

AWH has an urgent and non urgent repair completion timeframe. Following classification, the standard repair time for urgent repairs are 2-24 hours. Non urgent repairs are typically attended to within 18-72 hours, subject to the availability of trades.

## Policy information

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