

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

Hume's values are:

Determined to succeed
 Creators of connectivity
 Builders of resilience
 Champions of change

DEFINITION

Planned Maintenance is non-urgent work that is required to maintain the property at an optimum value, and level of amenity, any works scoped for the replacement or upgrade is to be fit for purpose, and suit the different levels depending on the program associated with the property and ownership.

PURPOSE

Hume's Planned Maintenance Policy outlines Hume strategic approach and commitment to the replacement or upgrade of non-urgent elements that are nearing the end of their usable function or life. Hume plans for the replacement of certain elements based on their pre-determined life span. These elements may include replacement and upgrading of kitchens, bathroom, floor coverings, replacing fencing, external and internal painting and selected external works.

Elements are evaluated through Property Asset Survey (PAS) inspections undertaken every 3 years on properties under Hume's programs as Owned, Capital, SDA and Social Housing Management Transfer (SHMT) Program. The PAS inspection evaluates elements against a pre-determined standard guided by Land and Housing Corporation (LAHC) asset standards. The PAS results, together with how the dwelling performs from a customer perspective, feed into Hume short- and long-term asset management plans and assists in long term portfolio management and identifying non-performing assets.

The planned work program will also address statuary or legislative changes Hume is required to comply with. In addition, planned maintenance programming seeks to maximize opportunities to implement sustainability initiatives and positive environmental impacts.

SHMT Planned Maintenance programming will reflect the direction and priorities of Hume's SHMT Annual Maintenance Plan. Until 30/6/2021 Hume's SHMT planned maintenance is subject to the Maintenance Engagement Deed with program development to be undertaken in consultation with LAHC and with works to be carried out by LAHC contractors.

For further details please refer to SHMT Operational Business Process Maps: MPW -Planned Works attached to the Hume Procedure as Addendum 1.

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



REFERENCE

Hume references the following in ascertaining the category and urgency of items that are deemed non-urgent and therefore can be Planned.

- NSW Residential tenancy act
- Australian Building standards
- SHMT Maintenance Engagement Deed, (2018)
- Social Housing Management Transfer Program (2018)
- NSW Housing Regulation 2009
- NSW Affordable Housing Guidelines (2012)
- NSW Community Housing Assistance Lease Agreement (2018), Social Housing Management Transfer
- Housing NSW Asset management strategies and associated plans and standards
 Workplace Workers Co

- Work Health and Safety Act (NSW) 2011
- Ministerial Guidelines on Water Usage 2012
- Hume Quality Control Plan
- National Rental Affordability Scheme Policy Guidelines (2010)
- Building Code of Australia
- NSW Housing Act 2001
- International Standard (ISO 31000:2009) for Risk Management
- Workplace Injury Management and Workers Compensation Act (NSW) 1998 and Regulations

English	Arabic		
If you need an interpreter to assist with this policy, please call the Translating and Interpreting Service (TIS National) for free on 131 450. Ask them to call Hume Community Housing on 02 9722 4300.	إذا كنت بحاجة إلى مترجم للمساعدة في فهم هذه السياسة، فيُرجى الاتصال بخدمة الترجمة التحريرية والشفوية (TIS National) مجانًا على الرقم 450 131. واطلب منهم الاتصال ب-Hume Community Housing على الرقم 9722 4300		
Chinese	Vietnamese		
如果您需要口译员协助翻译本政策,请拨打口笔译服务 (TIS National)的免费电话131 450。请口译员致电02 9722 4300联系Hume社区住房。	Nếu quý vị cần một thông dịch viên để hỗ trợ về chính sách này, vui lòng gọi đến Dịch vụ Thông dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 02 9722 4300.		
English	Assyrian		
Si necesita la ayuda de un intérprete para entender esta política, contacte con el Translating and Interpreting Service o Servicio de Traducción e Interpretación (TIS National) llamando gratuitamente al 131 450. Pídales que llamen a Hume Community Housing al número 02 9722 4300.	چى ھىبملەمەن لىند ھابئى خىتە لىفرەنەمەن دىنى ھەنى ھەر ھەنىدەن لىند ھابئى خىتە لىفرەن دەنى ھەنىدەن لىند ھابئى خىتە كەردەن دەنىدەن ئىلگى دەنىدەن ئىلگى دەنىدەن ئىلگى دەنىدەن ئىلگى ئىلگى ئىلگى ئىلگى خىلىدەن بىلگى ئىلگى		

TRANSLATION AND INTERPRETING SERVICE

If you are deaf or have a hearing or speech impairment, please contact the National Relay Service (NRS) on:

TTY: 133 677 Then ask for 133 464 Voice: 1300 555 727

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Version No.	Date:	Details of Changes
V001	24/04/2019	 Added SHMT Reference New logo and fonts throughout Removed reference to Hume Housing to Hume Remove strategic statement Added two translation statements Removed numbering

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