

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

Hume's values are:

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

## **Purpose**

Hume's Responsive Maintenance Policy outlines Hume commitment to the delivery of responsive repairs to our stakeholders and customers. Responsive Maintenance works are assessed against Hume's legal and non-legal obligations and are categorized under four different time brackets depending on the urgency. Actions undertaken may be make making safe and /or replacing of the faulty items within the time frame. Hume can be notified of such faults through direct contact with the customer or by Hume staff, Hume's contractors or other property stakeholders. Hume's Responsive repairs hotline is managed around the clock.

SHMT Capital properties are governed by the Asset Management Framework and until 30/6/2021 are subject to the Maintenance Engagement Deed (MED) with all works to be carried out by LAHC contractors. The exceptions to this arrangement are those properties governed by a head lease agreement.

Please refer to SHMT Operational Business Process Maps - Responsive Maintenance attached to the Hume Procedure as Addendum 1 and SDM Training – Repairs and Maintenance Modules for further details.

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



## **Response time frames**

The following table outlines the determination of a responsive repair to which it is categorises and expected time frame for attendance.

Category	Timeframe	Maintenance Covers	
Urgent	4 hours	<ul> <li>Health, safety and security related emergencies such as (but not limited to) electrical danger.</li> <li>Gas leakage - Significant water loss due to a major water pipe failure</li> <li>Major sewer overflow internal to premises including internal common areas</li> <li>Significant security threats to the premises and/or persons - Long term damage to the property</li> </ul>	
Category 1	24 hours	Safety or security threats to occupants requiring prompt action No lights working in the home - Blocked drain outside the home	
Category 2	48-72 hours	Situations where there is a functional failure of an essential item or appliance Hot-water heaters - Stoves - External door locks - Common area washing machines and dryers	
Category 3	20 days	For general repairs and maintenance requests that cannot wait for the planned works.	

## Reference

Hume references the following in ascertaining the category and urgency of items with under responsive maintenance:

- NSW Residential Tenancy Act
- Australian Building Standards
- SHMT Maintenance Engagement Deed (2018)
- Social Housing Management Transfer Program (2018)
- NSW Housing Regulation 2009
- NSW Housing Act 2001
- NSW Affordable Housing Guidelines (2012)
- NSW Community Housing Assistance Lease Agreement (2018), Social Housing Management Transfer

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

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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 الاتصبال بخدمة الترجمة التحريرية والشفوية (TIS National) مجانًا على الرقم 131 131. واطلب منهم الاتصبال بـ Hume Community Housing على الرقم 4300 9722.
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.	کی هیمِنامه فی لیند حافی کختک لیف مؤمدنی حفید خاص کا کمت محدون به الله کمت الله مدون کا الله الله الله الله الله الله الله ا

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

## **Summary of changes**

Version Nr.	Date	Details of Changes
V001	29/04/2019	<ul> <li>Added SHMT reference</li> <li>Removed strategic statement</li> <li>Added two translation statements</li> <li>Removed numbering</li> <li>Added summary of changes table</li> </ul>

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