



Community Housing

Maintenance Accommodation Standards

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1. Overview

1.1. Intent

These standards describe the accepted maintenance standards for community housing and assists **community housing providers** in applying consistent and equitable decision making to diverse housing needs.

1.2. Context

These standards are based on the *Community Housing Core Operating Policy – Property Acquisition and Disposal* and the **Community Housing Agreement** which define the responsibilities of community housing providers and **Renewal SA** in the acquisition and disposal of properties, including the return of properties to Renewal SA.

1.3. Scope

These standards apply to **SACHA Funded Assets** that are subject to or bound by a *Community Housing Agreement* between a community housing provider and the South Australian Housing Trust (SAHT).

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2. Definitions

Community Housing Agreement

The agreement entered into between the South Australian Housing Trust (SAHT) and a community housing provider, pursuant to section 20 of the *Community Housing Providers (National Law) (South Australia) Act 2013* and includes:

- The *Master Community Housing Agreement* including all attachments, annexures and schedules to it; and
- Any agreement, deed or instrument executed under or which is subject to or bound by the *Master Community Housing Agreement* (including but not limited to project agreements, deeds of statutory charge and pre-existing agreements).

Community housing provider

An entity that provides community housing and is registered under the *Community Housing Providers (National Law) (South Australia) Act 2013*.

Non-standard

Work which is outside the scope of these standards.

Renewal SA

The trading name of the Urban Renewal Authority which has delegation to act on behalf of the South Australia Housing Trust (SAHT) in relation to the funding of community housing in South Australia. This includes, but is not limited to, the responsibility for ensuring community housing providers comply with the terms of their *Community Housing Agreement* with the SAHT to deliver quality community and affordable housing outcomes.

SACHA Funded Assets

Project Properties which are specified as "SACHA Funded Asset" in Schedule 1 of the *Community Housing Agreement*, and which may have previously been referred to as "debentured property".

Standard

The extent of maintenance on the property (both occupied and vacant) that is subject to these Maintenance Accommodation Standards.

3. Maintenance Accommodation Standards

Preamble

The practices laid out in these standards establish an accepted model, which is consistent with the broader social housing accommodation standards. Community housing providers should consider these standards a basic guiding principle for maintaining community housing properties.

This document aims to provide a reference, set out in alphabetical order.

Community housing providers will determine what maintenance or repairs (if any) are required on an occupied or vacant property in accordance with the relevant legislation and community housing policies.

All fixtures, fittings and facilities must be properly installed, fit for the purpose intended and in good working order. The house, grounds, fixtures and fittings and any other **standard** items provided with the house will be maintained in good repair and not present a health hazard. Where items are beyond repair, they will be replaced. Where the cost of repair is greater than 50% of replacement cost, it is generally deemed not economical to repair.

The guiding principle is to maintain a property on a “like for like” basis (i.e. a panel door will be replaced with a panel door).

Tenants must comply with the conditions of tenancy and are responsible for any repairs or maintenance necessary as a result of non-fair wear and tear. Where tenants are responsible for repairs or maintenance, they may:

- Undertake the work themselves to a satisfactory standard;
- Engage their own contractors; or
- Request the community housing provider to engage contractors (in which case the organisation will normally charge the costs to the tenant).

The community housing provider should not be responsible for maintaining, repairing or replacing any tenant improvement or **non-standard** item unless a specific written arrangement / agreement is in place.

The community housing provider should not be liable for any loss, damage or injury arising out of, or in connection with, the use or existence of any tenant improvement or non-standard item unless that loss, damage or injury is caused by the negligence of the community housing provider.

The community housing provider may decide to remove any improvement or non-standard item at any time. This decision would normally result from a safety concern.

All community housing provider dwellings must comply with the mandatory components of the Housing Improvement Act.

3.1 Air conditioners

- Where air conditioners have been installed by the community housing provider they will be maintained where there is a specific arrangement with the tenant in place, otherwise the maintenance should be the tenant's responsibility.
- Where air conditioners exist and have not been installed by the community housing provider and no written agreement is in place to maintain it, and it becomes unserviceable, the community housing provider will arrange for the air conditioner to be removed and disposed of at an approved waste disposal site or registered scrap metal merchant in accordance with Environmental Protection Agency (EPA) requirements.
- Air conditioning voids to be reinstated when units are removed.
- In the case of air conditioning installed in a window opening, the Community Housing Provider may consider sealing the exterior with a fibre reinforced panel, and the interior with plasterboard with architrave around the opening, as an alternative to glazing.
- In the instance where air conditioners are in good working condition on a vacant property they can be left in the property on the condition that future maintenance of the air conditioner will remain the tenant's responsibility.

3.2 ***Aluminium fly screen doors (Safety Doors)***

- Fly screen doors are to be replaced with an aluminium fly screen door (safety door) when they require renewal.
- Fly wire that has been holed, cut, torn, etc, shall be renewed and a possible charge to the tenant should be considered.
- Badly rusted fly wire will be considered as fair wear and tear and replaced.

3.3 ***Asbestos***

3.3.1 Cladding

- Asbestos cladding will be replaced where damaged or cracked.

3.3.2 Floor coverings

- Any existing floor coverings that may have been installed prior to year 1990 are deemed to contain asbestos until testing eliminates the risk. Testing will occur prior to removal of floor coverings. The removal process of asbestos cladding and floor coverings containing asbestos must be in accordance with Work Health and Safety requirements and relevant legislation.

3.4 ***Balustrade***

- Where a porch floor is 700mm or above the paving or ground level, a balustrade (supported railing) will be provided.

3.5 Carports / garages / outbuildings

- Carports installed by the Community Housing Provider are to be maintained.
- Any carports, garages, pergolas or outbuildings not installed by the Community Housing Provider will not be maintained, including those installed prior to the existing tenant's occupation.

3.6 Ceiling fans

- Ceiling fans may be left in dwellings on vacancy provided that:
 - ⇒ the electrician, when completing a safety check, advises the fan meets SAA wiring AS/NZS 3000:2000 and the Office of the Technical Regulator regulations
 - ⇒ the height between the floor to the underside of the fan is not less than 2.1 metres (there is no legislative requirement concerning heights, but this is an appropriate distance)

Note: Where fans are left on vacancy the incoming tenant must be advised that the community housing provider is not responsible for repairs. The community housing provider will on request replace the fan with a batten holder.

3.7 Cleaning

3.7.1 Cleaning and rubbish removal on vacancy

- On vacancy, dwellings are to be thoroughly cleaned and rubbish removed, including all window glass inside and outside.

3.7.2 Local Council notices

- On occupied properties, where Local Council issues a health notice to clean up the property, the community housing provider representative will instruct the tenant to clean the property within fourteen (14) days.

3.7.3 Foyers on group sites

- Communal areas such as passages and stairways are the tenant responsibility to keep clean and free from obstructions (Refer to the conditions of tenancy). The community housing provider will clean on request only if there is a health, safety or security issue.

3.7.4 Gutters

Gutters will be cleaned:

- Annually, and additionally when:
 - ⇒ prior to paint repairs are undertaken if required.
 - ⇒ a build up of organic matter prevents the proper function of a storm water system, i.e. at certain times of the year where major leaf fall occurs.

3.7.5 Windows

The community housing provider will clean:

- Ground floor windows to foyers
- Upper storey windows when prior to paint preparation is undertaken.
- As deemed necessary by the community housing provider.

3.8 *Clothesline - external*

- All properties must have access to external clothes drying facilities.
- Clotheslines will be replaced on a 'like for like' basis.

3.9 *Concrete wet area floors*

- When baths are removed or wet area floors are disturbed and repairs carried out, floors should be totally replaced. Where floor tiles already exist, they are to be repaired and maintained.
- Full tiling of concrete floors should be programmed to be done in the maintenance plan.

Under no circumstances should concrete floors be repainted as they pose a safety hazard.

3.10 *Cookers / ranges / stoves*

- Cookers including hotplates grillers and ovens will be maintained in full working order at all times.
- All cooking appliances must be stable, have effective door seals, be free of gas leaks or electrical faults and have the stove edge 10mm higher than the bench top on gas powered stoves.
- In regular maintenance inspections and on all vacancies, upright cookers shall be checked for installation of an anti-tilt device and fitted where non-existent.

3.11 *Cupboard Repairs*

- Cupboards are to be free from termite damage and wood rot, have well-fitting doors, hinges in good condition, functioning handles and latches and be free from the infestation of vermin.
- Cupboards are repaired as necessary. It is suggested that where repairs to existing cupboards exceed thirty percent (30%) of replacement costs, the cupboards should be renewed / replaced with new cupboards. Note: consideration should be given to increasing the bench top space and food storage space relative to the size of the kitchen and property.
- Where cupboards are to be renewed / replaced, in the interim repairs will be carried out to ensure health, safety and security.

3.12 Door locks / latches

3.12.1 Doors

- Main entry/exit doors and door locks must be secure and in sound working order, including external detached sleep outs. Combinations for the main front and rear doors are to be changed and new keys supplied for these locks at each change of tenancy (except same address transfers). Where key in lever or key in knob locksets are installed, they are to be modified to have a snib system on the inside.
- Where carport and garages are provided by the community housing provider, keys will be provided at allocation.
- Where deadlock mechanisms fitted to exit doors require the use of a key by the occupant(s) they are considered to constitute a potential risk to the occupant(s) and must be removed at vacancy or a disclaimer signed by the incoming tenant and kept on file.
- Where privacy latches are not fitted to bathrooms and toilets they will be installed.
- Where privacy latches have been installed to bathrooms and toilets these will be maintained.

3.12.2 Screen Doors

- Where screen doors are fitted with a keyed locking mechanism on both sides of the door, maintenance officers are to ensure a snib is fitted to the inside of the door to ensure safe emergency exit when necessary.

Latch

- Where screen doors are fitted with an 'A Latch', it is not necessary to change the lock to a key/snib type. Where the 'A Latch' requires replacement (i.e. broken) a key/snib (Tasman or equivalent) is to be fitted.
- Keys to screen doors are to be provided at allocation. All screen doors to be keyed alike to main front and rear door/s.

3.12.3 Lockouts/stolen or lost keys (occupied houses post allocation)

- House keys do not constitute part of the fabric of the house and are therefore deemed to be part of a tenant's personal effects. As such, the tenant is directly responsible for house keys.
- Where a tenant's house keys are lost or stolen or a tenant is locked out of the house, it is the tenant's responsibility to arrange and pay for services to gain access to the property and/or supply keys.

3.13 Electrical fittings & fixtures

All wiring is to be carried out to AS/NZS3000, Wiring Rules, Legislation and

to the requirements of the supply authority.

3.13.1 Oven and range hood globes

- These items will be maintained and replaced when necessary by the community housing provider.

3.13.2 Light globes and fluorescent tubes

- Normally it is the tenant's responsibility to change light globes. Where tenants are physically unable to do so, tenants in the first instance are to seek the help of personal supports. The community housing provider has the option of replacing these items and charging the tenant for the cost.

3.13.3 Heat and security lamps

- The replacement of heat lamps and security lamps is the tenant's direct responsibility, unless tenants are physically unable to do so, as outlined in 3.13.2 above.

3.13.4 Security lights / public lighting

- The community housing provider will maintain security lights, which have been fitted by the community housing provider to the exterior of dwellings.

3.13.5 Site lighting for group housing

Where lighting to group housing sites is upgraded the following shall apply:

- Site lighting is to be provided to all areas of the site that are public or used by more than one tenancy. All site lighting is to be designed by a specialist lighting engineer in accordance with AS 1158.3.1 and controlled by a photo electric (PE) cell.
- Public lighting in the foyers and stairwells of buildings, other than class 1 buildings, is to be to the current Australian Standards (i.e. *BCA – Builders Code of Australia* and AS/NZS 2293.1).

3.13.6 General

All wiring is to comply with AS/NZS2053, AS/NZS3000 wiring rules.

- Power points, light switches, fittings that are cracked, burnt, broken or inoperative will be replaced.
- New power points to be installed where feasible.
- All internal power points converted from single to double with the exception of the refrigerator power point.
- Light switches and power points which have been painted over or show signs of scoring where wallpaper has been cut over them, shall

be renewed.

- There must be at least one light fitting in each room and one external light front and back.
- Batten holders will not be installed where ceiling height is greater than 3 metres (ten feet).

3.13.7 Exhaust fans / range hoods

Exhaust fans

- Exhaust fans will be provided in bathrooms, kitchens and en-suites.

Ceiling exhaust fans are to be flued to the atmosphere with an appropriate roof vent.

- Where a room containing a toilet opens directly into a room used for storage or food preparation then that room must be ventilated by means of an exhaust fan or similar and coupled with the light switch to operate when the light is switched on.

Range hoods

- Range hoods will be maintained if supplied by the community housing provider.

3.14 External blinds

- Where external blinds have not been provided the community housing provider will not provide them.
- The community housing provider will maintain external blinds to walk-up flats, except for those on windows with a southern exposure and these will be removed and not replaced when they are no longer serviceable.
- Where an awning has been installed, blinds will not be provided or maintained.
- External blinds installed by the community housing provider are to be maintained.
- Any external blinds not installed by the community housing provider will not be maintained including those installed previously to the existing tenant occupying the property, unless the Community Housing Provider agrees to maintain the blinds for the incoming tenant.

3.15 Featuretex

- FEATURETEX CONTAINS ASBESTOS and must be removed on vacancy or during internal upgrades in accordance with OH&S procedures.

3.16 Fencing

3.16.1 General

The community housing provider will provide and maintain fencing as follows:

- Where fencing has been provided by the community housing provider.
- The type and style of fencing to front and divisional boundary alignments will take account of relevant legislation, local council regulation and/or development approvals (e.g. encumbrances).

3.16.2 New fencing

It is recommended that materials used exclude the following to assist in reducing ongoing maintenance expenses:

- A material that requires the application of paint within 8 years
- A fence material which incorporates woven mesh (including PVC coated wire mesh)
- Brush fencing

3.16.3 Fencing to front alignments

- Fencing to be provided on major roads or roads that front railway lines.

Major roads are defined as any road with a bus route, highway or main traffic route, or alternative traffic route as indicated in the current UBD directory.

3.16.4 Wing fencing and gates

- Wing fencing and gates will be installed on single allotment properties where a carport or roller door does not exist to secure the yard.

3.17 Floors / floor coverings

Community Housing providers are not responsible for the provision or maintenance of floor coverings, but may do so in accordance with their policies and procedures.

3.17.1 Floor surfaces

Tongue & Groove Timber Flooring

- In the case of badly squeaking floorboards, the nails shall be punched.
- Where the integrity of the floor has been jeopardised one of three options may be taken:
 - ⇒ it may be strengthened by 12mm plywood glued and nailed to the floor and covered with sheet vinyl, or
 - ⇒ it may be overlaid or renewed with 16mm plywood nailed through the floor, or

- ⇒ it may be overlaid with 19mm yellow tongue particleboard covered with sheet vinyl coverings.
- Floor boards will not be re-polished or re-coated on occupied properties due to health and safety risks to tenants. Consideration may be given to supply vinyl floor coverings (or carpet where funds allow), where the:
 - ⇒ health & safety of tenant may be affected
 - ⇒ condition of floor requires attention
- Polishing of timber floors will only be carried out on vacant properties.
- The rough sanding of floors shall be limited to floors that have at least 4mm of cover over the tongue. Where there is less than 4mm over the tongue, vinyl (or carpet where funds allow) shall be laid without sanding the floors.
- In the case of a property with polished floorboards, vinyl will be provided to kitchen area.

3.18 Fly screen

- Fly screens will be provided to all opening windows and maintained to be effective.
- All security screens installed to bedrooms are to be fitted with internal quick release lever to ensure safe exit in the event of emergencies.

3.19 Horticultural

3.19.1 Common areas

- Those common areas in community housing provider medium density and group housing estates and developments that are shared by groups of tenants are maintained by the organisation/s.

3.19.2 Vacancies

- The community housing provider will do minor clean-up of gardens (e.g. grass cutting, slashing) when properties are vacated.

3.19.3 Occupied dwellings

- The maintenance of garden areas of occupied dwellings is the responsibility of the tenant, in accordance with the conditions of tenancy.

3.19.4 Irrigation systems

- Tenants are responsible for the care and maintenance of the landscape areas, including sprinkler systems other than in common areas as outlined in 3.19.1 above.

3.20 Hot water units

- Hot water units will be replaced in accordance with Legislation. The Legislation was updated in 2012. South Australia has water heater installation requirements which may affect the type of new or replacement

water heater you can install.

3.20.1 Tempering Valves (temperature control device)

- The community housing provider will do annual tests of all tempering valves as per AS 4032.3 Section 2.2 – 2.6. If the device is shown to be not functioning in accordance with manufacturer's specification or application requirements, the device shall immediately be adjusted, repaired or replaced.

3.21 *Insulation*

- All community housing provider properties are to have insulation fitted in the roof space where access is available, with the exception of asbestos roof cladding where this cladding is required to be removed to access the roof space. In this instance licensed tradespeople must be employed to do the asbestos removal.

Insulation is to be installed by a licensed installer.

3.22 *Internal blinds*

- Blinds and curtains may be installed or maintained where there are sufficient funds available.

3.23 *Letter boxes*

3.23.1 General

- The community housing provider will install letterboxes where they do not exist and maintain all existing letter boxes including the supply of the unit and/or street number.

3.23.2 Community Title unit sites (strata)

- The Community (strata) Group is responsible for any repairs/replacement to letter boxes.

3.24 *Mould*

- The community housing provider will seek advice in relation to the cause and treatment of mould, and supply air vents and anti-mould painting where necessary.

3.25 *Painting / redecoration*

3.25.1 Interior painting

The community housing provider will regularly assess the internal painting and painting repairs required and program accordingly.

3.25.2 External painting

- The community housing provider properties will be painted on a regular cycle of no more than 8 years between paintings and be programmed on the maintenance plan. In some locations the number of years between paintings may be less, for example in seaside locations the

painting cycle should be 5 years.

3.26 Paving – all types

- paving removed as a result of maintenance repairs will be replaced
- paving will be repaired/removed/replaced if assessed as a safety risk

3.27 Pest control

The community housing provider can seek a copy of or refer to the Housing SA's Dealing with Pests and Vermin Fact sheet.

The community housing provider is responsible for the following:

3.27.1 Bees & wasps

- Remove only if infestation occurs in chimney spaces, inside a cavity wall or the front and rear porch; or
- European wasps must be reported to the Local Council to eradicate.

3.27.2 Birds

- Remove and bird-proof house.

3.27.3 Fleas & roaches & spiders

- Remove / treat only if infestation is reported within ninety (90) days of occupation.

3.27.4 Mice & rats

- Seal off any openings.
- Remove / treat only if infestation is reported within ninety (90) days of occupation.

3.27.5 Possums

- Remove and seal off any openings.

3.27.6 White ants (Termites)

- Once tenant has advised of termite activity, the community housing provider will take the appropriate action, including the involvement of pest control services to remove current activity and prevent further damage.

Tenants are responsible for the following:

3.27.7 Ants

3.27.8 Snakes

- Tenant to contact a snake catcher for removal of reptile

3.28 Plumbing fittings & fixtures

All plumbing fittings and fixtures must comply with AS 3500 and South Australian Variations and/or Additional provisions.

3.28.1 Baths

- Where a bath is installed, it will be maintained in good repair: not chipped or cracked.
- Where baths do not exist, a new bath *will not* be installed unless approved by Housing SA as a material alteration required due to disability or frailty.
- Where baths exist on raft slabs or not on a ground floor, they should not be removed.

3.28.2 Hand basin

Hand basins will be maintained and replaced where:

- Rust shows below water line or when basin will not hold water.
- The basin is cracked and there is a danger of causing injury.
- The basin is badly crazed.

3.28.3 Laundry outlets

- Laundries are to be supplied with suitable fittings that will allow the connection of washing machines. The connection can be over the laundry tub via screwed nosed bib cocks, or through a wall outlet. In some cases the outlet is below the laundry tub.

3.28.4 Kitchen sink

- Replace when surface is pitted and impossible to keep clean or when drain board is poorly operating.

3.28.5 Low-flow shower roses

- At vacancy or when replacing existing fittings, and where the type of hot water service permits (mains pressure and instantaneous), the existing shower rose is to be replaced with a water-saving or low flow shower rose of maximum 9 litres per minute flow rate.

Note: Some low flow shower heads do not produce enough flow to generate the pressure to light some gas instantaneous hot water services.

3.28.6 Shower screen or shower curtain rail

- Existing shower screen or curtain rails will be maintained.
- Cracked shower screen glass shall be replaced.
- Damaged shower curtain rails shall be replaced

- Where showers are within 300mm of a timber doorframe, install a fixed shower screen to the length of the wall to protect the door frame or exposed timber.

3.28.7 Vanity unit

- Vanity units will be maintained and, where necessary, replaced when doors are no longer functioning or basin is pitted, crazed or cracked.

3.28.8 Wash trough

- To be replaced when badly pitted or leaking.

3.28.9 Toilet pans and cisterns

- Badly crazed or cracked pans are to be replaced.
- Seats are to be replaced when they are in an unsanitary condition or broken.
- Single flush cistern will be replaced with dual flush cistern when no longer serviceable.
- All pans must be compatible with the dual flush system to enable the toilet to flush properly.

3.29 Rain water tanks

Rain water tanks are regulated by the *BCA – Builders Code of Australia (SA variations, SA 2 Water Efficiency)*

3.29.1 Rain water retention tanks

- If a tank does not exist on a property, the community housing provider can provide subject to funds available.
- Where a tank is replaced on a 'like for like' basis, the connection to the house, and any other plumbing associated with the existing tank, is to be maintained if it exists.
- Tanks can be replaced with either galvanized steel or a polyethylene tank.
- A tenant can install a rainwater tank at his/her own expense, with the approval of the community housing provider.

NOTE 1: It is the tenant's responsibility to ensure the tank is cleaned during their tenancy.

NOTE 2: Aquaplated steel is not to be used due to its incompatibility with copper and warranty limitations. Tanks shall be constructed from either polyethylene or galvanised steel.

NOTE 3: Port Pirie will only have tanks directly coupled to the toilet with no external tap for the tenant to use due to the possibility of lead contamination

3.29.2 Rain water / mains water retention tanks

- Where retention tanks are fed by a combination of rain water and mains water, the tanks and associated fittings will be maintained and replaced on a like for like basis.

3.29.3 Rain water retention tanks/provision of double check valves

- A double check valve is required for a pumped system and an airbrake in gravity fed rain water tanks feeding toilets.
- All systems that have more than one connection to the mains water supply, and the systems that are interconnected are to have double check testable valve assemblies at each mains connection.
- All systems that have underground rainwater tanks are to have the mains water supply protected by a double check testable valve assembly at the point where the rainwater connection to the mains supply occurs.
- All other connections to the mains water are to have a double check non testable valve to protect the mains water supply.

3.29.4 Storm water detention tanks

- All detention tanks and associated fittings will be maintained by the community housing provider. Taps are not to be fitted to detention tanks.

3.30 Roofing

- The community housing provider will maintain roofing. Where continual breakdown or repairs occur, the roof shall be programmed for replacement.
- Roofs are to be replaced on a like for like basis when required. (Asbestos & aluminium roofs are to be replaced with zincalume or colorbond).

3.31 Safety checks

3.31.1 Gas Fitter and electrical

- Safety checks to be carried out on all vacancies.

3.32 Salt damp – rising damp

- All dwellings shall be kept reasonably free of salt (rising) damp and will be treated/repared as soon as it becomes evident.

NOTE: Where capillary action has caused paint to peel to the interior face of single leaf walls, the exterior face may be coated with a silicone micro emulsion “Aquaphobic” or similar.

3.33 Screen doors

3.33.1 Safety doors

Safety doors will be provided on all properties except:

- Where the front entrance door is entered via an enclosed foyer or stairwell. Where existing safety doors are fitted they can remain but cannot be replaced during the term of the tenancy. All such doors must be removed on vacancy and tenants cannot be given approval to install screen doors in these circumstances.

Note: Any future installation of safety doors as described above is in breach of a determination from the *Building Code of Australia Advisory Board (BCA)*.

3.34 Skylights

- Skylights will only be installed in rooms that do not have any natural light or ventilation (i.e. external window).

3.35 Smoke alarms

- The supply and installation and/or replacement of smoke alarms are to comply with the current legislation.

3.36 Tiling

- Where tiles (including wall, splashback and floor tiles) are cracked, broken or loose, they are to be replaced. The extent of tiling will be maintained on a like for like basis.

Note: where wall tiles are coloured or patterned and the majority or more of the area is in need of replacement, consideration shall be given to re-tiling the whole area (replacement in white or neutral tiles is recommended and the purchase of spare matching tiles is a good practice for future minor repairs.)

3.37 Trees / shrubs

- Every effort must be made to retain existing trees and shrubs and advice shall be sought from a Horticultural professional prior any removal. However where they present an obvious hazard, immediate action shall be taken to ensure the safety of both the tenant and the property.
- The community housing provider should seek advice in the following situations where:
 - ⇒ there is evidence of consistent main sewer pipe blockages as a result of root penetration
 - ⇒ overhead cables (ETSA Utilities/Telstra) pass through the canopy of a developed tree
 - ⇒ paving or kerbing either lifts or breaks as a result of tree roots

3.38 TV antennas / connection points / cable boxes / satellite and microwave dishes

- The community housing provider should not permit installation of Satellite dishes anywhere there are common/shared areas (group dwellings e.g. cluster developments) as this would impact on the structural integrity of building and exterior areas or may interfere with adjoining neighbours. Eliminate cabling hanging free between buildings.

3.38.1 Properties other than group dwellings

- The community housing provider should not supply or maintain TV antennas / connection points / cable boxes / satellite and microwave dishes to properties. It is the tenant's responsibility to supply and/or maintain the facilities.
- The community housing provider will leave any existing TV antennas/connection points/cable boxes/satellite and microwave dishes at the dwelling where installed.

3.38.2 Group dwellings

- The community housing provider will maintain central TV antenna systems on group dwellings where installed (e.g. medium density housing).
- The community housing provider will review and upgrade central TV antenna systems to digital at the request of the tenant in the case of group dwellings e.g. medium density developments.

3.38.3 Strata title properties and community corporations

The community housing provider will not provide TV antennas / connection points / cable boxes / satellite and microwave dishes facilities on strata title properties and community corporations. It is the tenant's responsibility to supply and/or maintain these facilities.

3.39 Telephone connection points

3.39.1 The community housing provider:

- Will provide a phone connection point in all properties, but not maintain it.

3.39.2 Tenant's responsibility:

- The tenant will negotiate with the Service Provider to:
 - ⇒ reconnect the service; or
 - ⇒ report any faults

3.40 Vacancies to be returned / handed back to the South Australian Housing Trust

- Properties which are being handed back will be brought up to these Maintenance Accommodation Standards, or to a level of amenity as determined by the relevant Renewal SA policies or specific approval. This will depend on the future plan for the property.
- Note: refer to the relevant Renewal SA policy.

3.41 Wall cracks

- The community housing provider will repair wall cracks.

3.42 Windows

- The community housing provider will ensure all glazing, window frames and window fasteners are secure and/or in sound working order.
- All externally opening windows must be provided with a latch.
- At the change of any tenancy (excluding same address transfers and tenant exchange) keys will be provided to window locks where installed.
- The community housing provider will not replace keys to window locks after occupation. Refer to 3.12.3.
- Louvre windows are to be maintained, however, consideration shall be given for their replacement.

3.43 Responsive Maintenance Response Times

Providers must take reasonable action to provide responsive maintenance* and remedy disrepair. The following response times for responsive maintenance are provided as a guide only. Tenants are to be kept informed of decisions that affect them.

*Responsive maintenance is unplanned and reactive maintenance performed to restore an asset to an operational or safe, secure condition.

Priority	Response	Description	Urgency
1	Work to commence within 4 hours after notification.	Any repair work that is urgent and immediately affects tenants' health, safety or security.	Urgent
2	Work to commence within 24 hours after notification.	Any repair work that is urgent but does not immediately affect tenants' health, safety or security.	Urgent
3	Work to commence within 14 days or a longer reasonable period.	Non-emergency maintenance requests.	Non urgent

Examples of the type of work included in each priority are described below:

Priority 1 – Work to commence within 4 hours after notification – includes storm damage, major flooding, large area of roof blown off or collapsed, fallen trees or possibility of falling trees or large limbs, electrical faults resulting in shocks or injuries, fire damage to building or contents, internal or confined area gas escapes, damage caused to building by vehicle, burst pipes where the service can't be isolated, faulty external main door locks or where premises need securing.

Priority 2 – Work to commence within 24 hours after notification – includes no light, no power, no water, blocked sewer drains/waste pipes/storm water drains, repair or replacement of hot water units, gas escapes (if not priority 1), faulty pans and cisterns, faulty ball valves, leaking taps, major roof leaks, some vacancy repairs (e.g. kitchen replacements undertaken as part of vacancy repairs are given a longer overall turnaround time, but measurements and ordering of the cupboards and tiles should start within the first 24 hours).

Priority 3 – Work to commence within 14 days or a longer reasonable period – covers any other work not defined in either priority 1 or 2. If a tenant requests non-emergency maintenance repairs, tenants are to be contacted and advised of the decision within the 14 days.

4. Aboriginal Impact Statement Declaration

The needs and interests of Aboriginal people have been considered in the development of the policy. It is considered that the policy has no direct or indirect impact on Aboriginal people.

5. Resources

5.1 Directive documents

- *Occupational Health, Safety and Welfare Act 1986 (SA)*
- *Occupational Health, Safety and Welfare Regulations 1995 (SA)*
- *Water Industry Act 2012*
- *Residential Tenancies Act 1995 (SA)*
- *Community Housing Core Operating Policy – Property Acquisition and Disposal*
- *Community Housing Core Operating Procedure – Disability Modifications*

5.2 Supporting documents and resources

- *Building Code of Australia*

6. Document approval

Original Content Author	Policy Custodian	Delegated Authority
Laura Cullip Senior Policy and Project Officer Housing SA	Wendy Scullen Business Relations Leader Industry Partnerships Renewal SA Ph: 8207 0787 Joe Noone Manager Industry Partnerships Renewal SA Date: 9/06/2016

7. Version record

Version number	Version date	Change description	Principal change author
1.0	September 2015	Final draft of <i>Maintenance Accommodation Standards</i>	Su Ling Leong
2.0	June 2016	<p>3.17 Floor Coverings changed to note that community housing providers may provide floor coverings in accordance with their policies.</p> <p>3.20.1 Tempering Valves Community housing providers are required to do annual testing and replacement if required of all tempering valves as per AS 4032.3 Sections 2.2 – 2.6</p> <p>3.43 Responsive Maintenance clarified to emphasise that work <i>commences</i> within the specified timeframes. Example shows community housing providers are responsible to manage maintenance repairs as efficiently as possible, and to keep tenants informed of decisions that affect them.</p>	Monique Pringle