

Responsive Maintenance Policy

Purpose

This Policy outlines Venture's active engagement with customers to ensure the delivery of a quality responsive maintenance program.

Scope

This Policy applies to all properties owned and leased by Venture, and where Venture has financial responsibility for maintenance expenditure. It does not apply to properties managed for other organisations where the leaseholder is responsible for payment for repairs and maintenance. For those properties, Venture will order the required maintenance according to established protocols and procedures as soon as the need is reported or identified.

This Policy applies to all Venture staff who deliver responsive repairs services to tenants.

Policy Statement

Venture will:

- Provide safe and well-maintained properties for our tenants that are safe, secure, in good repair, that meet their needs and are of a reasonable standard
- Ensure that all maintenance work is carried out on time and by a suitably qualified or experienced person
- Provide different options to tenants for reporting repairs
- Provide tenants with the opportunity to provide feedback on the repair service
- Monitor the responsive maintenance service through a quality assurance process and will make ongoing quality
- Comply with legal and regulatory compliance requirements

Responsive Repair Categories

Responsive repairs are necessary to return a property to a safe and functional level and to remove tenant discomfort, which, if not undertaken, could become a risk to health and safety. Responsive maintenance is categorised and prioritised into repair urgency:

Category	Timeframe	Maintenance Covers
R1 - Emergency	4 hours	Health, safety, and security-related emergencies <ul style="list-style-type: none"> • Burst water service • Blocked or broken toilet system • Serious roof leak • Dangerous electrical fault • Flooding, severe flood damage • Serious storm or fire damage • Failure or breakdown of the electricity, gas or water supply to the premises • Stove not working • No hot water • Any fault or damage that caused the premises to be unsafe or not secure • A fault or damage that is likely to injure a person, damage property or unduly inconvenience a resident of premises. • A serious fault in a staircase or lift or other areas of a premise that unduly inconveniences a resident in gaining access to or using the premises
R2 – Urgent Repairs	24 – 72 hours	<ul style="list-style-type: none"> • Urgent repairs are serious repairs, but that does not pose an imminent risk to your health and safety
R3 – Non-Urgent Repairs	21 days	<ul style="list-style-type: none"> • Non-urgent repairs are all other repairs that do not pose a risk to your health and safety

After Hours Service

We have a service for emergency and urgent repairs outside of regular business hours (9 am to 4 pm Monday to Friday) and weekends and public holidays.

Tenants are provided with a list of contractors to call in the case of an emergency.

End of Tenancy

After a tenancy, Venture will undertake necessary repairs to bring the property to the asset standard before making the property available for letting to another tenant. If this does not occur, Venture will liaise with the incoming tenant and arrange a suitable time to undertake works.

Policy Information

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Responsible Position:	Chief Executive Officer