

# 201 Link Wentworth Maintenance Delivery Policy

## 1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions; and
- following all relevant laws and regulations.

## 2. Purpose

This policy outlines how Link Wentworth provides maintenance services to its tenants. Link Wentworth currently has two maintenance service contracts, a separate contract with minor differences for each Hub, Penrith and Chatswood. The Tenant Handbook explains the service details for your property.

## 3. Scope

This policy applies to the delivery of maintenance services for all properties where Link Wentworth has maintenance responsibilities.

## 4. Policy

Link Wentworth aims to deliver safe, high quality, consistent, timely, reliable, and cost-effective maintenance services aligned to our Strategic Asset Management Plan, 1-year and 10-year Asset Management Plans.

When delivering maintenance services, Link Wentworth prioritises client security and safety. This means that Link Wentworth prioritises:

- resolving safety, security, and structural matters
- complying with legislative and regulatory requirements including building, health and safety standards
- complying with the requirements of property owners as specified in leases and management agreements; and
- complying with Land and Housing Corporation (LAHC) Asset Performance Standards.

### Types of Maintenance Delivery

Link Wentworth has three categories of maintenance delivery.

**Responsive Maintenance** – repairs required when a property becomes unsafe or components stop working properly.

**Preventative Maintenance** – also known as cyclical maintenance. This maintenance includes scheduled routine maintenance such as work on lawns and grounds, and service and testing of thermostatic mixing valves. It also includes inspections and maintenance to ensure we meet our legislative and regulatory obligations to maintain the safety and security of tenants. These include smoke alarms inspections and essential services work.

**Planned Maintenance** – also known as programmed maintenance. This is replacement or upgrading works such as bathroom upgrades, kitchen replacements, flooring, painting, etc.

Planned Maintenance strategies are outlined in Link Wentworth’s Strategic Asset Management Policy and the plans to achieve those strategies are outlined in 1-year and 10-year Asset Management Plans. The underlying data guiding those plans are:

- Property Assessment Surveys (PAS)
- Local knowledge
- Community regeneration projects, and
- Sustainability initiatives.

**After Hours Maintenance** – outside of business operating hours or during certain business closures, Link Wentworth provides access to a 24/7 after hours maintenance service. This service covers all urgent maintenance issues whilst noting any non-urgent maintenance concerns raised for the following business day for review and action.

### **Responsive Maintenance Timeframes**

Link Wentworth assesses the priority of each maintenance request to ensure a consistent and timely response to each issue and to every tenant. Our staff are trained to consider your circumstance when prioritising requests, so we can respond more efficiently if you are in a difficult situation. Our responsive maintenance is organised and actioned within the timeframes applicable to your area.

### **Tenant Responsibility**

Link Wentworth tenants are responsible for obligations under the Residential Tenancy Act 2010 (NSW) by keeping your property well maintained. This includes promptly reporting any maintenance issues to Link Wentworth, even if Link Wentworth is responsible for fixing the issue and allowing access for completing required work.

Link Wentworth tenants are responsible for the following types of maintenance:

- keeping the residential premises reasonably clean (including supplied appliances such as dryers, range hoods, stoves, etc)
- maintaining private gardens and lawns
- keeping gutters (on single level cottages) clean from debris
- replacing consumable items such as light globes; and
- allowing access to premises for safety or regulatory compliance property checks including Property Assessment Surveys.

## 5. Definitions

**Asset Management Plan:** a register that outlines Link Wentworth’s schedule for upgrades to properties. The plan is subject to business decisions/review and funding.

**Maintenance:** the carrying out of any repairs or replacement to a property so that the property is safe and all parts of the property work as intended.

**Property Assessment Survey:** a detailed inspection that helps inform the asset management plan by looking at the condition of properties and when things should be upgraded.

**Strategic Asset Management Plan:** a strategy document that sets out the various risks and strategies for managing Link Wentworth’s property portfolio.

## 6. Responsibility

The Link Wentworth **Customer Experience Team** is responsible for providing information to tenants and approved household members about their maintenance responsibilities. The team is responsible for ensuring appropriate handling and submission of maintenance requests through Link Wentworth’s systems.

The Link Wentworth **Asset Services Team** is responsible for delivering Link Wentworth’s maintenance programs and ensuring completed work is in an acceptable condition.

## 7. Legislative and other applicable framework

- *Residential Tenancies Act 2010* (NSW)
- Work Health and Safety Act & Regulations 2010
- SafeWork NSW - Asbestos
- Work, Health and Safety Policy
- Link Wentworth Strategic Asset Management Plan (SAMP)
- LAHC Asset Management Framework 2020

## 8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

*Link Wentworth employees are required to perform their duties in accordance with this Policy and related procedures.*

*This Policy is subject to change at the discretion of Link Wentworth. A breach of any Link Wentworth policy may result in action being taken which may include disciplinary action.*



## Approval, Policy Owner and Review Frequency

Policy type:	Management Level
ELT owner:	Chief Property Officer
Business owner:	Head of Portfolio Strategy
Ultimate Approval body:	Chief Executive Officer
Review Frequency:	Annual or more frequently if circumstances warrant.

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Approved by – Chief Executive Officer