

# 205 Link Wentworth Smoke Alarm Servicing 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
- following all relevant laws and regulations

## 2. Purpose

This policy outlines Link Wentworth's approach to meeting its legislative and regulatory obligations for smoke alarm servicing.

## 3. Scope

This policy applies to all properties managed by Link Wentworth.

## 4. Policy

Link Wentworth ensures that smoke alarms are installed, maintained, and replaced in line with safety and legislative requirements in all properties where we are responsible for the service.

### Servicing Responsibility

Link Wentworth is responsible for smoke alarm servicing in all properties owned by us, managed on behalf of the Land and Housing Corporation (LAHC), and managed under a fee for service agreement where stated as a service responsibility.

Link Wentworth ensures that smoke alarms in all properties where we have a servicing responsibility are serviced once a year by a suitably qualified contractor in line with legislative requirements. The contractor certifies that all smoke alarms are working when conducting the yearly service. Batteries are replaced in smoke alarms with a battery backup at each service. In these properties, we also ensure that smoke alarms are replaced at or before the time of expiry as defined by Australian Standards 3786, being 10 years.

### Leasehold and affordable fee for service properties

The property owner is responsible for servicing the smoke alarm in leasehold properties and properties managed under fee for service arrangements by Link Wentworth where we do not have responsibility for smoke alarm testing. For example, affordable housing fee for service agreements. For properties where the owner retains responsibility for servicing smoke alarms, we check with the property owner or agent each year to confirm the alarms have been serviced.

## 5. Responsibility

A **tenant** is responsible for notifying Link Wentworth if the smoke alarm is faulty or making noises that are not consistent with its normal operation.

The Link Wentworth **Customer Experience Team** is responsible for notifying the Asset Services Team (subject to maintenance responsibilities) when missing, damaged, or service date expired smoke alarms are identified. The Customer Experience Team is also responsible for organising access to properties for smoke alarm testing if Asset Services has not been able to gain access.

The Link Wentworth **Asset Services Team** is responsible for ensuring compliance with this policy and legislative requirements for installation, repair, maintenance, and replacement of smoke alarms.

The Link Wentworth **Leasehold Team** is responsible for ensuring (and having evidence if required) the property owner meets their statutory obligations in servicing their smoke alarms.

The Link Wentworth **Affordable Team** is responsible to ensuring smoke alarms are serviced and meet statutory obligations in affordable properties managed under a fee for service arrangement.

## 6. Legislative and other applicable framework

- *Residential Tenancies Act 2010* (NSW)
- *Environment Planning and Assessment Act, 1979*

## 7. 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