



Connect Victoria Park Inc

Maintenance Standards & Manual

Connect Policies	Asset Management Strategy	Effective date:	06/03/2025
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Document Scope & Purpose

The purpose of this Maintenance standards Manual is to provide guidance on the policies and procedures relating to maintenance, and to outline the property standards set by Connect Victoria Park (Connect). This document does not replace the policies currently in place but should be read alongside all relevant policies and procedures.

Policy & Legislation

Connect Victoria Park is a registered Tier 3 Community Housing provider under the Regulatory Framework. As a Community Housing provider there are government Policies and Legislation that we are required to follow. Some of these Acts, standards, regulation and policy documents are listed below and may be referenced throughout this manual:

- Residential Tenancies Act (WA) 1987
- Work Health & Safety Act (WA) 2020
- Work Health & Safety (General) Regulations (WA) 2022
- Building Act 2011
- Building Regulations 2012
- Dividing Fences Act 1961
- Water Services Act 2012
- Community Housing Regulatory Framework
- Fencing Local Law 2021 (Town of Victoria Park)
- Renting Out Your Property: A Lessors Guide
- Maintaining Community Housing Assets Guidelines

Connect Victoria Park has substantial policies governing our organisation, and the ones relevant to this document are listed below:

- Asset Maintenance Policy
- Asset Management Strategy
- Property Inspection Policy
- Maintenance Plan 2022-2027
- Contractors & Procurement Policy

Tenant and Connect Victoria Park Responsibilities

Under the Residential Tenancies Act both Tenants and Connect, as the Lessor, have responsibilities with regards to maintenance and upkeep of the property. The tenant is not responsible for the cost of maintenance, except where they are liable for any damage. The below outlines further some of these responsibilities, and the expectations around them.

a. Reporting maintenance

It is the tenant's responsibility to report maintenance or damage to the Lessor as soon as is practicable after becoming aware of the issue, or within 3 business days. Knowing that there is maintenance required and not reporting it could result in negligent damage to the property, which would be a breach of section 19.4 and 19.5 of the tenancy agreement. Maintenance can be reported in person or via email, using a maintenance request form.

If staff are in a tenant's property for a routine inspection or meeting, and they notice a need for any maintenance, staff will inform the tenants of their observations and concerns and arrange for repairs to be made as soon as is practicable.

b. Property Access

If a maintenance need is reported, it is important that the tenant be available to provide access to the unit for our Maintenance Officer or trades people to fix the issue in a reasonable time frame. If the tenant is not going to be home, they can notify staff who can provide access to any trades as required. Reporting maintenance needs in the property, particularly maintenance which could prevent property damage, and then denying access to repair it could result in a breach of the tenancy agreement.

If Connect arranges preventative or cyclical maintenance of properties, a Form 19 and letter will be issued to affected tenants providing a minimum of 72 hours' notice of the attendance. In most cases we will endeavour to provide a minimum 7 days' notice so that tenants are able to plan around the attendance.

c. Upkeep of Property

It is the tenant's responsibility to maintain the property to a reasonable state of cleanliness and tidiness. This includes regularly cleaning the unit, decluttering as required, and ensuring that rubbish is disposed of correctly in the bins provided. Where

the fitting requires it, Connect will supply light globes for the property and will change them when required. If tenants want specific globes, lumen outputs or colour tones, they will need to purchase the globe in question, and then the maintenance officer can change them out.

d. Tenant Damages and Liability

If damage occurs at the property, the tenant may be liable for the cost of repairs if the damage was caused by them, their visitors or by someone who was at the property at their request. This could be malicious damage or negligent damage. Tenants are not liable for the costs involved in repairs for damages if emergency services need to gain access to their property, or if a third party causes damage to the property and it has been reported to the police.

If emergency services require access to the property and the tenant does not have a locked box with a spare key in it, the office can be contacted as staff have access to keys for the units, and for after-hours there is a centrally located lockbox containing a key for emergencies.

i. Property Damage

Any property damage deemed tenant liability will be assessed by the Maintenance Officer for repairs, and if it is beyond their capacity to fix, a contractor from Connects list of preferred providers will be engaged to complete the works. In this instance the invoice cost may be passed on in full to the tenant.

If the Maintenance Officer can complete the repairs, an invoice will be created internally within Connect for the cost of materials + labour, and on-charged to the tenant's account.

ii. Keys

Tenants are provided with 2 (two) sets of keys for their property when they complete sign up. One of these keys should be placed in a locked box at their unit, or given to a trusted friend or family member to hold should the tenant not be able to locate their main key and need to be let back into their property.

Connect will retain 1 copy of the key in a secure location. Should the tenant lose their key(s), Connect can arrange for one to be cut and the cost will be on-charged to the tenant.

Should a tenant lose their keys with the property address attached to them, the locks to the unit will need to be changed, and the cost of the lock change and associated key cutting will be on-charged to the tenant.

iii. **Charges**

Any cost for repairs to damage within the units and the complex will only be passed onto tenants where there is clear fault and liability has been established. The charges will not exceed the cost incurred to Connect to undertake the repairs and will not include a penalty for the damages.

A Payment plan can be negotiated if the cost of repairs cannot be paid in full by the due date provided.

e. **Rubbish**

All tenants are responsible for keeping the common areas tidy and free from rubbish and waste. Rubbish should not be left to build up in units and should not be left outside doors on walkways. Rubbish needs to be disposed of correctly in the council bins provided, ensuring that correct rubbish goes into the correct bin. Should the tenant allow rubbish to build up in and around their property, Connect will take steps to support the tenant to remove the rubbish. If rubbish continues to accumulate and the tenant does not take appropriate steps to remove and dispose of it accordingly, Connect may arrange for the removal of the rubbish and on-charge the cost of this to the tenants. Any necessary cleaning following the removal of rubbish will also be at the relevant tenant's cost.

The Town of Victoria Park has a bulk waste and green waste collection once per year. Bulk waste is usually in the first half of the year, and green at the end of the year. Tenants will be notified by letter approximately 2 weeks before collection is due to help them get any items ready. Mattress and E-Waste collection needs to be arranged separately to the pre-set bulk waste and green waste collections.

f. **Tenant Alterations**

Tenants are allowed to make minor modifications to their properties under a proscribed set of circumstances set out under the Residential Tenancies Act. These modifications are separated into alterations permitted without permission from the lessor, or those that require permission.

- i. The modifications allowed without permission are limited to security modifications to help prevent Family and Domestic Violence (FDV) and alterations to allow for disability access. While you do not require permission for these modifications, you are required to notify Connect that you are making them and are required to use a suitable trades person to complete the works. Should you need any of these modifications, we ask that you speak with us first, as we may be able to assist you with getting the jobs done or sourcing an appropriate trade.
- ii. Modifications with permission are all other modifications or alterations to the property. While these modifications require written permission from Connect, we cannot unreasonably refuse permission for making these modifications. These include putting up picture hooks, securing furniture to the wall, wall mounts and brackets, window coverings, draught proofing, installing flyscreens, phone or internet connection infrastructure, security alarms, lock and lights, installing a vegetable or herb garden and painting a room.

Although permission cannot be reasonably refused, we can place conditions on approval. Some of those conditions will be related to the standards of work outlined in this manual. Other conditions may be around the person carrying out the works for the alteration. There may be instances where Connect will undertake the alteration on behalf of the tenant at their request, and then on charge the cost to the tenant to be paid in full or paid via a special payment arrangement.

Where a tenant makes an alteration to the property, they are responsible for the upkeep and maintenance of the alteration. At the end of the tenancy, it is also the responsibility of the tenant to remove the alteration and return the property to its original condition, unless prior agreement has been reached for the alteration to remain. This may include:

- Repainting of a room
- Repairing damage from picture hooks, etc.
- Removal of specialised disability/safety modifications

- Any other repairs from alterations made by a tenant

g. Cleaning

Under the Residential Tenancies Act it is the tenant's responsibility to maintain the property to a reasonable state of cleanliness and tidiness. All tenants are expected to keep their properties clean, uncluttered and free of hazards, always, so that there are no concerns with safety or hygiene. Should there be concerns with the level of hygiene, cleaning, clutter or crowding in a property, the Housing Officer will arrange to have a meeting with the tenant to discuss Connect's concerns, and potentially develop a tenancy support plan, which may include suitable referrals to external services for specialised assistance. If the support plan is not adhered to, or if the cleaning and hygiene standards impact on health and safety, Connect may arrange professional cleaning of the unit to bring it back up to standard, costed to the tenant.

It is the responsibility of the tenant to ensure adequate ventilation of their unit, and sufficient regular cleaning of wet areas to prevent the build-up of mould. However, if there is sustained growth of mould and the tenant has taken adequate steps to remove it with no success, tenants should approach their Housing Officer or the Maintenance Officer about having this looked at as it may require repairs to the affected areas. If the exhaust fan in the bathroom stops working, or sounds like it is not working efficiently, the tenant must notify Connect as soon as possible so that it can be repaired or renewed.

In the case of routine inspections, a cleaning checklist is available to assist tenants with knowing what to focus on for cleaning, so they have some guide to expected standards.

Responsive Maintenance

Responsive maintenance is all maintenance items and repairs that are not cyclical or planned in nature. Responsive maintenance is normally caused by fair wear and tear or environmental factors but sometimes can be caused by tenant damage or damage by a third party.

The response time below refers to the time frame in which we must action a work order to a contractor or begin repairs to the maintenance items reported under each urgency category, which have been benchmarked against the Housing Authority Maintenance Policy Manual

2024, and other Community Housing Organisations operating within WA for best practice standards. Ideally, we will have things repaired during these time frames, however that is not always possible depending on the scope of the works required. Where repairs are going to take time, Connect will maintain communication with the tenants so that they are aware of the scope of works and expected completion time frames, and any delays that may occur.

Connect is not responsible for maintenance at Hyde Retirement Village, as this is managed and carried out by the Town of Bassendean. Unless otherwise stated specifically in the below information, Hyde Retirement Village is excluded from these standards and the manual.

a. Response times

Category	Response Time	Example
Emergency Works	<12 Hours	Emergency works impact on immediate health and safety <ul style="list-style-type: none"> • Burst pipe • Loss of power • Broken window or external door • Blocked toilet
Urgent Works	24 Hours	Does not affect health and safety but may do if not addressed <ul style="list-style-type: none"> • No hot water • Faulty smoke alarm • Roof leak • Blocked drain
Priority Works	<7 Days	Does not affect health and safety but may worsen over time <ul style="list-style-type: none"> • Faulty stove or oven • Dripping taps • Slow draining drains • Loose or uneven paving
Routine Works	<21 Days	Does not affect health and safety, or pose serious risk of further damage <ul style="list-style-type: none"> • Broken cupboard hinge • Loose towel rail or toilet roll holder • Loose or broken internal door handle • Broken or faulty blinds

b. Emergency Works & After Hours Call Outs

It is the tenant’s responsibility to inform Connect ASAP if there is emergency maintenance. Emergency maintenance is any repairs that are required to be completed ASAP to ensure a tenant’s continued safety, to restore an essential

service or to prevent serious damage to a property. Our afterhours number is available for all tenants to call through emergency maintenance.

Should tenants call through emergency maintenance after hours, they need to ensure that they are able to be present and provide access to the property for contractors to attend and repair the issue. If they cannot be present, they should try to arrange for a friend or neighbour to provide access on their behalf. If emergency maintenance is reported during business hours, staff can provide contractors with access if tenants cannot.

An example of emergency maintenance would be one of the below occurrences.

- Burst Pipe
- Blocked Toilet (only 1 toilet in property)
- Serious roof leak
- Broken external windows or doors
- Serious storm, fire or flooding damage
- Water in internal light fittings
- No power to the unit (no tripped RCD's)

When tenants call the after-hours number, their maintenance will be triaged to determine whether it is an emergency and requires a contractor to attend after hours.

Where there has been a loss of power or water to the unit, we encourage tenants to check with their neighbours first to see if they have also lost power or water. We also encourage tenants to check the relevant websites or call Synergy or Water Corp respectively before calling in the emergency to the after-hours number. If the outage is due to Water Corp or Synergy infrastructure, there is nothing we can do to fix the situation until they restore the connection.

<https://www.westernpower.com.au/outages/>

13 13 51

<https://www.watercorporation.com.au/Outages-and-works>

13 13 75

Where the tenant has lost power due to the RCD's tripping due to a faulty appliance, the tenant will need to find out which appliance is causing the power to trip by

process of elimination and then dispose of it. Where this happens during office hours, staff can assist with identifying which appliance is causing the issue.

c. Replacement of fixtures and fittings

Fixtures and fitting will need to be replaced over time as they age and wear. Connect will replace taps, spouts, shower heads, door handles, etc. as they break down with ageing friendly options.

As people get older, they may encounter physical limitations or issues with dexterity that limit their ability to exist in their home without significant changes. There are now products on the market that provide an option for people to upgrade fixtures and fitting so that they can still use essential parts of their home when this occurs. These are options like replacing taps with a flick mixer or with quarter turn tap options so that there is no need to tighten excessively, or loosen excessively tight, taps.

Connect is committed to making sure that our housing stock is sufficiently equipped with these minor fixture adjustments to ensure that our tenants can fully use their properties. As fixtures need replacing, we will ensure that we are selecting the most appropriate options as a replacement, taking into consideration the need for longevity and accessibility, and the property itself.

If the current fixtures in the property are of a reasonable quality and are still in good working condition, the tenant will have to follow our alterations policy; seek permission and pay for the change in fixture, where required.

Replacement examples:

Current Fixture/Fitting	Replacement Fixture/Fitting
Screw taps	Quarter turn or flick mixer taps
Shower rose on fixed arm	Hand shower and rail set
Standard door handles	Accessible door handles (DDA compliant)
Standard light bayonet/fluoro	LED light fittings

d. Fences

Boundary fences to the properties are for Connect and their neighbours to jointly manage. Where a fence is damaged by nature or time, it is the joint responsibility of Connect and their neighbour to share the cost of replacing the fence.

Any fencing that has asbestos containing material will be maintained and monitored to ensure it is compliant. When these fences require replacement, Connect will engage a suitably qualified contractor to complete the works to current safety standards. Hardie Fence and other fibre fences which do not have asbestos containing materials will be replaced when damaged beyond repair. All replacement fencing will be Colorbond, and negotiated with the relevant neighbours as to colour, etc.

Where damage has been caused to a fence by Connect tenants, it is the responsibility of Connect to arrange for the repairs or replacement of the fence. In this instance, where the damage is clear tenant liability, the cost of repair or replacement may be on charged to the responsible parties.

Cyclical Maintenance

Cyclical maintenance are maintenance and repairs that are planned to happen on a set or regular schedule. These are maintenance tasks that are required for compliance and safety reasons, and to ensure that certain functions continue without issue.

a. Electrical Safety

Electrical safety in Connect properties is one of our highest priorities. Connect are legally required to install and maintain certain safety devices within our housing, these include RCDs, or residual current devices. Earth Stakes are a building requirement that ensure that any electrical fault in the property is carried to the ground and is essential to ensure that RCD's function correctly to prevent appliances and sockets becoming live and causing electrocution.

Connects Maintenance officer will perform, at a minimum, annual push button tests of the RCDs for buildings and site the earth stakes to ensure that everything visually appears to be safe and in working order. The Housing Officer will also do this as part of their annual property inspection checks. Should there be any concerns, the Maintenance Officer will engage an electrical contractor to check the relevant RCD's

and earth stakes. Connect will engage a suitably qualified electrical contractor every 2-3 years to check the RCD's and earth stakes to ensure compliance.

Tenants are encouraged to do their due diligence and push button test the RCD's every 3 months, however, Connect acknowledge that some tenants do not necessarily have the capacity to do this. Tenants are welcome to approach staff for assistance in these matters.

Connect will maintain an electrical safety register noting how many RCDs are present in our properties, and the last date of testing by a suitably qualified person.

b. Smoke Alarms

Under the *Building Code of Australia and Building Regulations 2012*, units must have at least 1 hard wired smoke alarm that is less than 10 years old and comply with Australian Standard AS 3786:2023 Smoke Alarms Using Scattered Light, Transmitted Light or Ionization.

The exception to this rule is where there is no hidden space available for wiring to be run, which occurs in several Connect units that have concrete ceilings. In these cases, it is permissible to have battery powered smoke alarms, where the battery has a life of 10 years and cannot be removed.

Connects Maintenance Officer will push button test smoke alarms annually to ensure they are working, and a suitably qualified electrician will check them every 3 years as part of the electrical safety compliance checks. The Housing Officer will do this as part of their annual property inspection checks. Tenants are encouraged to push button test their smoke alarms once a month, however, Connect acknowledge that some tenants do not have the capacity to do this on their own. Tenants are welcome to approach staff for assistance in these matters.

Connect will maintain an electrical safety register noting how many smoke alarms are present in properties, and whether they are hard wired, or batter powered, and the last date they were checked by a suitably qualified person.

c. Air-con servicing

Connect acknowledges that Perth has weather ranging from being extremely hot in summer months, to significantly cool on winter nights. Because of this Connect will install and maintain reverse cycle air-conditioning in their units.

Generally, the air-con filters would fall on the tenant to clean and maintain, however Connect understand and acknowledge that the location of the air-con units and the cleaning process may be out of reach for most tenants. Connects Maintenance Officer will attend the units annually to clean and disinfect the air-con filters to ensure they are in good working order.

Should the air-conditioner stop functioning correctly, the maintenance officer will check it and if necessary, then engage a suitable contractor to come and inspect and repair the unit. Should the remote need new batteries to function, it is expected that the tenants purchase these and change them out themselves. Staff can assist where necessary.

d. Pest Control

Tenants are expected to take reasonable steps to prevent the occurrence of pests in their property. This includes keeping a property clean and free from the build-up of rubbish, clutter and materials which can attract pests and ensuring food is not left out for long periods of time and food waste is cleaned up promptly. Connect encourages tenants to take reasonable steps to bait and spray for pests before they become problematic. Connect are responsible for treating any outbreaks or infestations of pests at the property but may on charge the cost of treatment where it is clear the cause is linked to a tenants poor cleaning, poor hygiene or excessive clutter.

Where a tenant has been approved for a pet, and a pet bond is taken, a pest inspection may be completed when the pet vacates the property, and the pet bond may be used for the cost of inspection and fumigation.

Connect will ensure that the units are pest free when vacated so that there are no issues before a new tenant moves in. Connect will also ensure that the buildings are checked every 2-3 years by a professional pest controller for termites, and in between the Maintenance Officer will regularly check when in and around the units.

e. Gutter Cleaning

Gutter cleaning will be conducted on an ad-hoc basis, as required. A working at heights certificate and JSEA or SWMS (job safety environmental analysis or safe work method statement) will be required before staff or contractors can carry out any work above 2m.

f. Reticulation

Reticulation will be monitored by the Connect Maintenance Officer. If tenants notice any issues with the reticulation, or have any concerns, they should report them to Connect staff, using the required form, as soon as possible so the Maintenance Officer can investigate. Where the issue is unable to be rectified by the Maintenance Officer, they will outsource the work to a suitable qualified contractor.

g. Backflow Devices

Backflow is the reversal of the normal direction of water flow in a plumbing system. This occurs due to a difference in pressure between the mains supply and the internal plumbing system at a property, or due to the use of a pump functioning at a higher pressure. Backflow prevention devices prevent the water flow changing and potentially introducing contaminants into the water supply. Under the *Water Services Act 2012* and the *Water Services Regulations 2013*, Water Corporation can mandate the installation of backflow devices at properties they identify of being at risk.

Where Connect have mandated backflow devices at properties, they must be tested after any maintenance, and at least once every 12 months. These tests must be conducted by a licenced plumber who has been authorised to test these devices. The Maintenance Officer will ensure that these conditions are met and Connect remain compliant.

Proactive maintenance

a. Building Condition Assessments

Building Condition Assessments will be conducted every 7-8 years by a registered builder or another qualified person under the Community Housing Regulatory Framework. These condition assessments will help determine the 10-year maintenance and refurbishment plans, or revisions to the current plan, depending on the findings. Building condition assessments will categorise repairs like below:

Rating	Description	Action Required
Very Good	No damage/ defects i.e. Like new	Preventative Maintenance Only
Good	Minor defects/ damages. Monitor	Condition Based Maintenance
Fair	Major damage/defects. Repairs Required	Repairs Required
Poor	Significant defects/damage. Urgent Repairs	Restoration or Rehabilitation
Very Poor	Critical defects/damage. Immediate Action	Replacement or Renewal

b. Painting

Large scale internal and external painting is carried out by an experienced contractor. Painting of the external of buildings should be reviewed every 10-15 years and needs to be completed by contractors with sufficient working at heights qualifications. Internal painting will be carried out at when a unit is vacant, or if the unit is long-term occupied, it will be assessed at 10 years, and then every 5 years thereafter.

If interior painting can be completed with minimal disruption to a long-term occupying tenant, we will arrange to have this completed while they are living in the property. If the tenant considers that it will cause too much disruption, or the ability to move furniture away from the walls for the duration of the works poses a risk, painting will need to wait until there is a vacant unit the tenant can move into short term. If a tenant must move, other proactive maintenance and refurbishments should be considered at this time to maximise the availability of the vacant property and minimise further disruptions to the tenant.

Paint for the interiors at all properties should be 2 coats of Dulux Low Sheen paint for the walls and ceilings and semi-gloss for skirting, architraves and doors. Paint colours and their corresponding areas can be found in the following table:

Item/Area	Product & Colour
Interior walls	Dulux White Duck quarter, or Dulux Whitsunday Island or Dulux Lexicon half
Internal doors, skirting, architraves	Dulux Aquanamel semi-gloss
Exteriors at 25 & 39 Mackie Street	Product & Colour
Balustrade Railings	Dulux Grey Pebble Quarter
Posts and Handrails, Gutters, Gable Trim	Dulux Bogart
Eaves & Fascia, Downpipes, Gable Cladding, Utility Doors and Panels	Dulux Heifer
Front Doors - External	Dulux Mudpack

**External colours for 19-21 Mackie, 12 Cargill Street and 35 Mackie Street are still to be confirmed and will be updated in the manual once determined.*

c. Flooring

Flooring replacement can only occur when the unit is vacant of all furniture. For this reason, long term durability and wear and tear need to be considered when installing new flooring. As a rule, carpets should be removed from the property as long term, there are hygiene and safety implications if it is not well maintained to a high standard. Carpet installation should be avoided as a replacement for flooring.

Where flooring needs to be replaced during a tenancy due to a hazard that cannot be managed or a risk posed to the tenant, a vacant unit will need to be utilised for the tenant to move into temporarily or, preferably, a permanent transfer. If a temporary move occurs, other maintenance to the property should be considered at the time to maximise essential refurbishments at the property while it is vacated, to minimise potential future disruptions to the tenant.

Current standards are hybrid vinyl planking in a light toned natural oak. Current supplier uses Godfrey Hirst High Street range in 545 Subiaco. Planks have a thickness of 6.3mm with a matte finish and micro bevel. Dimensions 1500 x 180 x 6.3mm with a 0.3mm wear layer.

d. Window Coverings

Window coverings installed should be block out vertical blinds in the colour “Cloud”.

Honeycomb or cellular blinds are an energy saving option to consider during development of new properties, major renovations or when there is grant money available. These are a good option when windows get direct or afternoon sunlight to ensure that the heat is kept out in summer, or heat is maintained in winter. Preferable colour for these blinds is Winter White.

e. Appliance Renewal

Appliances supplied in the units which are Connects responsibility to maintain and will require replacement or renewal when they fail include ovens, stoves, air-conditioners and hot water units (HWU).

When a HWU fails due to parts that we are no longer able to source, or because the cistern cracks, the entire unit will need to be replaced. Depending on availability of products and the time of day we are notified of the issue, this may take up to 72 Hours to resolve. Tenants will be kept informed of time frames and estimates for replacement.

In-built stoves/cooktops are all electric, as gas has been disconnected from all properties, bar the units at 10 Cargill Street which are tenanted privately, and not under the Community Housing program. Cooktops are ceramic or electric Euro brand or equivalent, not induction. These are generally 60cm, 4 elements.

In-built ovens can be replaced with relative ease when they are of a standard size. Connect will source the oven and then have an electrician come and remove the old

and replace with the new. Ovens may take up to 2 weeks to be delivered, but once we have them, they can usually be installed within 24 hours. The current standard for ovens where they are built into the cabinetry is a 60cm Euro fan forced oven, or an equivalent, sourced through Bunnings.

Free standing ovens are present in the units where the kitchens have not yet been renovated. As units are due to be refurbished and kitchen are replaced, these will be scoped to have in built ovens installed and remove the need for freestanding units. Until this time, when a stove or oven on the freestanding units fails and parts cannot be sourced for a repair, they will need full replacement of the unit. Chef brand where possible.

Air-conditioners are installed in all units, and where there is still an old style, in wall/window box unit, they will be replaced with a reverse cycle air-conditioner for year-round climate control. These will be fitted with a 2.5-3.5kw split system unit with brand preference being Daikin.

Larger properties like those at 10 Cargill Street will have a like-for-like replacement for any appliances in the homes, with brand to be determined at the time of replacement based on the availability of products and a cost-benefit analysis.

f. Cabinetry Renewal

Large works with cabinetry, like complete replacement in the kitchen, should be done while a unit is vacant as the disruption and risk to tenants would be high. However, while the tenant is occupying the unit, minor replacements and renewals can be completed. Standard cabinetry in a unit is found in the kitchen and a small bathroom vanity.

Where doors need to be replaced, these can be measured and prefabricated and then installed in a few hours with little disruption to the tenant. Bathroom vanities are also usually of a standard size and can be sourced and swapped out in one day with little disruption to a tenant. However, this will usually require a plumber for the works required, so coordinating this could take time. Bathroom vanities will usually

only be replaced during a tenancy where the structure is rotted and compromised, usually following a serious leak.

When a kitchen needs complete refurbishment, kit kitchens from Bunnings and Ikea will be considered against quotes from contractors to fabricate and install custom cabinetry. A cost-benefit analysis will need to take place and consider the time to order and fabricate products, versus the quality of products that can be purchased as a kit and installed with relative ease and efficiency.

The inclusions in a kitchen, and its' design, will take into consideration current Liveable Housing guidelines. While current housing stock cannot necessarily be retrofitted to meet all the requirements of the guidelines, like the requirement to be wheelchair accessible, the principle of the standard is that homes need to be designed with consideration of changing needs over time. This is something Connect can do when scoping and designing refurbishments. Refurbishments of kitchens, for vacated units, should be considered every 15-20 years, depending on the wear and tear impact on the area.

g. Bathroom refurbishments

Bathroom refurbishments can only be considered when a property is vacant due to the disruption to the tenant, and their inability to use the area for up to 3-4 weeks while works are completed. Where there are urgent major works required to a bathroom while a tenant is occupying a property, a vacant property will need to be utilised for the tenant to move into temporarily. Where there are no vacant units available, Connect will need to consider options around re-locating the tenant or hiring a temporary bathroom for the tenant to use.

When refurbishing a bathroom long term liveability and adaptability need to be considered. Connect aims to meet the gold and silver Liveable Housing guidelines, where possible, and the bathroom is an area where this consideration can be vital.

When refurbishing Bathrooms some of the considerations are outlined below:

- shower screen should be removed, and a curtain rail installed,

- no hob or step into the shower,
- the entire area should be waterproofed to ensure there is no risk of water damage anywhere in the room,
- Placement of the shower head and taps should be considered for safety,
- Taps should be quarter turn or flick mixer,
- Shower heads should be on a rail to be adjustable, but also on a hose for potential seated showing,
- Consideration for future grab rail placement,
- Open space and placement of facilities for someone who may require assistance to use them (ie. not squeezing the toilet into a space that is tight, allowing space for assistance equipment or people and leg room).

Bathrooms should be refurbished on vacate of a unit every 15-20 years, depending on the wear and tear impacted on the area.

h. External of buildings

The external fittings and fixtures of buildings need to be checked and monitored regularly to ensure that there are no safety hazards or potential for damage due to poor maintenance. The external of buildings include cladding, gables, fascia, handrails and balconies, awnings, gutters, downpipes and roofing.

Cladding, gables, fascia, handrails and balconies, awnings, and downpipes will be visually checked regularly by the Maintenance Officer when at the properties. If it is determined that any of them are in a poor state of repair, a suitable qualified person will be contracted to carry out repairs or maintenance to the areas.

Gutter Cleaning is not something that that is required annually at the properties in Victoria Park. There are not a great deal of large trees or other structures with the potential to deposit leaf litter and debris into the gutter systems. Gutter cleaning will be done on an ad-hoc basis, as determined it is required by the Maintenance Officer. This needs to be completed by a suitably qualified organisation with working at heights qualifications, and a completed JSEA (job safety environmental assessment) before works begin. Gutters can be visually monitored and inspected from the

ground, and assessment can be completed when it is raining to determine if maintenance or cleaning is required.

Depending on the literature consulted, a roof should be inspected every 3-5 years depending on material and generally has a life span of 20-25 years. Although the roof may be viable for 20+ years, components are likely to require replacement or maintenance, like dektites or coating. Connect will arrange a roof inspection by a suitably qualified company every 7-8 years, and during this inspection they will also inspect gutters for repairs and maintenance. If issues arise during this time a suitably qualified contractor will be engaged to inspect and carry out required works.

i. Grounds and Gardens

Grounds and gardens are maintained jointly by the Maintenance Officer and Gardener. Care of the gardens is contributed to by tenants, and there is a Garden Guide for Tenants which provides guidelines on what tenants can and cannot do in the communal areas.

Pruning, weeding, planting and upkeep of the gardens, trees and shrubs is the responsibility of the Gardener. This includes reporting any hazards to the Maintenance Officer or other Housing staff. When hazards are noted, like uneven paving or loose garden edging, it is the responsibility of the Maintenance officer to either undertake repairs, or source a suitably qualified contractor to undertake the works. Until works are completed, the area needs to be clearly marked so that accidents are avoided.

Utilities

a. Water

Water is not separately metered at the complexes of 19-21 Mackie Street, 25 Mackie Street, 35 Mackie Street, 39 Mackie Street or 12 Cargill Street. The 4 individual units at 10 Cargill Street are separately metered and bills will be forwarded to tenants for their usage (where required), once received from the provider by Connect, which is currently approximately every 60 days.

Water is not currently charged at the complexes where there are no separate water meters, however if this changes in future, the calculation will be set to work our usage per person. An example of these workings is below:

Water usage analysis - by property									
Property Address	Units + 2 (commons)	Jan-Feb	Mar-Apr	May-Jun	Jul-Aug	Sep-Oct	Nov-Dec	Total	Fortnight \$ per person
19-21 Mackie Street & 12 Cargill Street	42	\$1,484.52	\$1,456.72	\$1,445.60	\$1,103.66	\$1,053.62	\$1,428.92	\$7,973.04	\$7.30
25 Mackie Street	12	\$600.48	\$575.46	\$689.44	\$378.08	\$411.44	\$419.78	\$3,074.68	\$9.85
35 Mackie Street	12	\$567.12	\$533.76	\$536.54	\$308.58	\$336.38	\$530.98	\$2,813.36	\$9.02
39 Mackie Street	12	\$500.40	\$500.40	\$436.46	\$277.96	\$375.30	\$528.20	\$2,618.72	\$8.39

b. Electricity

The units located at 10 Cargill Street, 25 Mackie Street, 35 Mackie Street and 39 Mackie Street are separately metered and it is up to the tenants to set up an account with the electricity provider (usually Synergy) and pay the usages charges when billed on the providers schedule.

The properties located in the complexes at 19-21 Mackie Street and 12 Cargill Street are sub- metered and the units will be billed by Connect for their usage as Connect receives the bills from Synergy.

c. Gas

There is no gas connections at the units located in the complexes for 19-21 Mackie Street, 25 Mackie Street, 35 Mackie Street, 39 Mackie Street or 12 Cargill Street. The units located at 10 Cargill Street are separately metered and it is up to the tenants to set up an account with the gas provider (usually Alinta or Kleenheat) and pay the usages charges when billed on the providers schedule.

d. NBN Infrastructure

The NBN infrastructure in the units, including the backup battery, are the Connects responsibility to maintain if they break. If damage is caused to the NBN infrastructure by the tenants' direct actions or negligence, the tenant will be responsible for the cost of repairs or replacement. Any modem or phone equipment supplied by the tenant to use NBN services are the tenant's responsibility to maintain.

Vacant properties

a. Pre-vacate maintenance inspection

Where possible and suitable, the Housing Officer and Maintenance Officer will arrange to attend a vacating tenant's unit after they have given notice, and while they are still occupying, it to do an initial assessment of works required once it has been vacated. The purpose of this is to line up trades to provide quotes as soon as it is vacated so that we can begin repairs, maintenance and any refurbishments in a timely manner.

This also provides the tenant or their representatives with an opportunity to ask questions and rectify any foreseeable issues before their property is handed back.

b. Vacate PCR

The vacate property condition report (PCR) has a dual purpose. First and foremost, it is to assess the condition of the property at vacate against the condition of the property at entry, while considering fair wear and tear. This could then result in maintenance being conducted in the property that is considered tenant liability, and therefore the tenant's responsibility to pay to fix. The most common tenant liability at vacate is for disposal of belongings left in the property, and cleaning.

The second purpose is for the Housing Officer and Maintenance Officer to determine whether the unit is in an acceptable condition or at a standard that can be maintained reasonably in line with the current 10-year plan. If it is found there needs to be an update to the 10-year plan during this inspection, including bringing forward refurbishments or renewal of appliances, the vacate inspection will help determine the timeline and course of action. This can be completed during the pre-vacate inspection, if conducted, however depending on the furniture and belongings in the unit, it may not be possible to fully assess until the unit is vacated and empty.

c. Essential Maintenance

Essential Maintenance are any repairs that must be completed in the unit before it can be re-let and occupied. This can include replacement of locks or security

devices, repairs to essential fixtures and fittings, or the removal of hazards or items that could present a risk to a new tenant. This will be assessed by the Maintenance Officer and housing team at vacate to determine the best course of action and may require partial refurbishment to fix.

Units that are vacant and being assessed for repairs and maintenance need to be marked as “vacant untenable” in the tenancy management program (Chintaro) for the duration of repairs and maintenance. The unit must not become “vacant tenable” until all repairs and cleaning have been completed, and it is ready for habitation.

d. Refurbishments

Where possible refurbishment of units, or proactive maintenance, should be conducted after the unit has been vacated. This includes bathroom renovations, kitchen renewal, cabinetry replacements and any painting or flooring replacements. Maintenance and refurbishments should be well planned and timed so that works are completed on the unit within 28 days, in line with the Registrars metric requirements.

Any potential refurbishment should be discussed between the Housing team and the CEO before proceeding with scoping. A walkthrough of the property to discuss the condition and options should take place, or at a minimum detailed photographs reviewed, before a scope of works can be developed to be sent out to contractors for quotes.

A quote is required for any works up to \$2000, 2 Quotes for works from \$2000-\$10,000, and anything over \$10,000 requires 3 quotes and Board approval before proceeding with the works. If quotes are over \$20,000, it may require a tender process before a contractor can be selected, and works can begin.

Refurbishments are all to be completed in line with the current standards set out in this document, including any product requirements and colour palettes used.

Where a property cannot be vacated for essential refurbishments to take place, a plan to manage any repairs or refurbishments will be developed, along with the contractors and the relevant tenant(s), and a JSEA (job safety environment analysis) will be completed and agreed to by all parties before works take place.

Security and safety

Security and safety measures within our housing are always being reviewed and assessed to ensure we are doing enough for our tenants. All doors have security screens, and all ground floor windows have grills over the screen on the outside to help protect the security of tenants. Windows are all able to be locked or secured shut. Cameras are also present at the front of complexes monitoring the car parks, driveways and street front.

If tenants want to add security measures to their unit, they will be considered on a case-by-case basis and assessed in line with the Residential Tenancies Act (WA) 1987.

Asset Maintenance

a. Shared Laundries

10 Cargill Street units have their own laundry inside each property, and tenants are responsible for sourcing their own washers and dryers. The other complexes in Victoria Park have shared laundry rooms and no ability to have a washing machine inside the units. Connect supplies washers and dryers and are responsible for the machines upkeep and maintenance. Tenants are asked to clean out any lint filters and soap trays after use, where possible, to assist with them being in a good condition for the next tenant to use. Washing machines will be replaced as they stop working.

b. Hot Water Units

HWU's have parts that may need to be replaced before the unit needs to be, and these will be assessed by a qualified person and replaced by a licenced plumber, when required. Parts like tempering valves can fail and cause the unit to stop functioning correctly, however replacement of the faulty part is usually straight forward and quick. The current preference for HWU's in the complexes are a heat pump system. Where there are currently units that run

on gas, these will be assessed as they fail and potentially replaced with electric models.

c. Solar Panels and Batteries

Where Connect has solar panels, inverters and batteries installed at the properties, it is the responsibility of Connect to maintain these. While there is no regular preventative maintenance completed on the solar equipment, the batteries and inverters are sight checked regularly to ensure they are functioning properly. If there are any issues that cannot be troubleshot by the Maintenance Officer, a suitably qualified contractor will be sourced to check the system and rectify any issues.

d. CCTV

Cameras are checked regularly to ensure the system is working and recording. Most issues with the CCTV are linked to Wi-Fi connectivity and can be rectified with relative ease. If any issues with the system is detected that cannot be rectified by the Maintenance Officer or other staff member familiar with the system, a suitably qualified contractor will be sourced to check and repair the issue.

New Developments

Development of new housing will be managed by the CEO. As part of the process of designing new accommodation, tenant reference groups may be asked to contribute their opinions based on their expertise, knowledge and experiences as Connect tenants and our target demographic.

New developments will take into consideration Australian Standard AS 4299-1995 Adaptable Housing and current Liveable Housing Design guidelines and any standards in the industry. As Connects goal is for out tenants to remain in their homes for as long as possible, and age in place, it is important that we design any new dwellings will potential adaptations for age related accessibility in mind.