

TENANCY MANAGEMENT – MAINTENANCE AND REPAIRS PROCEDURE

Name of Procedure:	Tenancy Management – Maintenance and Repairs Procedure
Approval Authority:	Group CEO
Date effective:	14 May 2026
Due to be reviewed:	14 May 2029
Accountable Officer:	EGM Housing and Property Strategy
Responsible Officer:	Head of Housing & Partnerships
Procedure applies to:	VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish Vincent Care Community Housing's (VCCH) approach to maintenance and repairs of housing properties.

2. Scope

- 2.1 This Procedure applies to VCCH.
- 2.2 This Procedure applies to all long-term rental properties owned or managed by VCCH.
- 2.3 This Procedure does not apply to the following VincentCare Community Housing programs:
 - a) Transitional housing properties managed by VincentCare Community Housing; and
 - b) temporary or crisis accommodation.
- 2.4 For the purpose of this Procedure, the term 'renter' is inclusive of the term 'resident'.

3. Policy

- 3.1 Tenancy Management Policy

4. Procedures

- 4.1 As articulated in its Tenancy Management Policy
- 4.2 VCCH is committed to:
 - a) ensuring that all its properties are maintained to an acceptable standard and that required property repairs are attended to speedily and efficiently;
 - b) ensuring that it fulfils its duties as a residential rental provider under the Residential Tenancies Act and has clearly defined planned and responsive maintenance arrangements;
 - c) ensuring that VCCH complies with performance and legislative standards regarding property maintenance and repairs.

Guiding principles

- 4.3 Property maintenance programs, repair processes and systems involve planned and responsive maintenance programs.
- 4.4 VCCH is also required to participate in the long term and cyclical maintenance plans determined by the Department of Families, Fairness & Housing (DFFH) for DFFH-owned properties managed by VCCH.
- 4.5 Our People (including all Contractors engaged by VCCH) will welcome and celebrate diversity in cultural background and ethnicity, gender identitysex characteristics, sexual orientation, physical and cognitive abilities, mental or cognitive health status, age, faith or non-faith, political conviction, family or caring responsibilities or any other attribute protected by law.

Planned Maintenance

- 4.6 VCCH's involvement in Lifecycle planned maintenance programs includes the following considerations:
 - a) typically occurs every five to ten years and covers property maintenance, such as internal and external painting;
 - b) long-term maintenance covers the life cycle of the building and includes replacement of key components such as kitchens and bathrooms; and
 - c) planned maintenance works will be undertaken to ensure compliance and optimise asset performance

Responsive Maintenance and Repairs (Renter requested)

- 4.7 VCCH is responsible for ensuring completion of responsive maintenance at properties in accordance with the Residential Tenancies Act and/or any other relevant legislation and standards.
- 4.8 VCCH will manage responsive maintenance and repair requests as follows:
- 4.9 If minor responsive repairs are not necessary to maintain the property at an acceptable standard, staff may use their discretion to place repairs on hold until the property is vacant, to prevent disruption to the renter.
- 4.10 VCCH staff shall ask the renter to sign written consent to provide their first name, preferred pronouns and telephone number to contractors in the event that repairs are required.
- 4.11 VCCH shall provide renters with easy-to-read and easy-to-follow instructions for ordering maintenance both during office hours and after hours.
- 4.12 For continuous improvement purposes staff shall invite verbal feedback from the renter on their satisfaction with contractor behaviour and the work completed.

5. Legislative and Regulatory Obligations and Quality Alignment

- 5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:
 - a) [Housing Act 1983](#)
 - b) [Residential Tenancies Act 1997](#)

- c) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
- d) [Performance standards for registered housing agencies](#)
- e) [Rainbow Tick Standards - 3rd edition](#)