

## Williamstown Rental Housing Co-operative Policy Document

<b>Policy Number:</b>	<b>016</b>
<b>Policy Name:</b>	<b>Responsive Maintenance and Repair</b>
<b>Version Number:</b>	<b>03</b>
<b>Date approved by Board:</b>	<b>08/04/2008</b>
<b>Date reviewed by Board:</b>	<b>30/07/2019</b>
<b>Scheduled review date:</b>	<b>30/07/2021</b>

### 1. Introduction

Williamstown Rental Housing Co-operative Ltd (WRHC) aims to keep the properties managed to a set standard and recognises that to do so it must have a documented Responsive Maintenance & Repair Policy and Procedures

### 2. Purpose

To document WRHC's policy for dealing with responsive maintenance and repairs.

### 3. Scope

All properties managed by WRCH

### 4. Relevant Co-operative Objectives

To ensure that the properties are maintained in good repair.

### 5. Policy

WRHC will provide responsive maintenance and repairs to properties under its management in a manner that:

- meets its obligations as a landlord as defined by the Residential Tenancies Act (RTA);
- meets the General Lease Agreement with DHHS;
- ensures transparency of decision making;
- provides good service in a timely manner; and
- is equitable between tenants and across properties

### 6. Responsibilities

All members, Small Group Co-ordinators and the Housing Administrator are responsible for carrying out the procedure in line with this policy.

### 7. Definitions

RTA            Residential Tenancies Act 1997

DHHS         Victorian Department of Health and Human Services

## 8. Related Documentation

WRHC Value Statement

Performance Standards for Registered Housing Agencies

### Legislation and standards

Residential Tenancies Act, 1997

General Lease

Renting a Home – A Guide for Tenants and Landlords

### Transparency and accessibility

This policy will be available on the WRHC website [www.williamstownhousingcoop.org.au](http://www.williamstownhousingcoop.org.au)