

Williamstown Rental Housing Co-operative Policy Document

Policy Number:	016
Policy Name:	Responsive Maintenance and Repair
Version Number:	03
Date approved by Board:	08/04/2008
Date reviewed by Board:	07/09/2021
Scheduled review date:	07/09/2023

1. Introduction

Williamstown Rental Housing Co-operative Ltd (WRHC) recognises that a responsive maintenance and repair policy is essential in order to maintain its properties to a set standard.

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 DFFH;
- 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 maintenance procedures in line with this policy.

7. Definitions

RTA Residential Tenancies Act 1997

DFFH Victorian Department of Family Fairness and Housing

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