

Maintenance Procedure		Tier: Procedure	
		Revision: 2.2	Date Approved / Effective: 16/03/2023
Prepared by: Manager Business Performance	Reviewed by: GM Housing Operations	Approved by: Executive Management Team	Review Date: 16/03/2026

1. Purpose

Centacare Evolve Housing’s maintenance approach aligns with the Residential Tenancy Act (1997) and Consumer, Building and Occupational Services (CBOS) requirements. The process is in line with our internal Strategic Asset Management Plan and is driven by automated workflows within our Housing Management System (HMS).

This document provides information regarding maintenance reporting and response.

2. Maintenance and response times

All maintenance response is provided in line with CBOS definition and timeframes.

Maintenance Category	CEH Code	Response Time	CBOS Definitions (owner = Centacare Evolve Housing)
Emergency Repairs	P1	As soon as possible Max 4 hours	‘Emergency repairs’ are when the property is damaged and the damage will get worse if the repair is not completed as soon as possible. Example: a broken window from a storm, and the property will become more damaged if the window is not fixed as soon as possible.
Urgent Repairs	P2	As soon as possible Max 24 hours	An owner must have urgent repairs done as soon as possible after a tenant tells them about the issue. Urgent repairs are when an essential service stops working – e.g. water, sewerage, supply of electricity, heating, cooking stove.
General Repairs	P3 P4 P5	Max 7 days Max 14 days Max 28 days	An owner must have general repairs (that are not the fault of the tenant) completed within 28 days of the tenant telling them of the need for the repair. Exception: If the general repair relates to a cooking stove. In this situation the stove must be fixed within 14 days of being notified.
Vacate Maintenance	Void	Max 14 days	No CBOS definition applies and timeframes relate to our Residential Management Agreement. Written authority must be provided for disposal of items with collective value estimated over \$300. Photographic evidence of disposed items is required.

3. Maintenance reporting

Maintenance requirements must be reported to Centacare Evolve Housing within seven days:

- via our website <https://centacareevolve.com.au/tenants/maintenance/report-a-repair>
- by calling us on (03) 6173 0060
- by visiting one of our office locations around the state during regular business hours.

Note: Emergency and Urgent maintenance requirements must be reported by phone as soon as possible.

4. After Hours maintenance

Centacare Evolve Housing provides a dedicated after-hours service for the reporting of Emergency and Urgent maintenance. It is important to note that this service is not a 24-hour maintenance line. It is available to provide a service that responds to Emergency and Urgent maintenance needs only.

When responding to an after-hours call, our on-call maintenance representative will conduct a telephone assessment to determine the category of the issue being reported. If the repair is not classified as Emergency or Urgent, the tenant will be advised to call back during business hours.

5. Whose Responsibility - Frequently asked questions

Pests

“Tenants should try to prevent or remove pests themselves, using reasonable methods”. (CBOS)

If the tenant is unsuccessful they should notify us about the problem and provide information about the reasonable steps they have taken. We will then arrange a response.

If it becomes evident that the cause of the pests relates to tenancy issues (e.g. poor property cleanliness), or if reasonable preventative steps have not been taken, Centacare Evolve Housing will pass the cost of treatment to the tenant for payment or tenant charge (debt).

Mould

“Tenants should try and get rid of mould themselves, using reasonable methods, such as:

- properly ventilating the property
- heating the property, and
- cleaning mould off as it appears”. (CBOS)

If mould is persistent and the tenant has made reasonable efforts which are not working, they should notify us that repairs are needed. We will then arrange a response.

If it becomes evident that the cause of the mould relates to tenancy issues (e.g. poor use of ventilation or poor property cleanliness), or if reasonable preventative steps have not been taken, Centacare Evolve Housing will pass the cost of treatment to the tenant for payment or tenant charge (debt).

Gardening, Lawns and Trees

“Tenants are responsible for gardening including lawn mowing, weeding and trimming edges during and at the end of the tenancy”. (CBOS)

Tenants should notify us if work such as tree pruning or removal of climbing vines is required.

Gutters

“In most cases, cleaning gutters is an owner’s responsibility, as it is a general maintenance task affecting the safe operation of the roof plumbing”.

and

“Tenants can use reasonable efforts within their means to keep gutters clean. However, a tenant is not expected to get onto a roof to do this”. (CBOS)

Smoke Alarms

“All smoke alarms must be either mains powered or powered by a 10 year non-removable lithium battery and meet the Australian Standard”. (CBOS)

Centacare Evolve Housing checks that all smoke alarms are functioning prior to the start of any tenancy.

“Tenants must ensure the smoke alarm is functioning during the whole tenancy, and should let the owner know as soon as they discover it is not working. The owner must repair or replace the alarm as soon as practicable.

Tenants must keep the smoke alarm free from dust, debris or damage” (CBOS).

Tenants must report any non-functioning or damaged smoke alarms to us as soon as possible so we can prioritise a maintenance response.

Glass

Broken windows or glass must only be repaired or replaced by authorised Centacare Evolve Housing trades people. Broken glass must be reported to us as soon as possible.

If it is necessary and safe to do so, and with use of protective clothing, tenants can make the area safe by removing the broken glass, disposing of it safely and covering the break to make the area secure and weatherproof.

Tenants will be responsible for the cost of repairs or replacement of broken windows/glass if the damage is the fault of the tenant, the tenant’s family or people visiting the property, unless:

- the breakage has resulted from the illegal actions of another party that the tenant was unable to prevent or control (with evidence of a police report); or
- the breakage resulted from damage due to a natural event.

Locked Out or Lost Keys

Tenants who are locked out of their property need to call our maintenance department who will arrange access.

The tenant will need to provide photo identification to the attending service. If a locksmith response is required, a tenant charge will be applied.

Tenants must report lost keys to us as soon as possible. We will arrange for a change of locks and new keys at the tenant’s expense.

6. Related documents

- Maintenance guidelines
- Complaints and appeals policy
- Complaints and appeals procedure
- Independent Living Modifications policy
- Asbestos Procedure