

# Policy

## *General Maintenance*



### **Purpose**

The purpose of the General Maintenance procedure is to outline Anglicare's standard procedure in managing general maintenance (Responsive Maintenance) requests from tenants within business hours.

### **Scope**

This policy applies to tenants of the Service Package Dwellings who make a maintenance request within standard business hours.

### **Policy Statement**

Maintenance delivery refers to the series of activities required at the operational level to ensure the assets are maintained in accordance with the Asset Maintenance Plan developed for the asset in delivery of Asset Management Services to the Service Package Dwellings. Anglicare recognises the impact that maintenance and condition related issues with assets can have on the tenant's wellbeing. Responsive maintenance within Anglicare, as it applies to the Service Package Dwellings, is designed to provide minimal disruption and includes the delivery of responsive maintenance for general repairs.

## Policy

### Overview

Anglicare has a general maintenance regime for all properties across its property portfolio to ensure properties are well maintained and remain of high quality. Maintenance schedules for all services including: fire services, plumbing, electrical, landscaping, gardening and others, are established as part of the Asset Maintenance Plan following commissioning. General (within business hours) maintenance procedures are performed on a when-requested basis and all data is uploaded and stored in Archibus.

This policy outlines the standard procedure for Tenants reporting a maintenance issue to Anglicare. Maintenance services across Anglicare's entire asset portfolio is managed by Anglicare staff utilising an approved panel of contractors for specialist trade requirements.

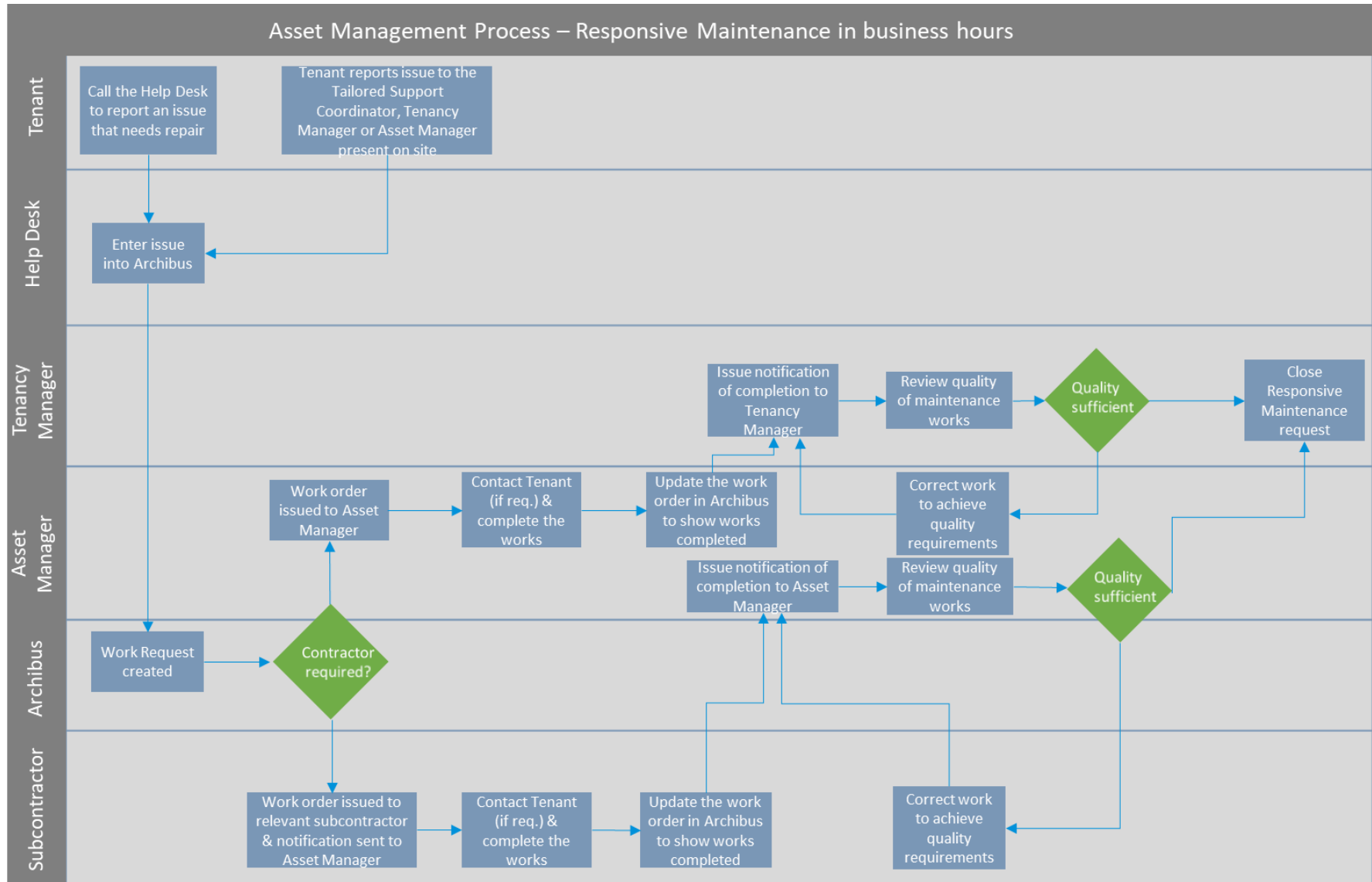
Tenants must comply with Anglicare policies and procedures, as well as the terms of the Residential Tenancy Agreement.

### Procedure

The process map below identifies the general maintenance procedure for Service package Dwelling. The steps are as follows:

- 1) Maintenance requests made within standard business hours are raised either by:
  - the Tenant contacting an Anglicare Tenancy Manager, Tailored Support Coordinator or Asset Manager that are present onsite, who will raise an Archibus request; or
  - The Tenant can contact the help desk to report an issue who will raise an Archibus request.
- 2) Archibus creates a work order and notifies the Asset Manager on the relevant site.
- 3) The following will then occur:
  - If there is a panel contractor for the specified type of work, Archibus will send the work request to the relevant contractor.
  - The contractor will then carry out the work and update the status of the work order in Archibus once completed.
  - If there is not allocated contractor the Asset Manager will be responsible for completing the works or organising for the appropriate party to complete the works.
- 4) The Asset Manager is then responsible for assessing the timeliness and quality of the works completed by the contractor. If it is not sufficient the asset manager is responsible for reissuing the repair and ensuring correct completion.
- 5) The contractor sends an invoice to Anglicare.
- 6) The completed works are inspected for quality assurance by the Asset Manager or Tenancy Manager. If the work completed is of an adequate quality, the invoice is approved and processed for payment in Basware.
- 7) In the case where the maintenance is carried out by the Asset Manager or other Anglicare maintenance personnel, an independent quality assurance inspection is conducted the Tenancy Manager or Tenancy Support Coordinator. No invoice action is required in this case.
- 8) The Asset Manager or Tenancy Manager then closes the work request in Archibus.

# Process Map



## Response Timeframes

Maintenance contractors are engaged on the basis that they complete responsive repair works within a specified time frame, dependent on the severity of the issue. For each responsive maintenance request, the contractor will have a defined period in which to contact the tenant and arrange access to resolve the maintenance issue, and additional time to complete the works. Table 1 below provides a summary of response times within business hours.

*Table 1: Response Times*

Condition State	Operational Impact	Target Response Time	Target Resolution Time
<b>Level 1</b>	Fully Functional, operations not affected	N / A	N / A
<b>Level 2</b>	Non-urgent; within business hours	Same day advice – site attendance not required	Within 5 working days
<b>Level 3</b>	Urgent; within business hours	Within 2 hours – site attendance required	Within 5 hours

Condition states are in relation to the urgency of the required maintenance work. The level of the condition state corresponds to the urgency of the requested maintenance work. Table 2 and Table 3 below provides an overview of the condition state at level 2 and level 3 and examples of issues that fall under each category.

*Table 2: Level 2 Condition State Repairs*

<b>Level</b>	Level 2
<b>Timeframe</b>	Response – advice regarding repair timeframe and procedure provided on same day. Resolution – Faults rectified such that no further works are required within 5 working days
<b>Example of Issue</b>	<ul style="list-style-type: none"> <li>• Trimming of excessive vegetation</li> <li>• Removal of graffiti</li> <li>• Repairing damaged fixtures handles or cupboards</li> <li>• Fixing a leaky tap</li> <li>• Light bulb replacement (where other lighting for an area exists)</li> <li>• Partially blocked drain</li> <li>• Heaters not functioning properly</li> </ul>

Table 3: Level 3 Condition State Repairs

<b>Level</b>	Level 3
<b>Timeframe</b>	Response – On site attendance and development of plan for resolution within 2 hours Resolution – Faults rectified such that all WHS and operational risks are removed within 5 hours
<b>Example of Issue</b>	<ul style="list-style-type: none"> <li>• Burst water service</li> <li>• Blocked or broken lavatory system</li> <li>• Serious roof leak</li> <li>• Dangerous electrical fault</li> <li>• Gas failure</li> <li>• Any fault that causes a safety or security concern for tenants</li> <li>• Serious storm or fire damage</li> <li>• Failure of essential services, such as hot water, cooking, heating &amp; cooling</li> </ul>

## Monitoring and Reporting

Anglicare utilises Archibus as part of their system of management to monitor and manage compliance to the planned maintenance schedules for Service Package Dwellings. The following reports are generated (and are shown in Appendix A);

- Head Office Report
- Region Report
- Site Report
- Compliance Report

## Further Information

Persons requiring further information about Anglicare's General Maintenance Policy should contact the general maintenance phone number. Alternatively, the Tenant should contact the allocated Tenancy Manager, Asset Manager or Tailored Support Coordinator at the relevant site.

## Definitions and Abbreviations

Term or Abbreviation:	Definition:
Archibus	Archibus is a computer maintenance management system (CMMS) used to manage and schedule ongoing maintenance requirements for all Anglicare properties.
Residential Tenancy Agreement (Lease)	Any agreement under which a person grants to another person for value a right of occupation of residential premises for purpose. This agreement is a binding contract.

Tenant	The person that pays rent to us or occupy a building owned by another, the dweller or occupant in a place.
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## References

Related documents could be external documents, such as legislative or other requirements, or internal documents such as: policies, standards and operational documentation (e.g. procedures, guidelines, checklists, templates etc.).

No.	Document / Reference
1.	Tenant Handbook

Document Owner: Property Services Manager

Date: August 2018

# Appendix A – Management Reports

## Head Office Report

<b>Angicare Archibus Pilot</b>						
<b>Reporting Templates</b>						
<b>Report Recipient</b>	HO Property Director					
<b>Objective</b>	Exceptions Report - all works not closed > 14days and >60days					
<b>Frequency</b>	Monthly					
	Select	Region/All				
		PM	RM	PM	RM	
		>14 days	>14 days	>60 Days	>60 Days	Total
Region Name	Site Name	No WO				
	Site Name		Rank highest to lowest total			
	Site Name					
	Site Name		Days = Count days from WR Start Date			
Region Name	Site Name		Show only Sites = criteria			
	Site Name					
	Total					
<b>Objective</b>	Exceptions Report - all Priority 1 & 2 works not closed > 7 days P1, 14days P2					
<b>Frequency</b>	Monthly					
	Select	Region/All				
		Priority 1	Priority 2			
		>7 days	>14 days	Total		
Region Name	Site Name	No WO				
	Site Name	Rank highest to lowest total				
	Site Name	Show only Sites = criteria				
	Site Name					
Region Name	Site Name					
	Site Name					
		Note P2 = All PM Compliance WR				
	Total					
<b>Objective</b>	Performance Report - Region Percentage overdue >21 days over select term					
<b>Frequency</b>	Quarterly					
	Select	All Region				
	Select period	Start Date	/ /18			
		End Date	/ /19			
		Total Number WR Closed (PM+RM)	Total Number WR Date Close > 21 days	% WR / Total WR		
Region Name	Total	No	No	%		
Region Name	Total	Rank Highest % x Region x Site				
Region Name	Total					
	Total					

# Region Report

Angicare Archibus Pilot

**Reporting Templates**

**Report Recipient**      Region Building Manager

**Objective**                      Exceptions Report - all works not closed > 14days and >30days  
**Frequency**                      Monthly

Select      Region

		PM	RM	PM	RM	
		>14 days	>14 days	>30 Days	>30 Days	Total
Region Name	Site Name	No WO				
	Site Name		Rank highest to lowest total			
	Site Name					
	Site Name		Days = Count days from WR Start Date			
	Site Name					
	Site Name					
	Site Name					
	Site Name					
	Site Name					
	Total					

**Objective**                      Exceptions Report - all Priority 1 &2 works not closed > 7 days P1, 14days P2  
**Frequency**                      2 weekly

Select      Region

		Priority 1	Priority 2	
		>7 days	>14 days	Total
Region Name	Site Name	No WO		
	Site Name	Rank highest to lowest total		
	Site Name			
	Site Name			
	Site Name			
	Site Name			
	Site Name			
	Site Name			
	Total			

**Objective**                      Performance Report - Sites in Region Percentage overdue >14 days over select term  
**Frequency**                      Quarterly

Select      Region  
 Select period      Start Date      / /18  
 End Date      / /19

		Total Number WR Closed (PM+RM)	Total Number WR Date Close > 14 days	% WR / Total WR
Region Name	Total	No	No	%
	Site Name			
	Site Name	Rank Highest % x Region x Site		
	Site Name			
	Site Name			
	Site Name			
	Site Name			
	Site Name			
	Total			



## Site Report

Angicare Archibus Pilot

### Reporting Templates

**Report Recipient** Village Manager/ Maintenance/Admin

**Objective** Overdue Report - all works not closed > 14days at Site  
**Frequency** Monthly

Select	Site
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Site Name	BLDG Name	Type	Priority	Task Desc	Contractor name	No Days >14 days
Village Name	BLDG A	PM	P2	QTR Bed Check	In-House	20
		PM	P2	6 Mth Hose Reel	Fire P/L	15
		RM	P4	Repair door	Carp P/L	28
	BLDG B	RM	P2	PM Related	Fire P/L	40
		RM	P3	Roof leak	Roof P/L	30
	Grounds	RM	P4	Leak Irrigation	Plumb P/L	16
		RM	P4	Remove tree branch	In-House	22
	Total					

**Objective** Planning Report - all PM works Due next 2 weeks  
**Frequency** Weekly

Select	Site
Select period	Start Date
	End Date

/ /18  
/ /19

PM Task Name	Contractor Name	Date Due
6 Month Fire Doors		/ /18
Annual RCD		/ / 18
Weekly Bed Check	Can in In House	/ /18
5 Year Hydrant		/ /18
Annual Hydrant		/ /18
6 Month Hydrant		/ /18
1 Month Hydrant		/ /18

