

This guideline sets out the maintenance responsibilities that apply to properties the South Australian Housing Trust (SAHT) leases to organisations in line with the Specialised housing programs policy.

All maintenance work complies with the:

- Housing SA Maintenance accommodation standards
- the [SAHT Property and Maintenance Technical Specification](#)
- the property's Future Planning Intent
- all legislative and regulatory requirements.

Who is responsible for carrying out maintenance at properties depends on the specific program, and the organisation's lease agreement with SAHT.

SAHT carries out and prioritises maintenance in line with the [Maintenance policy](#).

Responsibilities for maintenance vary between programs and are specified in the schedule to the lease. For Transitional housing, additional Transitional Housing Program Maintenance Guidelines also apply.

1 Access to the property

The organisation's responsible for:

- negotiating a date and time for SAHT maintenance contractors to attend to carry out maintenance
- making sure the contractor's able to access the property while the tenant or a representative of the organisation's present.

2 Asbestos

SAHT is responsible for managing and removing asbestos in line with all relevant safe work practices and legislation.

Organisations must report the presence or removal of asbestos to Maintenance Operations. SAHT updates the relevant Asbestos registers.

3 Capital works

All works of a capital nature should be referred to the Maintenance Contact Centre on 131 288. They will arrange an inspection, and program works as necessary inline with Housing SA policy.

4 Disability modifications

Disability modifications will be managed through normal processes and within the scope of the Housing Modifications for Persons with a Disability policy. Also see the Disability Housing program guidelines.

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5 Fire protection systems and smoke alarms

SAHT's responsible for installing and maintaining fire protection systems in properties that aren't classed as 1A or Class 10 in line with the [Building classifications](#). Fire protection systems can include:

- fire panels
- emergency lighting
- emergency egress
- smoke alarms connected to the fire panel.

SAHT only maintains legislated equipment, and reserves the right to remove non-compliant or non-required equipment at any point.

SAHT provides access to fire safety personnel and service providers as required.

SAHT installs and replaces smoke alarms in line with the Housing SA Accommodation standards.

Organisations are responsible for:

- carrying out compliance testing and maintaining smoke alarms, except if it's connected to a fire panel
- making sure all fire safety equipment can be operated as intended - eg smoke alarms aren't covered, automatic closing fire doors aren't chocked open
- making sure exits and paths of travel to exits are unobstructed
- provide SAHT with evidence of safety checks when asked to do so
- maintaining and removing any fire safety equipment they installed for the benefit of tenants - eg fire blankets, fire extinguishers, additional smoke alarms.

6 Hot water systems

SAHT installs hot water systems, except in Transitional Housing Program properties.

Organisations must refer to the lease agreement schedules to determine who is responsible for annually checking and testing the hot water system's tempering valve, if relevant, and any thermostatic mixing valves.

In Transitional Accommodation Program properties, the Community Housing Provider's responsible for:

- replacing and maintaining hot water systems
- annually checking and testing the hot water system's tempering valve, if relevant, and any thermostatic mixing valves.

7 Internal painting

Contact the Maintenance Centre to ask for internal painting. A Maintenance Inspector determines the extent of painting required.

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If damage to internal paint isn't considered fair wear and tear, the organisation's charged for the cost of painting in line with the [Maintenance policy](#).

The organisation may choose to recover the cost from their tenants.

SAHT won't carry out internal painting at Transitional Housing Program because it's considered to be responsive maintenance.

8 Licensed tradespersons

Organisations must be able to demonstrate to SAHT that all maintenance has been carried out by an appropriately qualified, licensed and insured professional - eg electrician, plumber.

9 Modifications for people with a disability

Request, assess and manage modifications in line with the Housing modifications for persons with a disability policy.

You can find more information and the relevant forms online at www.sa.gov.au/housing.

10 Priority of requests

Priority of requests is determined in the Maintenance Policy, however is summarised below for information:

Priority 1 (P1) is an urgent priority and the lessee will be contacted within 4 hours by a maintenance contractor.

Priority 2 (P2) is a high priority and the lessee will be contacted within 24 hrs.

Priority 3 (P3) Works are of a lesser priority and the lessee will be contacted within 10 business days.

Works will be undertaken within the timeframes outlined in accordance with maintenance policies and contracts. Maintenance Call Centre staff raise orders with contractors who then contact the lessee to negotiate access time and date.

When a request is priority 1 or 2, Maintenance Centre staff will negotiate an access date and time with the organisation on the first call. The lessee is responsible for making sure that the contractor is able to access the property in the presence of the tenant or a lessee representative. This may include providing specific contact details, eg for personal support staff resident in a tenant's home.

11 Reporting maintenance

Organisations report maintenance to the Maintenance Centre:

- using the online report form at www.sa.gov.au/housing/repairs, if it's not urgent
- by phoning 131 288
- by emailing tl.dcsi@contact121.com.au.

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Tenants can report urgent repairs directly to the Maintenance Centre if it happens after business hours.

In the event of needing to escalate a maintenance issue, contact the Maintenance Centre at least three times to try and resolve the issue. If no resolutions made, contact the Specialised Housing programs contact management team on industrypartnershipsCHP@sa.gov.au, Attention: Specialised housing programs.

12 Tenant Alterations

SAHT is not responsible for installing, maintaining or removing items installed by a tenant or organisation as part of a tenant alterations.

Organisations must get SAHT's written approval to install the items before starting work in line with the [Maintenance policy](#).

More information and the relevant forms are available online at www.sa.gov.au/housing.

If a tenant, organisation or Support Provider installs items - eg dishwashers, shade sails, that person or organisation is responsible for maintaining it and removing it at the end of their lease agreement. The property must be brought back to standard in line with the Maintenance accommodation standards - eg fill holes in the wall left by removing a shelving unit.

SAHT charges the organisation to remove or make good any damage caused by a tenant alteration.

13 Charitable upgrades

If a supplier or group offers to carry out property upgrades as part of corporate social responsibility, SAHT considers and approves charitable upgrades provided they meet all of the below conditions:

- Industry Partnerships receives the form with at least eight weeks' notice
- the supplier works with Maintenance Operations to make sure the installation complies with all specifications and standards
- it's appropriate for the property's Future Planning Intent
- council approvals are provided to SAHT
- certificates of compliance are provided to the SAHT when the work's complete.

14 Related information

14.1 Controlling documents

This guideline is based on and complies with:

- [Specialised Housing Programs Policy V2](#)
- [Specialised Housing Programs Procedures V1](#)

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14.2 Other documents and resources

- [Maintenance policy](#)
- [Housing SA Maintenance Standards](#)
- [SAHT Property and Maintenance Technical Specification](#)
- Housing modifications for persons with a disability policy

14.3 Date this guideline applies from

30 June 2019

14.4 Version number

2

14.5 Disclaimer

This guideline can be changed, withdrawn or replaced at any time.