



Independent Living Villages Ltd And Controlled Entities (ILV)



POLICY 1.27 REPAIRS AND MAINTENANCE – RESIDENT INFORMATION

OVERVIEW

This policy outlines how ILV (we, us, our) will handle repairs and maintenance.

It applies to all ILV properties.

WORD LIST

Tenancy Agreement: A tenancy agreement (also known as a lease) is a legally binding, written agreement between a tenant (or their authorised representative) and a property manager/owner. This functions as the Service Agreement between ILV (SDA Provider) and the NDIS Participant in SDA Properties.

POLICY

We want to make sure your housing is well maintained and comfortable for you to live in.

We will regularly inspect properties (as part of annual property inspection) and note anything that needs repair. We also have a regular maintenance program.

You also need to tell us if something needs repair.

This policy covers:

- Who can ask for a repair
- How to ask for a repair
- Urgent Repairs
- Timeframe for repairs
- Process for repairs and maintenance
- Repairs for damage you caused
- If you are not happy with repairs or maintenance.

The process for repairs may vary depending on:

- The type of property you live in (owned by ILV, leased by ILV or rented on the open market)
- The type of repair e.g. lift repair
- The urgency of the repair
- If the repair is for damage you caused

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WHO CAN ASK FOR A REPAIR

You or someone acting on your behalf (e.g. Support Service Provider) can ask for a repair to your property and/or common areas.

HOW TO ASK FOR A REPAIR

The process for repairs may depend on where you are living.

The telephone number to contact for repairs will be listed in your Tenancy Agreement.

As a general guide:

Lift repairs – Phone the lift company (contact details inside the lift)

Other repairs - Phone or contact ILV's contracted repair service Tenon on 1300 086 888

They will assess the urgency of the repair and give a timeframe for responding.

URGENCY OF REPAIRS

We understand that all repairs are important.

We will prioritise urgent repairs. These include:

- Flooding or serious flood damage
- Problems with gas, electricity or water supplies
- Problems with hot water, cooking, heating or laundering
- Anything that affects the security of the property
- Anything that affect medical or related equipment
- Anything that affects your capacity to live independently

Your Tenancy Agreement outlines what you can do if you have an urgent repair and we cannot respond quickly.

TIMEFRAME FOR REPAIRS AND MAINTENANCE

We will aim to complete repairs within an agreed time.

Urgent repairs: Completed within 24 hours.

Non-urgent repairs: Completed within 21 days of a request being made.

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PROCESS FOR REPAIRS AND MAINTENANCE

Our staff or contractor will contact you about doing the repair/s.

We will try to do repairs at a time suitable for you and let you know if the appointment needs to be changed or the repair cannot be finished in one visit.

We ask that you tell us if you cannot keep the appointment with the contractor.

The people doing the repairs will carry identification.

Never let anyone into your home unless you can identify them. If you are concerned, call us for advice on 1300 951 587.

REPAIRS FOR DAMAGE YOU CAUSED

If you caused damage that needs repair – please contact us.

We can arrange the repair and charge you the cost. Refer to Policy 1.20 Damage to property (tenant repair charge).

IF YOU ARE NOT HAPPY WITH REPAIRS AND MAINTENANCE

If you are not happy with anything to do with repairs or maintenance, you can:

- Speak to our staff 1300 951 587
- Email us info@ilv.org.au

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RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Legislation and Guidelines

- Applicable tenancy legislation
 - Residential Tenancy Act 2010 (NSW)
 - Residential Tenancies Regulation 2019 (NSW)

Policies

- ILV Policy 1.20 Tenant Repair Charge

Resources

- Tenant help Tenanthelp.com.au (State specific information for tenants)
- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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