

# House Maintenance Guide

A guide for House Supervisors and Staff when dealing with House Maintenance issues



### **Copies of this guide**

The current version of this guide must be used and can be obtained from the Department of Human Services, Disability Services website at [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

### **Amendment Record**

The Executive Director, Disability Services is the only person who may authorise amendments to the *House maintenance guide*.

The first issue and subsequent complete re-issues of the document are shown as version 1.0, 2.0, 3.0 etc. Amendments are summarised in the revision history below.

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1.0	2006	<i>House Maintenance Guide</i>	Disability Services Executive

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# Introduction

# 1

## 1.1 Who should use the guide

*The House maintenance guide* applies to all Shared Supported Accommodation (SSA) houses that are owned by the Secretary of the Department of Human Services.

To ensure a consistent maintenance approach, it is recommended that community service organisations' (CSOs) delivering SSA services use the guide to maintain their properties.

## 1.2 What is the purpose of the guide

The Department of Human Services and, where applicable, Community Service Organisations have an obligation to ensure that houses funded as SSA are maintained in a way that provides appropriate quality accommodation for residents and a safe working environment for staff.

This *House maintenance guide* sets out standard steps to manage responsive maintenance by house supervisors and house staff within their existing levels of responsibility.

Responsive maintenance means actions taken to repair anything that is broken or faulty or to restore the house, or an item within it, to its original condition. The guide makes provision for maintenance in newly built or significantly upgraded SSA houses that will have a defect liability period.

Applying a standard step-by-step responsive maintenance process will reduce house-specific training for staff who are employed in a number of houses.

The guide does not provide advice about establishing and managing the maintenance program (for example, cyclical or routine maintenance).

The guide also does not provide information on capital works, upgrading, refurbishment, rehabilitation or modification of houses. These items should be brought by house staff to the attention of the line manager/property manager. Capital works proposals will be assessed and scheduled in a planned approach through the department's Disability Services Division Capital Development Unit (CDU).

The guide does not replace or override specific existing Department of Human Services' policies, procedures or instructions, particularly:

- Fire Risk Management guidelines and procedures
- *Occupational Health and Safety Manual*
- accommodation services emergencies manuals.

The above guides, procedures and manuals are all relevant and apply in the management of all SSA houses.

# Maintenance information

# 2

## 2.1 What is maintenance

Maintenance is the action necessary to keep an item in, or restore it to, its pre-existing condition or present-day equivalent.

Maintenance work can be undertaken to repair anything that is broken or faulty in the house or belonging to the house.

This will include works to rectify any defects caused by poor workmanship or due to faulty materials, goods or equipment following hand-over of the newly built or upgraded house, and covered by a defect liability warranty. The defect liability period will usually be either 6 months or 12 months where the repair costs are covered by a building contractor.

Maintenance does not include modifying a house or part of the house from its original condition to a new standard; that would be refurbishment and must have a clearly documented rationale in the request provided to the CDU for approval.

## 2.2 Why is house maintenance important

SSA houses must be maintained well in order to provide a safe, amenable and functional environment for residents, staff and visitors. Good maintenance is also important to preserve the department's assets.

The SSA houses' maintenance responsibilities are underpinned by the *Occupational Health and Safety Act 2004* and other relevant occupational health and safety (OH&S) regulations.

In accordance with this, all residential staff are responsible for:

- preventing and minimising risk to the health, safety and wellbeing of residents and staff
- following safe work practices
- identifying and reporting all incidents, including near misses, to line management
- the health, safety and wellbeing of contractors and their employees who may be employed for maintenance works.

## 2.3 Who provides maintenance

The Disability Accommodation Services Manager or equivalent determines the maintenance service provider for their region.

Maintenance services in the regions could be provided by the Office of Housing Call Centre (Tel: 13 11 72) or through the Department of Human Services approved local maintenance arrangements.

Some regions or services may contract or employ a property manager who is the contact point for all maintenance requests.

Maintenance of appliances or items of furniture owned by residents will usually involve a local contractor or supplier.

Repairs to whitegoods or other appliances fitted in the house by the builder as part of new construction or upgrade will be arranged by a builder as part of the defect liability period.

### 2.3.1 House maintenance contractor contacts

The house supervisor must ensure that contact details of local maintenance contractors are prominently displayed in the house. The contact details should include the following:

- property manager
- after hours emergency repairs
- local fire safety coordinator
- electricity provider
- gas provider
- water supplier
- key and lock repairs
- project manager responsible for the defects liability period.

It is recommended to also include, if applicable, contact details for:

- hoist repairs
- small appliance repairs
- garden maintenance
- gutter cleaning.

## 2.4 What is the role of staff in house maintenance

### 2.4.1 House staff responsibilities

House supervisor and house staff must:

- ensure safety for residents and staff
- identify the urgency of works
- organise immediate emergency repairs or access in the event of a lockout
- request maintenance and record the action
- minimise any inconvenience to residents when undertaking maintenance and ensure that alternative accommodation is arranged if required
- ensure maintenance is completed in a timely and reasonable manner
- arrange access to the house for the contractor
- provide the contractor with any relevant information that may impact on the carrying out of the repair
- check works are completed and notify the line manager of any maintenance issues that may require follow up or further action, for example:
  - poor contractor response
  - work not completed to a satisfactory standard
  - any concerns about repair versus replacement
- as part of shift handover, ensure the house supervisor is informed of any required repairs in writing (either in the day book or on the Maintenance Request Form or other local requirements)
- give residents notice of the expected repairs. Under s. 60.1 of the *Disability Act 2006*, disability services providers are required to give 24 hours written notice to residents when undertaking repairs that require room entry.

### 2.4.2 Approval of works to commence

The house supervisor can only approve emergency repairs, critical or urgent works, as specified in Table 2 of this guide. Any other work, including priority and essential response types, must be approved in writing by the line manager prior to being requested.

In some regions, house supervisors may require approval from the line managers before actioning **any** works.

If the maintenance item is identified as part of the defect liability claim, house supervisors must contact the nominated project manager directly.

In case the work required is not deemed to be a defect, the usual maintenance approval process will apply. The property manager will make this determination.

Requests for upgrade works and planned preventative maintenance should be forwarded by the line manager (CSO's via regional program and service advisors) to the CDU.

## **2.5 How to pay for maintenance**

Each house has an annual allocated budget for maintenance to cover the cost of responsive repair work.

House supervisors are not authorised to approve payments to maintenance contractors. Instead, they notify the line manager when repairs are complete to enable authorisation and payment to contractors.

When the works are complete, the contractor invoices are sent from the property manager to the line manager. The line manager confirms that works are completed and authorises the invoice for payment by the finance branch. Line managers also maintain a record of maintenance requests and payments.

Defect liability works will be paid for by the building contractor and not by the department or community service organisation.

### **2.5.1 Resident funded maintenance**

Where a maintenance problem has been identified with goods purchased or owned by residents, the house supervisor (or line manager) organises a quote for the repair. The cost must be discussed with the resident or the resident's financial administrator for approval to pay before authority to proceed is given.

In cases where funds may not be available from within an individual's financial plan, a special funding request needs to be approved by the relevant administrator.

There are two instances where residents may be required to pay for maintenance repairs:

1. Resident-owned items, for example, stereo, TV – residents meet the full cost of repairs, in accordance with the procedures in Disability Services Client Expenditure Review System, to items they own, that are not part of the house fixtures, fittings and chattels.

2. Intentional damage by a resident – residents may be required to meet the cost of repairs to rectify damage to the house resulting from their behaviour.

If the damage has been caused to the house by a resident, the staff member must:

- ensure the area is made safe
- arrange for the damage to be repaired
- complete a departmental Incident Report Form
- identify whether the damage was caused ‘knowingly and intentionally’.

If anyone at the house is injured as a result of resident behaviour, the house supervisor must:

- complete a Disease Injury Near Miss or Accident (DINMA) form
- arrange for the damage to be repaired.

## 2.6 What are the types of maintenance

### 2.6.1 Preventative maintenance

Preventive maintenance includes the actions required **to retain and/or maintain** the house in the best possible condition for future years.

Preventive maintenance is sometimes also referred to as ‘routine’, ‘cyclical’ or ‘recurrent’ maintenance and involves regular inspections, detection and planning to prevent faults or hazards occurring in the house.

This type of maintenance will be arranged at the regional management level in consultation with the CDU.

**Routine maintenance** works are regular works undertaken to prolong the life of the item, for example:

- gutter cleaning
- duct cleaning
- garden maintenance
- external window washing.

House supervisors should follow up with their line manager to ensure that routine maintenance works are occurring on a regular basis.

**Cyclical maintenance** includes preventative works that are planned based on the life cycle of the house. This may include:

- internal and external painting
- replacement of floor coverings and carpet
- roof replacement
- replacement of stormwater drains.

### 2.6.2 Regular maintenance of essential safety measures

Formerly called ‘essential services’, essential safety measures include fire risk management and should be managed in accordance with the current Department of Human Services *Fire Risk Management Guidelines 2<sup>nd</sup> ed. 2001*.

Weekly house inspection checklists for essential safety measures are included in the current FRMS guidelines in each house and are to be completed by the house supervisor.

**Table 1 Essential safety measures**

Essential safety measures are any repair work relating to these areas:

Air conditioning systems	Fire rated control joints
Emergency lighting	Fire windows
Exit doors and signs	Fire mains
Fire brigade connections	Fire protective coverings
Fire detectors and alarm systems	Mechanical ventilation systems
Fire doors	Path of travel to exits
Fire extinguishers (portable)	Penetrations in fire-rated structures
Fire hose reels	Sprinkler systems
Fire hydrants	Smoke alarms
Fire indices for materials	Gas supply failure
Fire isolated passageways	Water supply failure
Electrical safety switches	Light, power and gas supply

*Any other essential safety measures can be nominated for the house by a building surveyor as a result of an audit or part of the new handover procedure.*

*This information is listed on the occupancy permit for the house if it is a new house or detailed in writing if it is resulting from an audit of an existing house.*

**Sprinkler systems** must only be repaired/maintained by a registered fire systems maintenance contractor or their nominated representative.

### 2.6.3 Maintenance of whitegoods and appliances

Maintenance of whitegoods and appliances involves regular safety inspections by house staff. The inspections should check:

- that cords and connections are in as-new condition
- the condition of appliance and suitability of location
- that use of power boards or extension cords minimised.

House staff concerns about the condition of electrical goods or use of power points should be reported to the line manager or a health and safety representative.

All manufacturers' warranties and instructions for equipment and goods in the house should be kept in the designated part of this guide (Tool 4).

### 2.6.4 Responsive maintenance

Responsive maintenance includes the actions taken **to repair anything that is broken or faulty**, and to restore the house or an item within it to its original condition, as far as practical.

House supervisors and house staff are responsible for visually identifying faults or items in the house that are broken, and taking appropriate actions to arrange repairs as soon as practical.

**The maintenance response time** will depend on the urgency of the repair.

Responsive maintenance can be:

<b>Emergency</b>	Faults that make the house unsafe and require <b>immediate after-hours work</b> will become emergency works. After hours emergency repairs may only attempt to make the situation safe until the next business day.
<b>Critical</b>	Faults that make the house unsafe, for example, fire safety system failure, or prevent access, require action <b>within eight hours</b> .
<b>Urgent</b>	Faults that result in significant disruption, consequential damage or lead to extensive damage and increased repair costs. Repairs should be undertaken <b>within 24 hours</b> .
<b>Priority</b>	Non-urgent faults which, if not actioned <b>within seven days</b> , will significantly decrease the functioning of the house item. Faults are likely to become urgent repairs if not attended to.
<b>Essential</b>	Non-urgent and not priority, with no health and safety concerns, but should be actioned to ensure the upkeep and standards of the house. Must be undertaken and should be completed <b>within 14 days</b> .

### **2.6.5 Defects period maintenance**

During the defects liability period, the contractor is responsible to rectify any faults or failures resulting from his or her workmanship, materials or the equipment supplied.

The following are examples of what is not covered by the contractor under defects liability:

- normal wear and tear in daily operation of SSA houses
- damage to fabric/fixtures by residents or staff
- incorrect usage of equipment resulting in damage
- faults as a result of incorrect design.

The project manager will advise staff as to whether or not the identified repairs are defects. If the defect requires an emergency, critical or urgent response, house staff should follow the standard house maintenance procedure and notify the property manager by email.

# Steps for arranging responsive maintenance works

# 3

House supervisors and/or house staff are to undertake the following steps to address responsive maintenance issues:



## 3.1 Ensure safety

**A Check the area and make it safe** for residents, staff and visitors.

If the situation involves immediate danger to persons or property, house staff will implement their emergency evacuation procedures **before** arranging for repairs.

**B Identify the problem** and, where practical, reduce risk:

- electrical problem – turn off power and check fuses/circuit breakers
- gas problem – check gas meter is turned on or off; turn off gas flow as appropriate
- burst water pipe – turn off water at the meter
- hot water not working – check fuse/circuit breaker and switch.  
If the hot water system runs on gas, check that the pilot light is on.

**C Identify the remaining occupational health and safety risks** to the best of your ability and advise other staff and contractors when they attend.

## 3.2 Identify urgency of the repair

### A Define the urgency of the repairs.

Depending on the nature of the resident's support needs, different jobs will vary in status from house to house. For example, a broken fence may require **essential** type of response in most houses, but will be a **critical** response type in a house where residents may abscond.

The items in Table 2 are listed in their general order of priority for a maintenance response.

**Table 2 Urgency categories for maintenance repairs**

<p><b>Emergency – immediate response</b></p> <p>Emergency repairs are after-hours repairs. They will include:</p> <ul style="list-style-type: none"> <li>repairs to any items that pose an immediate risk to resident or staff safety</li> <li>repairs that are aimed at making the situation safe until business hours, when critical repairs can be arranged</li> </ul>	
<p><b>Critical – actioned within 8 hours</b></p> <ul style="list-style-type: none"> <li>Lost keys resulting in lock out.</li> <li>Problems with all essential services, for example, supply of water, power and gas etc.</li> <li>Essential safety measures – faulty fire prevention equipment, including smoke detectors, sprinklers, exit lights, etc.</li> </ul>	
<p><b>Urgent – actioned within 24 hours</b></p> <ul style="list-style-type: none"> <li>Storm damage/flooding (OH&amp;S issues)</li> <li>Total failure of stove, heating, hot water service</li> <li>Broken or damaged access points, that is, locks, doors, windows etc.</li> <li>Serious roof leak</li> <li>Waste blockages, toilet, kitchen, bath etc.</li> <li>Partial failure of gas, electricity or water supply</li> <li>Broken window</li> <li>Faulty grab rails – bath toilet seat etc.</li> <li>Refix power point, light switch, light batten</li> <li>Total failure of washing machine</li> <li>Other faults rendering premises unsafe</li> </ul>	
<p><b>Priority – actioned within 7 days</b></p> <ul style="list-style-type: none"> <li>Partial appliance failure, such as single hotplate</li> <li>Leaking taps</li> <li>Pest control – fumigation</li> <li>Blocked stormwater drains</li> <li>Ceiling, wall door damage</li> <li>Intercom system repairs</li> <li>Clothesline repairs</li> </ul>	
<p><b>Essential – actioned within 14 days</b></p> <ul style="list-style-type: none"> <li>Fencing repairs including side gates.</li> <li>Broken fittings, such as blinds.</li> <li>Jammed windows</li> <li>Letterbox repairs</li> <li>Any other non-urgent works that may include minor repairs not listed in this table</li> </ul>	

### 3.3 Request maintenance

#### **A** Complete a standard Maintenance Request Form

When making all requests and completing a Maintenance Request Form, define the job clearly in the 'job description' box. (A sample Maintenance Request Form is provided as Tools 2 in this guide).

It is important to describe the job thoroughly, as this will be the definition of the job for the contractor. Unclear descriptions of the maintenance issue may result in disputes regarding payment to the contractor.

#### **B** Send Maintenance Request Form

##### **Emergency works:**

- contact the property manager or after hours equivalent. Be clear what work is required to make the situation safe until the next working day, when critical repairs can be arranged. Emergency works will only attempt temporary solutions.
- follow up the next working day, by sending the Maintenance Request Form via email or fax to the line manager (for example, cluster manager/ team manager).

##### **Critical or urgent works:**

- contact the property manager for works to be done
- follow-up by sending the Maintenance Request Form via email or fax to the line manager.

### Priority or essential works:

- send the request to the line manager first for approval to engage a contractor
- provide a resident with a minimum of 24 hours notice in writing of your intention to carry out work if the work involves entry to a resident's private space (for example, bedroom) and the line manager has approved the work.

### Defect works:

- Confirm check with project manager that the item identified for maintenance can be reported under defect liability
- Once a defect has been identified, an email advice with full description of the maintenance requirement should be sent to the project manager who will arrange for the builder to action.

It should be noted that defects under the defect liability warranty do not have to be addressed immediately by the builder. If they are non-urgent items, they may be left until toward the end of the defect period. Your property manager will be able to advise you on this issue.

### **C** Record the maintenance work order number

Each maintenance request followed by works will be assigned a work order number by the line manager. This number must be recorded by the house staff either on the Maintenance Request Form or wherever it is easily accessible.

The work order number must be quoted by house staff to the line manager and/or property manager when any follow-up is required for the job, including payments.

## 3.4 Organise the contractor

### **A** 3.4.1 For all maintenance works

#### Arrange access for the contractor

##### Contractor access to the house:

The contractor is obliged to make contact by phone or in person with house staff to arrange for access prior to carrying out the work and obtain prior permission to work in unoccupied houses.

If there are no staff on duty and the contractor is provided with security access codes to enter the house while it is unoccupied, house staff should make a record in the house day book/shift report/local requirement.

##### Contractor access to utilities:

Contractor will also need to gain prior permission from the house staff for use of power, gas, water and house facilities. House staff are required to cooperate with the contractor to enable the use of the utilities.

##### Contractor access to a resident's bedroom:

If works are required in a resident's bedroom or space, staff are required under the Disability Act 2006 to provide residents with a minimum of 24 hours notice in writing of intention to carry out work for priority or essential works. If the client is unlikely to understand, their parent or guardian must be notified.

Urgent, critical or emergency works do not require written notice to be supplied to residents.

**B** **Confirm identity of contractors** by asking them to show their identification card. Regional property managers must establish a clear process for contractor identification by house staff and access to the house when it is not staffed.

**C** **Make a record in the house day book/shift report/local requirement**, including the contractors' names and contact details, and the work to be performed.

**D** **Ensure occupational health and safety compliance**

- Provide the contractor with a copy of the mandatory Contractor OH&S Form (Tool 1) before new work begins or after a change in circumstances during ongoing work.

The department's *Health, safety and wellbeing: OHS for contractors' policy* (2005) states that any contractor and any employees of that contractor will be made aware of their obligations under the department's health, safety and wellbeing policies and procedures and are required to acknowledge those obligations in writing.

- Inspect and assess, with the contractor, the area of work to identify any hazards or risks, their likelihood and degree of possible impact on workers, residents and the public. Hazards could include:
  - contractor leaving tools, materials, substances or equipment unattended and accessible to residents
  - impact on house security and safety regimes, for example, locked door strategies.
- Provide the contractor with adequate information about the residents if they are unable to be removed from the work area for the period of the works. It is critical that any disclosure of residents' confidential information is conducted in accordance with privacy requirements and only sufficient to ensure the safety of both parties.
- Confirm that the contractor understands potential OH&S risks and signs a copy of the Contractor OH&S Form (Tool 1). The signed contractor OH&S form is to be retrieved by house staff.

The contractor may need to complete a Job Safety Analysis (JSA) in accordance with the requirements of the Building Code of Australia (BCA).

A staff information summary is attached to assist with identifying contractor obligations (Tool 3: Staff summary of contractor obligations).

### **3.4.2 For maintenance work that involves multiple tradespeople on site**

Where there is more than one tradesperson on site, the following additional steps need to be undertaken:

- Confirm with the contractor that all tradespeople have been informed of the following:
  - contact details for person responsible for the house
  - fire and emergency procedures
  - site-specific risks, including any identified hazards
  - client management plans for residents (when required, in accordance with privacy requirements).

### **3.4.3 For complex or large jobs**

Where extensive work is required at a house, a written contract between the Secretary of the Department of Human Services and the contractor must be established and managed through the line manager and/ by property manager or their nominated representative.

## **3.5 Check the work is completed**

### **A Discuss the work performed with the contractor and check the works as far as practical**

House Staff are not ultimately responsible for the quality of the works, but should be able to check and see if the work is of an acceptable standard.

Note the completion of the work on the maintenance request form, and send it to the line manager, who will approve payment to the contractor.

Responsibility for checking and signing off major work, defect repairs or complex maintenance jobs as having been completely correctly will rest with the project manager and written advice will be provided to house supervisor or line manager.

### **B Notify the line manager and/or property manager that the works have been completed**

The line manager and property manager will then arrange payment for the contractor.

### **C If unsatisfied that the works have been completed properly, notify the line manager and/or property manager who will take further action**

House staff don't necessarily have to confront the contractor. They can notify the line manager that the works need to be checked before payment is processed.



## 4.1 When ensuring safety

### ▶ **Problem**

4.1.1 Staff are **unable to turn off the supply of gas, water or electricity** when there is a fault.

### ▶ **Solution**

- Contact someone who may be able to assist you over the phone (for example, Origin, Yarra Valley Water, TXU).
  - Evacuate house residents, staff and visitors, and notify immediate neighbours of the issue.
  - Notify the line manager and/or property manager or after hours equivalent.
- .....
- .....
- .....

### ▶ **Problem**

4.1.2 Staff are **unable to secure the property** (for example, locks not working, broken windows etc.).

### ▶ **Solution**

- Notify the line manager and/or property manager or after hours equivalent.
  - Arrange for any additional staffing or extension of rostered hours for staff until the house can be secured.
- .....
- .....
- .....



## 4.3 When requesting maintenance

### ► Problem

4.3.1 The **wrong type of contractor has been called** because staff were unable to adequately define the problem. For example, house staff noticed water on the floor in the bathroom and requested a plumber. The plumber comes to the house and tells staff he can't fix the problem because the water on the floor is coming from the ceiling light as a result of a roof leak.

### ► Solution

- Sign off the contractor's attendance so that they can be paid for the call out.
- Advise the line manager of the situation **in writing** so that payment can be made to the contractor for the call out.

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### ► Problem

4.3.2 The **wrong type of contractor has been sent**. For example, staff reported a broken window and the property manager responded by sending out a carpenter instead of a glazier.

### ► Solution

- Sign off the contractor's attendance so that they can be paid for the call out.
- Advise the line manager of the situation **in writing** so that the source of funds for payment to the contractor can be negotiated with the property manager.
- Any ambiguity in the original request may result in the contractor being paid from the house maintenance budget.

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## 4.4 When organising the contractor

### ► Problem

4.4.1 The **contractor doesn't have any identification** when they come to fix the problem.

### ► Solution

- Do not allow the contractor into the premises without confirming their identity.
  - Call the property manager to find out the name of the company that has been given the job and then confirm the person's identity by telephone.
  - You have the right to send the contractor away until they can produce identification and their authorisation to do the job.
  - If you send the contractor away, advise the line manager **in writing** or, at minimum, put a note in the day book so that the house supervisor can provide the advice to the line manager.
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### ► Problem

4.4.2 The **contractor arrives without calling in advance** to arrange attendance.

### ► Solution

- Advise the contractor that it is a contract condition that they provide you with notice before attending the house.
  - You may allow the contractor to do the work.
  - If the contractor arrives without notice at a time that is inconvenient for staff or residents in the house, make another time with the contractor for them to return.
  - Notify the property manager of the incident so that a second call out fee is not charged.
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► **Problem**

4.4.3 The **contractor advises that the job cannot start within the timeframe required.** For example, the work fits within the ‘priority’ response type (seven days to commence work), but the contractor advises it will take at least 21 days to begin.

► **Solution**

- House staff notify the line manager and/or property manager and ask them to follow-up with the contractor.
- The line manager may choose to cancel the job and direct the property manager to seek a different contractor, and will notify staff of the outcome.

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► **Problem**

4.4.4 The **contractor refuses to sign the OH&S form.**

► **Solution**

- Explain to the contractor that the house is also a work site and that induction in O&HS and risk hazard assessments is a mandatory WorkCover requirement. If the contractor will not acknowledge that they have been informed of OH&S issues at the house by signing the form, then they cannot undertake the work.
- Notify the line manager and the property manager **in writing** of the incident/issue and arrange, through the property manager, for attendance of another contractor.

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# House staff maintenance tools

# 5

## Tool 1: Contractor OH&S Form (mandatory)

To be completed by the contractor before new work begins, or after a change in circumstances during ongoing work.

House supervisor: .....

House contact phone number: .....

Sign-in, induction, Job Safety Analysis	Check
1 I have been provided with safety information that is specific to this house by (staff member's name). .....	<input type="checkbox"/>
2 The names, roles and contact details for the person responsible for the house have been provided.	<input type="checkbox"/>
3 My colleagues and I agree to maintain the confidentiality of the information provided, particularly where that information relates to residents, and has been disclosed in the interests of ensuring safety at the worksite.	<input type="checkbox"/>
4 I have been given a satisfactory induction to the site, including information about any identified hazards and the house emergency plan, and understand that any personal information is subject to the Privacy Principles of the <i>Information Privacy Act 2000</i> .	<input type="checkbox"/>
5 Should an emergency incident arise, I will contain the situation only if it is safe to do so and immediately notify the staff on duty. If evacuation of the building is required, my colleagues and I will assemble with staff at the evacuation point so that I can be accounted for.	<input type="checkbox"/>
6 I have been shown the location of the evacuation point for this building.	<input type="checkbox"/>
7 I have given a site induction to any new workers in my on site personnel.	<input type="checkbox"/>
8 I have considered and, where appropriate, conducted a Job Safety Analysis for the work I will be doing on the site.	<input type="checkbox"/>

Contractor signature: ..... Date: .....

## Tool 2: Maintenance Request Form (sample)

House	Request ID	
Address	Requestor's name/ID Telephone	
House contact person/phone for works access	Time	Date
House Supervisor	Request Reference Number	
Property Officer/Line Manager fax number		

Request details		
Category of repair: Emergency <input type="checkbox"/> Critical <input type="checkbox"/> Urgent <input type="checkbox"/> Priority <input type="checkbox"/> Essential <input type="checkbox"/>		
Location within property	Is the item an 'Essential Service'? Y <input type="checkbox"/> N <input type="checkbox"/>	
Resident-caused damage? Y <input type="checkbox"/> N <input type="checkbox"/>	Incident report? Y <input type="checkbox"/> N <input type="checkbox"/>	
Detailed description		

Contact person	
Name	Contact No.
Position	When available

Submitted for approval to ..... By ..... Date .....

Approved by .....

Signed ..... Date .....

### Maintenance completion details

Works Order No. .... Date .....

Attending contractor's name .....

Works completed satisfactorily: Y  N  (provide details) .....

.....

## Tool 3: Staff summary of contractors' obligations

**In general, staff need to be aware and ensure that, in accordance with their contract, the contractors are to:**

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Make contact by phone or in person with house staff to arrange for access prior to carrying out the work.

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Gain prior permission from the house staff for use of power, gas, water and house facilities.

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Obtain prior permission to work in unoccupied houses (for example, between 9.00 am and 3.30 pm weekdays when SSA houses may be unstaffed).

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Show identification to staff on arrival.

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Fill out and sign OH&S form.

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Carry out works between 8.30 am and 5.30 pm, Monday to Saturday, or at other suitable times with prior agreement, and subject to local council by-laws and Environment Protection Authority regulations.

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Cooperate with house staff in undertaking the sign-in and site induction processes. Contractors also have a duty to induct new workers in their on site personnel and inform them of any hazards or necessary information relevant to works at the house.

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Follow safe work practices in accordance with the Occupational Health and Safety Act, Australian Standards and Codes of Practice. This includes filling out a Job Safety Analysis (JSA) for all dangerous jobs.

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Take all reasonable precautions to protect the house and residents' property from theft or damage.

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Provide adequate fire protection if any high temperature works are required (for example, welding).

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Observe a code of conduct to act fairly, be courteous to staff and residents, to respect residents' privacy and to honour undertakings.

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Refrain from smoking or the consumption of alcohol or drugs in any residential unit. (Smoking may be permitted outside in a designated smoking area.)

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Secure all toolboxes and turn off equipment when not in use.

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Report any injury or accident to the staff member on duty. That staff member will complete a DINMA and provide assistance as required.

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Report any ongoing issue to the line manager or equivalent.

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Leave the property and not perform the works at that time they may become involved in or could face a situation concerning their personal safety or wellbeing, or if their property, equipment etc. is endangered.

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## **Tool 4: Warranties and manufacturers instructions; occupancy permits, safety check certificates etc.**

Disability Services Division recommends that you keep all the related documents (warranties, manufacturers' instructions, electrical and gas safety certificates, plans, etc) that may be needed for reference by the contractor to carry out maintenance work.

For warranties, it is also recommended that you keep a cover sheet listing the item and warranty expiry date at the back of the guide.