

Policy No: BAYSA 05

Policy Title: Maintenance and Repairs

Review Date: April 2022

1. Purpose

BAYSA Limited (BAYSA Housing) is committed to providing an appropriate response to maintenance and repairs required at BAYSA properties, and to providing tenants with properties that are clean, safe and functional as per the landlord responsibilities outlined in the Residential Tenancies Act.

This policy outlines how BAYSA Housing will provide its repairs and maintenance service to tenants.

2. Scope

This policy applies to all BAYSA properties and residents.

3. Policy

BAYSA Housing manages all maintenance and repairs issues in line with the [Residential Tenancies Act 1997](#) and the [Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

BAYSA Housing will consistently seek to ensure that:

- landlord obligations as outlined in the Residential Tenancies Act and Homelessness Services Guidelines and Conditions of Funding are met.
- tenants receive a high quality, efficient, and effective maintenance and repair service
- all properties are maintained to an appropriate and acceptable standard

Tenants are expected to take reasonable care of their property, and are responsible for ensuring that any damage to their property is reported to BAYSA Housing in a timely manner to ensure properties can remain appropriately maintained.

For urgent maintenance required after hours' tenants are to contact the Housing Call Centre on 13 11 72

4. Definitions

Tenant – a tenant, occupant or resident legally residing in a BAYSA property

5. Responsibilities

BAYSA Housing Management is responsible for:

- The development, implementation and review of this Policy.

Workplace Participants are responsible for:

- Complying with this policy.

Policy Application

6. Policy Application

This policy will be applied in line with BAYSA Housing Funding and Service Agreement and program level procedures.

7. Legislation, Acts, Standards

[Residential Tenancies Act 1997](#)

[Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

QIC Health & Community Services Standards 7th Ed

Human Services Standards (HSS)

8. Related Documents

BAYSA 09 - Tenant Recharge Policy

9. Appendices

NIL

10. Document History

Version Number	Approval Date	Approved By	Brief Description
V1	April 2019	ED Client Services	New BAYSA Policy.
Custodian	Manager Youth Services		