

WRECK BAY ABORIGINAL COMMUNITY COUNCIL



BOARD POLICY DOCUMENT

Dated 28 Jan 2020

HOUSING – Urgent Maintenance and Repairs and eligibility

Purpose:- This policy provides direction to WBACC staff who make decisions on applications from Wreck Bay tenants for urgent housing repairs .

Policy: The following repairs/maintenance are considered urgent or serious enough to warrant a decision that they will be made to homes regardless of whether rent is paid or a lease signed:

- Electrical faults
- Plumbing blockages and broken pipes
- Broken roofing allowing water entry
- Faulty toilet cisterns causing water wastage
- Broken stove elements
- Defective or broken hot water systems
- Broken glass in windows or doors where frames are still intact (broken frames are covered under NIAA funding)
- Holes or damage to external brickwork or cladding allowing water entry
- Termite or borer infestation

Repairs not on this list will not be made to homes unless not making the repair would constitute a safety issue.

This policy is based on the following principles:-

- Repairs to be done to an acceptable standard;

- Work to be carried out by suitably qualified persons; and
- Work to be done in a professional workmanlike manner.

Operating Procedures:-

The authorised officers are the Chief Executive Officer and the Deputy Chief Executive Officer or his or her delegate.

Tenants must complete a standard form requesting repairs

Authorised Officer to forward copy of the standard form to WBACC Contract Services team to follow up. Upon completion of work, WBACC Contract Services team is to account for the work under standard WBACC procedures.

Monitoring and Review:- The Authorised Officer or his or her delegate is responsible for the implementation of this policy. The Authorised Office is responsible for monitoring the implementation of this policy and ensuring staff understand and comply with its provisions; as part of on-going employee management responsibilities.

The Authorised officer is responsible for the content and review of this policy.

The total amount to be expended on urgent repairs shall be no more than is budgeted by the Board, from year to year.

[Next review date 27 July 2020](#)

Approved: Wreck Bay Executive Board