



Transitional Housing Program Maintenance Guideline

The SA Housing Trust (the Trust) leases properties to community housing providers for the Transitional Housing Program in line with the:

- [Maintenance Policy | SA Housing Trust](#)
- SA Housing Trust Maintenance Accommodation Standards.
- [Specialised Housing Programs Policy](#)
- [Specialised Housing Programs Procedure](#)
- [Specialised Housing Programs Maintenance Guideline](#)
- [Transitional Housing Program Guideline](#)
- Transitional Housing Program Lease Agreements
- [Transitional Housing Program Maintenance Guideline](#)

This Transitional Housing Program Maintenance Guideline sets out who is responsible for maintenance at Transitional Housing Program properties.

Contact Housingpartnerships@sa.gov.au for documents not publicly available.

Responsive and Vacancy maintenance

Responsive and vacancy maintenance involves health and safety maintenance, security, urgent and non-urgent repairs. The community housing provider is responsible for carrying out maintenance

- Throughout the tenancy, and
- At vacancy

to keep the property in line with the [SA Housing Trust Maintenance Accommodation Standards](#).

It includes, but is not limited to:

- Tenant damages that are not fair wear and tear
- Replacing hot water systems
- Internal painting
- Annual smoke alarm and temper valve compliance testing
- Public lighting in multiple dwelling sites if the community housing provider manages all properties
- Horticultural services in multiple dwelling sites if the community housing provider manages all properties.

Examples of responsive and vacancy maintenance frequently requested include:

Carpentry Top 15 Items: repair/rehang door, renew door closer, adjust/renew door keeper, repair ceiling, rehang cupboard door, ease door, renew door furniture, repair door/window frame, repair cupboard draw, repair clothesline, renew wall linings, repair window sash, rehang door, rewire screen door, secure house as directed.



Plumbing and Drainage Top 15 Items: clear sewer drain, re-washer tap, clear/repair internal wastepipe, clear sewer drain, renew toilet seat, renew tap top half, renew shower rose, renew standcock, alter water pipework, renew bibcock, renew standpipe, renew fixed outlet, renew washing machine cock, renew tap head and button, renew/repair pan/cistern/seat.

Electrical Top 15 Items: repair lighting/power circuit, renew/secure batten holder, renew double power point, renew wall switch, electrical safety check, remove light fitting, renew/repair exhaust fan, remove old wiring, renew mounting block, repair earth wire, remove ceiling fan, renew load centre, secure power point, repair/renew electric stove, repair/renew exhaust fan.

Internal Painting Top 15 Items: paint door complete both sides, paint window lining and eaves, paint bedroom complete, paint lounge complete, paint bathroom complete, paint passage complete, paint robe/linen/pantry cupboard, paint laundry complete, paint toilet complete, paint inside cupboard, treat mould affected area, paint eat-in/gallery kitchen complete, wash off fire affected areas, paint dining room complete, paint kitchen bench cupboards.

Rubbish Removal: cut grass, slash growth, remove rubbish, prune bush, remove bush, mattress disposal, dispose old vehicle tyre, clean paving, remove offensive material, supply skip bin.

Roof Plumbing Top 15 Items: clean gutters, repair roof leak, renew/repair gutters, renew/repair downpipe, secure roofing, renew roof tile, renew roof flashing, secure downpipe, renew part roof, re-bed roof tile, repair flashing, renew ridge flashing, re-fall gutters, remove roof penetration, re-direct downpipe.

Gas fitting Top 15 Items: check and report on gas stove, disconnect and reconnect gas stove, gas safety check, repair gas HWS, repair/renew gas stove, repair gas escape, renew control knob, relight gas HWS, repair gas room heater, secure gas cooker to floor, renew oven door hinge/seal, provide stabilising bracket, secure gas pipe, renew top burner, provide restraining chain.

Locksmith Top 15 Items: repair/renew door lock, renew cylinder and supply keys, renew screen door lock, key alike locksets, provide lock and keys, provide keys for existing locks, open door for access, renew door keeper, remove padlock, supply and install snib/turn knob, secure premises, supply key window lock, renew entrance set, provide duplicate keys, supply cylinder.

Glazing Top 15 Items: reglaze clear or obscure, renew louvre blade, renew mirror to s/cab, secure/fix glass pane, reglaze toughened glass, secure/board-up opening, reglaze shower screen/alcove, supply and install/remove solar window tint, reglaze colonial style window, reglaze sash/door, renew mirror to robe, supply and install shower alcove, secure/repair shower screen, reglaze double glazed window, check and report glazing.

Pest Control: treat for termites, treat for cockroaches, check for termites and report, treat for fleas/lice, remove bees.

Fencing Top 15 Items: repair gate, repair fencing, renew posts and gates, repair front fencing, renew fencing, remove excessive vegetation, supply and install fence cap, renew fence post, renew cladding to double gates, demolish and remove fence, renew post and rails, provide fencing, renew top and bottom rails, renew cladding to single gate, renew/provide front fencing.

Concreting: repair concrete slab, repair concrete paving, relay/renew concrete paving, remove concrete slab, provide steps.



Tiling: silicone seal joint, re-grout tiles, renew ceramic tiles, supply and fit ceramic tiles, tiling preparation, renew mosaic tiles, supply and fit soap holder, refix tiles, supply and fit/renew ceramic/quarry skirt tiles, repair floor slab.

House Cleaning: presentation clean, basic clean, clean sanitary fittings, clean windows, shampoo carpet, clean inside cupboard above basic, clean stove above basic medium, strip vinyl floor covering, clean stove above basic heavy, wash walls per room, clean range hood/exhaust fan, wash wood, remove hypodermic syringes.

Floor Coverings: provide homogenous vinyl, provide hardboard underlay, prepare concrete floor slab, provide carpet, provide carpet edge strip, repair sheet vinyl, remove floor covering – loose, remove hardboard underlay, provide acoustic backed vinyl, provide carpet patch.

Landscape: mulch green waste, remove tree stump, prune tree, remove creeper/vine, remove shrub, repair irrigation, prune shrub, poison kikuyu grass, slash growth, poison caltrop.

Floor sanding: sand and polish floor, remove rubber backing or glue, recoat floor, rough sand floor, sand concrete floor.

Miscellaneous Top 15 Items: renew blinds, repair wall fractures, minor external paint, remove graffiti, renew window (aluminium), install clothes hoist, rebuild brickwork, replaster wall, resurface bath, pathological clean, supply and install insulation, remove stickers, repair garage door, supply and spread loam, repair TV antenna.

Screen Doors: renew/provide screen door full mesh, renew/supply sliding screen door, renew large window screen, renew screen door half panel, renew small window screen, renew security screen door.

Hot Water Supply: supply gas/electric/solar HWS.

In Transitional Housing Program properties, community housing providers are 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.

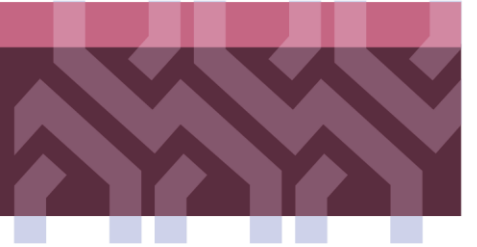
Programmed maintenance

The Trust carries out programmed maintenance on an ongoing, cyclical basis and may include major fabric replacement unrelated to tenant damage - eg replacing the roof, external painting, renewing a driveway. It includes periodic, end-of-life replacement of smoke alarms.

Programmed horticultural maintenance on common areas is only included on sites where the Trust has an existing program in place.

Capital maintenance

The Trust carries out capital maintenance on properties identified as requiring a kitchen or bathroom upgrade, full property or group site upgrades, and other capital asset works.



Security items – domestic violence/abuse

If the Trust asks for a property to be returned and replaces it with another property, the Trust pays the costs of security doors, window locks and security screens.

If a community housing provider asks to swap a property with another organisation, the community housing provider is responsible for the costs associated with supplying and fitting security items at the new property.

Reporting Maintenance to the SA Housing Trust

Community housing providers report maintenance to the Trust Maintenance Centre (MC) by:

- Selecting “Other ways to report” at www.sa.gov.au/housing/repairs, if it’s not urgent. Then select “report non-urgent repairs” and complete the online form, or
- Phoning 131 288 if urgent, or
- Emailing housingsamaintenance@welldone.com.au

The MC will determine the priority for the work order.

Escalating reported maintenance:

- In the event of needing to escalate a maintenance issue that has been reported, please contact the Maintenance Centre at least two times to achieve a resolution.
- If no resolution is made, please email the relevant Maintenance Regional mailbox.
- To escalate further if no response is received from the Regional Office, please contact the Maintenance Field Officer and/or Team Leader South or North.
- Final escalation point is to the Maintenance Field Manager.

Roles and Responsibilities

Position	Responsibility
Community housing provider	Responsibility for responsive and vacancy maintenance
SA Housing Trust	Responsibility for programmed maintenance Responsibility for capital maintenance

Related documents

- [Specialised Housing Programs Policy](#)
- [Specialised Housing Programs Procedures](#)
- [Specialised Housing Programs Maintenance Guideline](#)
- [Transitional Housing Program Guideline](#)
- Transitional Housing Program Lease Agreements.
- [Maintenance Policy | SA Housing Trust](#)
- [SA Housing Trust Maintenance Accommodation Standards.](#)