



Specialised Housing Program Maintenance guideline

This guideline sets out maintenance responsibilities that apply to Specialised Housing Program properties. The SA Housing Trust (the Trust) leases these properties to organisations (including community housing providers) in line with the [Specialised Housing Programs Policy](#).

All maintenance work complies with the:

- SA Housing Trust Maintenance Accommodation Standards
- [SAHT Maintenance Work Instructions, Procedures and Guidelines](#)
- Property's Future Planning Intent
- Legislative and regulatory requirements.

Responsibility for carrying out maintenance at properties varies based on each sub-program, and on the organisation's lease agreement with the Trust. Responsibilities are specified in the Schedule 4 to the lease.

The Trust carries out and prioritises maintenance in line with the [SA Housing Trust Maintenance Policy](#).

Organisations with Transitional Housing should refer to the [Transitional Housing Program Maintenance Guidelines](#).

Contact housingpartnerships@sa.gov.au for documents that are not publicly available.

Capital and maintenance works

All works of a capital or maintenance nature should be referred to the Trust's Maintenance Contact Centre. The Centre will raise a work order in line with the reported work to the Head Contractor, the Head Contractor will issue the work order to relevant trades for completion in line with [SA Housing Trust Maintenance Policy](#).

Organisations with properties in the Specialised Housing Program report maintenance to the Trust's Maintenance Contact Centre:

If it's not urgent:

- Go to www.sa.gov.au/housing/repairs
 - Select "Other ways to report"
 - Under "Online", select "report non-urgent repairs" to complete the online report form.
- Or
- Email housingsamaintenance@welldone.com.au

If it's urgent:

- Phone **131 288**

To escalate a maintenance issue, contact the Maintenance Contact Centre **at least two times** to achieve a resolution. If no resolution is made, please email one of the Maintenance Regional Mailboxes listed below. Tenants can report urgent repairs directly to the Maintenance Contact Centre if it happens after business hours.



Maintenance Operations - North

Salisbury	HousingMaint-MTCSalisbury@sa.gov.au
Adelaide	HousingMaint-MTCEasternAdelaide@sa.gov.au
Ceduna & Port Lincoln	HousingMaint-MTCTLincoln-Ceduna@sa.gov.au
Elizabeth	HousingMaint-MTCElizabeth@sa.gov.au
Gawler	HousingMaint-MTCMidNorth-Barossa@sa.gov.au
Modbury	HousingMaint-MTCModbury@sa.gov.au
Port Augusta	HousingMaint-MTCFarNorth@sa.gov.au
Port Pirie	HousingMaint-MTCMidNorth-Barossa@sa.gov.au
Whyalla	HousingMaint-MTCWhyalla@sa.gov.au

Maintenance Operations - South

Marion	HousingMaint-MTCMarion@sa.gov.au
Noarlunga	HousingMaint-MTCNoarlunga@sa.gov.au
Croydon Park	HousingMaint-MTCCroydonPark@sa.gov.au
Port Adelaide	HousingMaint-MTCTAdelaide@sa.gov.au
Berri	HousingMaintMTCMurrayFleurieu@sa.gov.au
Mount Gambier	HousingMaint-MTCLimestoneCoast@sa.gov.au
Murray Bridge	HousingMaintMTCMurrayFleurieu@sa.gov.au

If you have a complaint to lodge, please send to housingfeedback@sa.gov.au

Priority of requests

Priority of requests is determined in the SA Housing Trust [Maintenance Policy](#):

Priority 0

Maintenance requested by the SA Housing Trust to make a site safe in an emergency event, in line with emergency service attendance at a site, for example a gas explosion, vehicle impact, major fire.

Work starts within 45 minutes of it being reported and is completed within 5 hours. This response time is not available in all locations.

Priority 1

Maintenance that may affect someone's health and safety or makes a site unsafe, for example fully blocked or broken sewerage systems, broken door locks or uncontrolled burst hot or cold-water services.

Work starts within 4 hours of it being reported and is completed within 5 business days.

Priority 2

Maintenance that causes a serious inconvenience to the tenant, for example a partially blocked toilet, or has the potential to be dangerous, for example absence of power, gas or water to the site.

Work starts within 24 hours of it being reported and is completed within 7 business days.

Priority 3

Maintenance work that's not urgent, for example refit a cupboard door or ease a door.



Work starts within 10 business days of it being reported and at a time agreed to with the tenant. It's completed within 20 business days.

Priority 4

Repairs with a specific start or completion date as determined by the SA Housing Trust, for example programmed maintenance, vacant properties or maintenance that needs a specific start time.

Works are expected to be undertaken within the timeframes outlined in the maintenance policies and contracts. Maintenance Call Centre staff raise work orders with contractors who then contact the lessee to negotiate access time and date.

The lessee is responsible for making sure that the contractor is able to access the property in the presence of the tenant or a lessee representative. This may include providing specific contact details, such as for personal support staff resident in a tenant's home.

Access to the property

The lessee organisation is responsible for:

- Negotiating a date and time for SA Housing Trust maintenance contractors to attend the property to carry out maintenance
- Making sure the contractor is able to access the property while the tenant or a representative of the organisation's present.

Asbestos

The Trust is responsible for managing and removing asbestos in line with all relevant safe work practices and legislation.

Organisations must report any damaged asbestos to the Trust's Maintenance Contact Centre on 131 288.

The Trust provides and maintains Asbestos registers, which are reviewed periodically. Asbestos registers are updated when asbestos has been removed from a property.

Disability modifications

There are times when the tenant will require modifications to be made at the property. If modifications are required the tenant, lessee or health professional acting on the tenant's behalf can complete the [SA Housing Trust Housing Modifications Application Form](#).

All applications will be considered in line with the SA Housing Trust [Housing Modifications for People with Disability Policy](#).



Fire protection systems and smoke alarms

The Trust is responsible for installing and maintaining fire protection systems in properties that aren't classed as 1A or Class 10 in line with the [Building Classifications](#). Fire protection systems can include:

- Fire panels.
- Emergency lighting.
- Emergency egress.
- Smoke alarms connected to the fire panel.

The Trust only maintains legislated equipment and reserves the right to remove non-compliant or non-required equipment at any point.

The Trust provides access to fire safety personnel and service providers as required.

The Trust installs and replaces smoke alarms in line with the SA Housing Trust Maintenance Accommodation standards.

Organisations are responsible for:

- Carrying out compliance testing and maintaining smoke alarms, except if it's connected to a fire panel.
- Ensuring all fire safety equipment can be operated as intended - eg smoke alarms aren't covered, automatic closing fire doors aren't chocked open.
- Ensuring exits and paths of travel to exits are unobstructed .
- Providing the Trust with evidence of safety checks when asked to do so.
- Maintaining and removing any fire safety equipment they installed for the benefit of tenants - eg fire blankets, fire extinguishers, additional smoke alarms.

Hot water systems

The Trust installs hot water systems, except in [Transitional Housing Program properties \(refer to Transitional Housing Program Maintenance Guideline\)](#).

Organisations must refer to the lease agreement schedules to determine who is responsible for annually checking and testing the hot water system's tempering valve, if relevant, and any thermostatic mixing valves.

Internal painting

Contact the Trust's Maintenance Centre to request internal painting. A Maintenance Inspector determines the extent of painting required.

If damage to internal paint isn't considered fair wear and tear, the organisation is charged for the cost of painting in line with the SA Housing Trust [Maintenance policy](#).

The organisation may choose to recover the cost from their tenants.

The Trust will not carry out internal painting at Transitional Housing Program properties because it's considered to be responsive maintenance.



Licensed tradespersons

Organisations must be able to demonstrate to the Trust that all maintenance has been carried out by an appropriately qualified, licensed (Certificate of Compliance) and insured professional - eg electrician, plumber.

Tenant Alterations

The Trust is not responsible for installing, maintaining or removing items installed by a tenant or organisation as part of a tenant alterations.

Organisations must get the Trust's written approval by completing a tenant alterations form to install tenant alterations before starting work in line with the SA Housing Trust [Maintenance policy](#).

More information and the relevant forms are available online at [SA.GOV.AU - Home improvements in public housing](#) and [SA.GOV.AU - Modifying public housing for people with disability](#)

If a tenant, organisation or Support Provider installs items (such as dishwashers, shade sails), that person or organisation is responsible for maintaining it and removing it at the end of their lease agreement. The property must be brought back to standard in line with the SA Housing Trust Maintenance Accommodation Standards - eg fill holes in the wall left by removing a shelving unit.

The Trust charges the organisation to remove or make good any damage caused by a tenant alteration.

Charitable upgrades

The Trust considers and approves any charitable upgrades offered by a supplier as part of corporate social responsibility, provided they meet the below conditions:

- Housing Partnerships (the Trust) receives the form with at least eight weeks' notice.
- The supplier works with Maintenance Operations to make sure the installation complies with all specifications and standards.
- It is appropriate for the property's Future Planning Intent.
- Council approvals are provided to the Trust.
- Certificates of compliance are provided to the Trust when the work is complete.



Roles and Responsibilities

Position	Responsibility
SA Housing Trust	Maintain properties under the Specialised Housing Program in line with this guideline and relevant lease agreements, including: <ul style="list-style-type: none">- Asbestos management- Disability modifications- Fire prevention systems and fire alarms- Capital works- Hot water systems- Internal painting- Approval charitable upgrades
Organisations leasing properties under the Specialised Housing Program	Maintain properties under the Specialised Housing Program in line with this guideline and relevant lease agreements, including: <ul style="list-style-type: none">- Reporting maintenance issues to the Trust in a timely fashion- Negotiating a day and time for the works to commence in line with the priority of requests as outlined in the SA Housing Trust Maintenance Policy- Ensuring the property is accessible for the tradesperson to inspect and to commence works in the presence of the tenant or a lessee representative- Ensuring tradespersons are licenced- Seeking approval for, and making good, any tenant alterations- Managing administration of charitable upgrades- Note Transitional Housing Program properties come under the Transitional Housing Program Maintenance Guideline.

Related documents

- [Disability Housing Program Guideline](#)
- [Specialised Housing Programs Policy](#)
- [Specialised Housing Programs Procedures](#)
- [SA Housing Trust Maintenance Policy](#)
- SA Housing Trust Maintenance Accommodation Standards
- [SA Housing Trust Housing Modifications for Persons with a Disability Policy](#)
- [Transitional Housing Program Maintenance Guideline](#)