

Policy name	Responsive Repairs
Policy date	February 2026
Authorisation	Executive Housing & Property
Policy owner	Executive General Manager, Housing Operations
Policy type	Mission Australia Housing Operational Policy
Policy setting	

1 Purpose

1.1 Overview

- 1.1.1 This policy describes the activities and responsibilities involved in delivering a responsive repairs service.
- 1.1.2 The policy ensures MAH is compliant with regulatory requirements and obligations under State Legislation, National Community Housing Standards 2010, Registrar of Community Housing Evidence Guidelines and the Housing Associations Code of Practice.
- 1.1.3 This policy applies to MAH staff delivering the provision of a responsive repairs service to tenants in properties owned and managed by MAH.

1.2 Coverage

- 1.2.1 This document is a national policy and covers Mission Australia Housing (MAH), and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.
- 1.2.2 This policy applies to all forms of housing provided by MAH including social, affordable, and transitional housing.
- 1.2.3 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

1.3 Information on procedures and other related policies

- 1.3.1 This policy focuses on why MAH needs to do certain things. The policy is supported by procedures that provide more detail on what to do and the steps involved in delivering a responsive repairs service, including reporting property faults, responding to repairs and repair quality assurance.

- 1.3.2 This policy is one of several interlinked policies that support MAH's delivery of housing services. To assist you, these are identified where relevant in this policy and the supporting procedures.

Scope

1.4 Parts of Mission Australia that this policy covers

- 1.4.1 This policy applies to staff responsible for managing tenants and properties of MAH.
- 1.4.2 This policy also applies to agents of MAH, such as maintenance contractors responsible for providing responsive repairs services.

1.5 Definitions

- 1.5.1 Key terms used in this policy are defined in the following table.

Term	Definition
Agent	Any third party who carries out functions on behalf of MAH or a tenant of MAH. Agents include but are not limited to contractors, advocates, and other tenants.
Occupants	Occupants are the tenants and household members.
Responsive Repairs	Repairs requested by a Tenant about the property and communal areas where they live. The repairs are generally minor repairs and are not covered by planned and cyclical maintenance.
State Legislation	NSW – Residential Tenancies Act 2010 Northern Territory – Residential Tenancies Act 1999 Queensland – Residential Tenancies and Rooming Accommodation Act 2008 Tasmania – Residential Tenancy Act 1997 Victoria – Residential Tenancies Act 1997 Western Australia – Residential Tenancies Act 1987
Tenant	Under state-based residential tenancy and rooming accommodation legislation, a tenant is a person who has entered explicitly into a lease agreement. The term is used more broadly in this policy to also refer to tenants and residents under rooming accommodation agreements, unless explicitly distinguished.

2 Policy

2.1 Guiding principles

- 2.1.1 MAH will provide tenants with homes that are safe, secure, in good repair, that meet their needs and are of a reasonable standard.
- 2.1.2 Responsive repair services provided by MAH will be efficient, timely, effective, and reliable.
- 2.1.3 MAH will provide different options to tenants for reporting repairs.
- 2.1.4 MAH will give tenants opportunities to provide feedback on the repair service provided.
- 2.1.5 MAH will monitor the responsive repairs service through a quality assurance process and will make ongoing quality improvements.
- 2.1.6 MAH will provide the responsive repairs service to ensure the life of the properties is maximised.
- 2.1.7 MAH will comply with the legal and regulatory compliance requirement, including the appropriate State Legislation, National Community Housing Standards 2010, Registrar of Community Housing Evidence Guidelines, and the Housing Associations Code of Practice.

2.2 Reporting responsive repairs

- 2.2.1 MAH will provide guidance to the Tenants, as to how they can report repairs at the commencement of their lease. MAH encourages Tenants to report repairs as soon as they are aware of the repair.
- 2.2.2 Tenants can report responsive repairs requirements via telephone, office visits, email, and the website.
- 2.2.3 MAH staff visiting properties may identify responsive repairs and will report them to the Assets Team.
- 2.2.4 Asset Staff will raise work orders and liaise with the contractors to ensure works are completed in agreement with the responsive repair categories.

2.3 Responsive Repair Categories

- 2.3.1 Responsive repairs are categorised and prioritised into repair urgency as listed below.

- **Category 1: Urgent Repairs are defined as**

- a burst water service,
- an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning correctly, so that a substantial amount of water is being wasted,
- a blocked or broken toilet system,
- a serious roof leak,
- a gas leak,
- a dangerous electrical fault,
- flooding or severe flood damage,

- serious storm or fire damage, a failure
- a failure or breakdown of the gas, electricity, or water supply to the residential premises,
- a failure or malfunction of any essential service on the residential premises for hot water, cooling, heating, cooking, or laundering
- a faulty smoke alarm,
- any fault or damage that causes the residential property to be unsafe or insecure.

- **Category 2: Responsive Schedule of Works**

Fix, repair, or replacement of components that fail to meet MAH Asset Condition Standards and that causes the household little to no disruption, and include:

- Fixing kitchen cupboard doors and drawers,
- Easing and adjusting doors and windows

2.3.2 Repairs are further categorised into response times based on the nature of the repair and defined in the table below.

Category 1: Urgent Repairs		
Four (4) hours response time	Where there is an immediate threat of danger due to health, safety, or security risks to the occupants of the premises and prompt action is required to resolve the situation.	<ul style="list-style-type: none"> - Electrical damage - Gas leakages - Significant water loss due to major pipe failure - Major sewer overflow - Tenant unable to gain access to the property or exit from the property
Twenty-four (24) hour response time	Where there is a non-immediate threat to the safety or security of the occupants of the premises and prompt action is required to resolve the situation.	<ul style="list-style-type: none"> - Loss of power supply - Hot water services - Non-functioning fire and smoke alarms - Minor water and sewerage leaks

Category 2: Responsive Scheduled Work		
Seventy-two (72) hour response time	Where there is a functional failure of an essential item or a failure of appliances.	Including but not limited to: <ul style="list-style-type: none"> - Room heaters - Stoves Common area washing machines and dryers
Fourteen (14) days response time	Repairs where there are no concerns about the issue escalating and causing further damage.	Including but not limited to: <ul style="list-style-type: none"> - kitchen cupboard and drawers repairs - window repairs

2.3.3 Where MAH is unable to respond to a repair within policy timeframes, the organisation will work with the tenant to find a solution and make property safe until the repair is completed.

2.3.4 MAH may decrease the response time for repairs for vulnerable tenants where there is a higher risk to health, safety, and security due to the need for the repair. Examples of vulnerability include:

- Visual impairment
- Hearing impairment
- Learning disability
- Mental health disability
- Mobility problems
- Other support needs

2.4 After Hours Repairs

2.4.1 MAH provides a 24 hour urgent repair reporting service. Calls are automatically transferred to an after-hours service outside of business hours.

2.5 Quality Assurance

2.5.1 MAH will verify that repairs have been completed by the contractors as follows:

- MAH will follow up all (100%) of the 4hr and 24hr repairs with a phone call to the tenant to check completion
- 20% of all work orders will be inspected.
- 100% of all vacated works.

2.6 Tenant Rights and Responsibilities

- 2.6.1 Tenants are informed of their rights and responsibilities under State Legislation and other relevant MAH policies and procedures
- 2.6.2 Tenants may fix minor repairs to a property only when they have the physical and personal capacity to do so. Minor repairs include, but not limited to:
- Removing blockages from sinks and wash hand basins
 - Cleaning out gutters
- 2.6.3 Tenants may request modifications or alterations to the property as per the **Alterations and Modifications Policy**.

2.7 Tenant damage

- 2.7.1 Tenants who are neglectful of their property and property elements are responsible for the damage and deterioration that this may cause.
- 2.7.2 The tenant will be responsible for any maintenance to their property that is caused by deliberate or negligent damage to the property (fair wear and tear excepted.) Including:
- Damage to walls and doors by furniture or wall posters
 - Damage to floor coverings, window coverings or furnishings by burns, stains etc.
 - Cost of clearing blocked drains if they become blocked through misuse
 - Eradication of household pests and vermin such as mice, cockroaches, ants, and fleas.
 - Electrical fuses or circuits damaged by the occupants using faulty electrical appliances
 - Broken windows
 - Any additions or modifications that have not been approved by MAH. As per the **Alterations and Modifications Policy**.
- 2.7.3 MAH may not charge Tenants or other household members who are a victim of a domestic violence offence (DVO) for any damage to the property that occurred during the domestic violence offence. MAH may request a copy of the police report and/or evidence. See **Managing Tenant Damage Charges and Payments Procedure**.
- 2.7.4 Where damage has been caused by the tenant and is deemed a safety risk requiring immediate repair (broken window or door), the organisation will initially pay for the repair costs and on-charge to the tenant.
- 2.7.5 For serious and ongoing damage to a property, Housing Officers may issue a termination notice for breach of tenancy and follow appropriate State Legislation to end the tenancy.
- 2.7.6 MAH will follow the **Managing Tenant Damage Charges and Payments** for any charging and collecting money for tenant damage.

2.8 Tenant feedback

- 2.8.1 MAH will obtain tenant feedback to improve efficiency and effectiveness of responsive repair processes.

- 2.8.2 Tenants can raise a complaint or appeal against any decisions made relating to the managing of repairs and tenant damage, as per the **Complaints and Appeals Policy**.

2.9 Record Keeping

- 2.9.1 Staff will store information relating to property incidents, remediation, and development actions within the asset management system.

Staff will store information relating to tenants of properties of MAH in the tenancy management system.

3 Responsibilities

3.1 The Housing Team is responsible for:

- Receiving repair requests from Tenants
- Informing Tenants about their rights and responsibilities with regards to property maintenance
- Escalating repair issues to the Asset Managers/Officers as per delegation levels
- Receiving feedback from Tenants on repair services
- Reporting tenant damage to the Asset Team
- Recharging tenants for work repairs due to tenant damage

3.2 The Assets Team is responsible for:

- Receiving repair requests from Tenants
- Approving repair work orders within the delegated level
- Escalating work orders to the Regional Assets Manager for approval as per delegation levels
- Raising work orders to contractors
- Managing repair and maintenance issues with contractors
- Undertaking quality checks to 20% of all repair work orders
- Undertaking follow up calls for all 4hr and 24hr repairs to check completion
- Receiving feedback from Tenants on repair services

3.3 Team Leaders/Regional Asset Managers are responsible for:

- Assisting staff to implement these procedures.
- Incorporating these procedures into staff induction and training.
- Escalating feedback about these procedures to the policy owner and/or policy writer.

3.4 The Operations Manager and State Manager, is responsible for:

- Ensuring that MAH complies with these procedures and the associated policy.
- Recommending any changes to these procedures and the associated policy.