



Major Maintenance Definitions June 2006



Comhouse Co-operative Limited Schedule to Comhouse Co-operative Limited Major Maintenance Contract 2005

Major Maintenance Definitions

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Major Maintenance Definitions

PROJECT OVERVIEW

Historically the major maintenance list has been comprised of fourteen items as set out below. The operational experience since Comhouse became established is that the Major Maintenance Definitions as historically defined are inadequate as the operational tool that determines service delivery outcomes to Comhouse Members in respect to the listed major maintenance items that are inherent to Comhouse Membership, and conditional to the requirements of the “no draw down period”.

HISTORIC MAJOR MAINTENANCE ITEMS

Bathroom Refurbishment

This applies to a major bathroom upgrade, i.e. shower screen, bath, vanity and wall and floor tiles.

It DOES NOT apply to the replacement of any of these items when replaced individually.

Ceiling Refurbishment

This applies to the complete replacement of a ceiling in a room where it is beyond repair.

This DOES NOT mean repairing holes in the ceiling, or part replacement.

Electrical Re-wiring

This applies to the total re-wiring of a house or to upgrade the electrical supply to meet current standards.

This DOES NOT apply to repairs to power points, installation of light fittings etc.

External Painting

This applies to the programmed external painting of the house (which should last for approximately 7 years), and would include fascias, eaves, windows, doors, gutters, down pipes, and generally any previously painted external areas.

Fence Replacement

This applies to the complete replacement of a length of fence i.e. rails, posts and cladding.

This DOES NOT apply to the replacement of odd sheets of cladding, rails or posts

Floor Repairs

This applies to floors where a major part of the floor, or floor structure, of a room needs replacing, and timber and sub floor replacement due to white ant damage.

This DOES NOT apply to floor coverings.

Foundation Repairs

This applies to the deterioration of concrete footings or structural movement.

Hot Water Service

This applies to the replacement of the hot water service unit.

This DOES NOT apply to any repairs to the hot water service unit

Major Maintenance Definitions

Kitchen Refurbishment

This means a complete kitchen upgrade where all items are replaced at the one time, i.e. cupboards, bench tops, sink, wall re-tiling, painting of ceiling, woodwork and walls.

It DOES NOT apply to appliance items such as stoves, or replacing just the taps or any other individual item.

Pest Treatment

This applies to the treatment of termites and other pests, and the repair of subsequent damage.

This DOES NOT apply to the pest inspection process, only the treatment itself.

Plumbing Upgrade

This means a complete plumbing upgrade to the entire house, i.e. water supply in to the house, or sewer and waste pipes out of the property.

It DOES NOT apply to the replacement of storm water or down pipes

Re-roofing

This applies to the replacement of most of the roof.

This DOES NOT apply to the replacement of a few tiles or sheets of iron.

Salt Damp Repair

This applies to repairs to areas where damaged by salt damp e.g. brickwork.

Verandah Replacement

This applies to the replacement of most of the veranda structure and would involve replacement of rotted timber posts, dangerous structures and dangerous cracked floor surfaces.

Major Maintenance Definitions

Goals and Objectives

Goals	Establish Appropriate Major Maintenance Definitions
Objectives	Through a consultative review process informed by operational experience, compliance with current codes and standards, determine an appropriate list of Major Maintenance Definitions that can be utilized by Comhouse, to deliver service outcomes to Comhouse members.

DOCUMENT CONTROL

Document Details

Document Name	Major Maintenance Definitions
Organisation	Comhouse
Responsible Officer	General Manager Comhouse
Approval	Comhouse Board
Version	Final
Status	Issued
Issued	June 2006
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GENERAL TERMS AND CONDITIONS

- A policy of the most appropriate like for like replacement will be applied based on the installation of contemporary equivalent fittings subject to the most appropriate, use of space and current legislative acts, building codes and Australian standards.
- General fair wear and tear will be covered as part of normal use based on RTA (Residential Tenancies Act) definitions and if necessary a Comhouse building inspectors' assessment will be conducted to determine the extent of works. Where the CHO does not agree with a Comhouse building inspectors' assessment to be conducted to determine the extent of works the CHO may in the case of a disputed definition at their own cost commission an alternative report which will be considered by Comhouse Management and may be part of an appeal to Board if agreement cannot be reached.
- Tenant damage will be a CHO cost
- Where applicable insurance claims will be initiated by the CHO if advised
- All work requiring council approval will be initiated by the CHO

Major Maintenance Definitions

- The following items are considered as exclusions from the list:
 - Tree pruning or removal,
 - Paving,
 - Retaining walls,
 - Any site works,
 - Internal painting,
 - Floor coverings,
 - Heating and cooling,
 - Roller doors,
 - Shutters, awnings, glazing,
 - All tenant damage,
 - All items specifically excluded by the RTA for community housing

- All definitions contained here will be reviewed in the first instance in twelve months from the definitions being accepted and then at least every three years – **REFER TO ABOVE TABLE**
- There will be a request process which shall be in writing for items that are not included as listed items or exclusions to the Chairman of the Board of Comhouse submitted through the General Manager.
- In the event of a dispute relating to structural repairs or other Comhouse building inspector assessments standards, items or damage may be referred to SACHA for review after Board consideration
- SACHA policies, standards and definitions will be applied to Comhouse definitions (see attached schedules)
- Special conditions of the RESIDENTIAL TENANCIES ACT of the time, will be applied including all exclusions applied to the Community Housing Sector for items that CHO's are not responsible for
- Where a property has been subject to disability modification of any form that property will not be converted back to non modified condition
- The CHO member shall be responsible for ongoing regular and appropriate minor maintenance and major maintenance not done or appropriately done will be subject to financial claims against the CHO (and this form of ongoing maintenance will not be allowed to accumulate to create a major maintenance claim)
- Repairs defined as one off repairs will be structural in nature and IF they need to be repeated, asset management policies would need to be considered
- Comhouse will be responsible for the major maintenance costs defined in the attached definitions based on the percentage of the repair cost (quoted by a contractor as a Comhouse best price) compared to the estimated replacement cost, will be used to determine Comhouse liability (See each item for the specific percentage of repair to replacement cost). As a general rule this will be 50%. As an example if the cost of a bathroom repair job exceeds 50% of the cost to refurbish the bathroom completely it is seen to be preferential to refurbish the bathroom and this will be a Comhouse cost. Once off repairs will be Major Structural and Salt Damp repairs and after the one off repair asset management policies will apply.
- These are Comhouse major maintenance definitions and exclude any predetermined life cycle replacement schedules and **items will be replaced based on OHS&W, because they are unserviceable and or not economic to repair.**

Major Maintenance Definitions

- Where a kitchen can be refurbished by reusing existing cupboard carcasses and there is no structural or only minor layout changes required the Comhouse liability will commence from 30% of total quoted cost to upgrade based on a like for like replacement policy.
- 'Like for Like' will include existing Disability Modifications.
- Fair and equitable assessment will be applied to all decisions and in the event of a dispute submissions can be made to Board.
- **Shared Cost – Fence Replacement**
Only the property owner (title holder) can require the adjoining property owner (neighbor) to share the cost of shared fencing.

Comhouse will obtain quotes for the fence replacement and forward the Quotes and the basic form 2 paperwork (filled out for the member to sign) to be submitted to the neighbour for acceptance before any work can commence.

When work has been completed Comhouse will pay the CHO's half share of the cost to replace the fence.

All negotiations must be in writing between the CHO and the neighbour and the CHO will be responsible for the neighbour's share of the cost being paid.

COMHOUSE SERVICE OBLIGATIONS

CRITICAL EMERGENCY MAINTENANCE - RESPONSE TIME: 4 – 6 HOURS

- A burst water service
- A gas leak
- Dangerous electrical faults
- Any damage or faults that present significant risk to the tenant or property
- Blocked or broken sewer system (or anything that prevents the tenant from using the toilet, or all water sources in the dwelling)

EMERGENCY MAINTENANCE - RESPONSE TIME: 24 – 36 HOURS

- Storm or fire damage that compromises a tenant's safety, security or health
- Breakdown of a hot water system
- Breakdown of stoves or cooking appliances
- Broken or damaged asbestos
- Any damage or faults that present significant risk to the tenant or property

REVISED MAJOR MAINTENANCE DEFINITIONS

WET AREAS REFURBISHMENT

(Previously Bathroom Refurbishment)

For the purposes of these Major Maintenance Definitions Wet Areas will be defined as:

- (a) Bathroom
- (b) En-suite
- (c) Vanity room
- (d) Toilet
- (e) Laundry
- (f) Utility room (combining all functions)
- (g) Disability modifications

Major Maintenance Definitions

Comhouse will accept responsibility for the refurbishment of wet areas when the fixtures, fittings, tiled surfaces and associated internal pipes and plumbing, are assessed by a Comhouse licensed and qualified building inspector as being unserviceable or unsanitary and the repair costs exceeds 50% of the replacement costs. Assessments will be compiled based on a Quotation from contractors and compared against the 50% of replacement cost criteria, on a room by room basis.

CEILING REPLACEMENT

Comhouse will accept responsibility for the cost of repair or replacement of a ceiling when a Comhouse building inspector (or contractor) defines the cost to repair a ceiling on a per room basis as exceeding 50% of the cost to replace that same ceiling.

When a ceiling is replaced replacement / reinstatement of cornices and painting of the ceiling will be included in the cost to Comhouse.

Where a building inspector identifies that a ceiling has been placed over an existent older ceiling and good building maintenance practice requires both ceilings should be removed prior to the installation of the new ceiling then that procedure will be adopted at Comhouse cost.

This would not apply to:

Re-fixing or replacement of cornices on their own or the repair of cracks caused by minor movement between wall ceiling or cornice.

ELECTRICAL RE-WIRING

All wiring is to be carried out to AS/NZS3000 Wiring Rules and to the requirements of the supply authority.

Comhouse will accept responsibility for the full cost of repair or replacement of the electrical wiring to the internal living areas of a dwelling, when based on safety checks initiated by Comhouse or the regulator and in compliance with current installation codes for domestic dwellings where the quoted cost of repairs would exceed 50% of replacement costs.

This would not apply to:

The maintenance and replacement of switches, general purpose outlets, light fittings, smoke alarms and safety switches, except where part of a Electrical Rewire and in all other circumstances remain an ongoing minor maintenance items.

All electrical wiring external / remote to the living areas or changes to the original electrical wiring initiated by others and including overloaded circuits remains the responsibility of the CHO.

EXTERNAL PAINTING

Best maintenance practice in respect to previously painted/sealed external surfaces are based on a best practice life cycle of the materials recommendations, of at least seven (7) years with variations considered for some locations i.e. marine environments, remote arid locations and previously painted /treated external surfaces known to require more frequent recoating cycles when exposed to severe or adverse weather aspects.

Comhouse will accept responsibility for the repairs required prior to the repainting or re-surfacing of all previously painted or treated external surfaces and the repainting / re-sealing of Comhouse Members properties, at intervals appropriate to the serviceable life of the previously applied material, that are under the roof of the main structure including carports in the same or similar colours, alternative cost neutral colour schemes based on basic neutral shades may be considered, based on written requests.

Major Maintenance Definitions

This would not apply to:

Damage caused through neglected maintenance, misuse, accidental damage or abuse.

Pergolas either attached or free standing, all outbuildings, fences and small individual areas requiring touch up or recoating at the change of tenancy.

FENCE REPLACEMENT

Comhouse will accept responsibility for the cost of repair or replacement of fencing (based on the like for like policy) when the cost to repair exceeds 50% of the replacement cost, based on building inspectors estimates and contractors quotes.

In the case of a dividing fence between two properties which are both owned by Comhouse Members, Comhouse will accept the total cost of the Fence Replacement.

Comhouse will ensure adequate fencing is provided consistent with the general standard of good fencing in the area where it is to be installed and in accordance with the Fences Act 1975.

Divisional Boundary Fences

The type and style of fencing to divisional boundary alignments will take account of relevant legislation, local council regulation and or development approvals including any encumbrances.

Corrugated iron fencing will be repaired until the existing timber post and rails will not hold screws or nails and will then be replaced with steel post and rail and existing iron reused where there is a cost saving.

Deep Six Panel Fences

Will be recapped with steel wherever possible as this is the area of primary failure. The fence profile is available in cement sheet that is asbestos free and supports repair. Fence replacement will be considered on the same basis as all other fences.

Front fencing or other fencing other than boundary and wing fencing supplied by SACHA will be replaced on failure. Fencing erected by tenants will not be covered and fencing will not be installed where no fence previously existed.

Fencing materials that will need painting within 10 years will not be used nor will brush fencing or palings and paling divisional fences that are beyond repair will be replaced with steel post and rail and steel sheeting.

Payment / Reimbursement Method

The CHO is invoiced for the entire cost of the fence replacement by Comhouse and at the same time Comhouse will issue a credit note to the CHO for the half cost which is a Comhouse responsibility. A tax invoice for outstanding half cost will be then issued to the CHO to collect the outstanding half cost from the adjoining property owner (neighbour). It is the CHO's responsibility to ensure that the outstanding invoice is paid.

FLOOR REPAIRS

Comhouse will accept responsibility for the cost of repair or replacement of floors to interior living areas on a room by room basis.

Comhouse will meet the repair or replacement cost when the cost of a floor repair exceeds 50% of the total cost of replacement of the relevant floor.

Major Maintenance Definitions

An emphasis will be placed on repairing floors requiring major maintenance in preference to replacement, where these works are undertaken by Comhouse any components (i.e. skirting's, architraves, quarter rounds) or wall surfaces impacted on by the repairs or replacement will be reinstated to a good condition, including re-painting. Replacement of floor coverings as required during the repair of floors by Comhouse on a like for like basis where the existing coverings are damaged beyond reinstatement as an outcome of the Floor Repairs.

STRUCTURAL FABRIC REPAIRS

(Previously Foundation Repairs, and incorporating Verandah Replacement)

For the purposes of these Major Maintenance Definitions, Structural Fabric Repairs will be understood to include:

- (a) Serious damage or failure to any load bearing element of the dwellings built fabric, which could include foundations, masonry and veneer walls, beams, lintels, posts and piers, structural roofing timbers or members, structural joinery components that would cause OHS&W issues, verandahs, balconies or porches
- (b) Soil moisture variations and other outcomes that impact on elements of the built fabric to such an extent that periodic routine or cosmetic repairs, would not remedy the area of fault, to satisfactorily provide adequate levels of comfort and enjoyment of the living areas by the occupant.

Known examples of situations that may determine a response from Comhouse, could include re-occurring cracking that exceeds 3mm in width to internal and external walls, reoccurring distortion of building elements that impact on the proper operation of opening windows and either internal or external doors.

Therefore in situations described above Comhouse will explore options based on best practice outcomes which in the first instance would involve a thorough investigation of the possible solutions by a recognized Building Inspector who may call for professional advice from a panel established by Comhouse, to inform and ensure the most cost effective outcomes. Subsequent to receiving such advice, which must include the disposal and or redevelopment options, these would be once only repairs.

This would not apply to the following items

- (a) Pergolas or other structures erected by tenants
- (b) Accidental causes
- (c) Damage caused by tree roots
- (d) Damage caused by negligence or poor maintenance practice
- (e) Minor cracks, 3mm and under, can be disregarded
- (f) ITEMS THAT CAN BE CLAIMED UNDER EXISTING INSURANCE POLICY

HOT WATER SERVICE REPLACEMENTS

Water heaters are to be the most suitable for the intended domestic application.

Comhouse will accept responsibility for the replacement of H W Units, when they fail or are considered to be beyond economical repair. That is the repair cost would exceed 50% of replacement cost.

The replacement will be on a like for like basis subject to availability and relevant standards and codes, in the case of obsolete/unavailable HW Units, Comhouse will determine the most appropriate replacement unit. This excludes where ceiling H W Units are present, in which case they will be replaced with standard mains pressure systems. All costs involved with altering pipes etc in order to move this system, will be absorbed by Comhouse.

Major Maintenance Definitions

Where a member of Comhouse wishes to specify an alternative HW Unit and are prepared to meet any cost difference that may be incurred between a standard basic unit and the nominated option, such requests must be provided to Comhouse in writing.

Where a CHO chooses to select a solar HWS the difference in cost between the replacement of the current system on a like for like basis and the solar system must be met by the CHO and Comhouse will then pay the future replacement costs.

Where there are repairs required for H W Units that are over 10 years old, the first call out repair will be the cost of the CHO however any further repairs required within 12 months of that repair, will automatically become Comhouse's responsibility to replace the unit.

All valves required for any given H W Unit will be replaced at the same time as the H W Unit, even if the valves are still in good working order.

KITCHEN REFURBISHMENT

The refurbishment or upgrading of kitchens will be a Comhouse cost when, the cost of replacing individual components in the kitchen exceed 50% of the total cost of replacing the kitchen based on a like for like replacement outcome, taking into account current standards of amenity including floor coverings and like for like stove replacement policy if appropriate.

Kitchen cupboards, sinks, tap ware, tiling, electrical fittings must be sound and bench tops must be adequate and functional with no health welfare or safety issues and appropriate to the needs of the tenant.

The renewal of cupboards are subject to exploring options based on best practice outcomes which in the first instance would involve a thorough investigation of the possible solutions by a recognized Building Inspector, to inform and ensure the most cost effective outcomes.

Subject to the available space, kitchens will be designed to provide adequate cupboard space for the available living and accommodation areas and may be comprised of floor and overhead configurations. The highest priority will be to provide maximum bench surfaces that conform to the 600mm wide standard.

This would not apply to the following options:

Kitchen facilities that have been damaged by inadequate maintenance practice, non fair wear and tear or tenant damage will be excluded as a Comhouse cost.

Any decision taken in concert with the renewal of cupboards process, to replace upgrade any existing fitting, fixture or appliance that Comhouse determines is maintainable, will be at the cost of the CHO.

Where a kitchen has been modified to suit a specific tenant need, at the change of that tenancy any modification required to accommodate a new tenancy will be at the CHO's cost. This will not apply to disability modifications that are covered under separate SACHA and Comhouse policy.

TERMITE TREATMENT (Formally Pest Treatment)

Subterranean termites exist throughout South Australia. These termites present a danger to the structure of buildings and there is a need and responsibility for CHO's to monitor termite activity in and around residential properties.

Major Maintenance Definitions

Subterranean termite activity outside of their nests generally occurs in the top 100mm of the soil, moisture and darkness is required for the termites to move into buildings. Pre treatment of residential buildings during construction has been common practice in South Australia post WW2.

Different treatment systems are appropriate for different conditions and so the required systems for each specific situation, must be determined by seeking appropriate expert advice the emphasis must be to provide long term protection for CHO properties

Where a CHO reports evidence of termite activity within a property to Comhouse, inspections and quotes will be initiated, where infestations are detected and identified Comhouse will authorise and meet the costs to treat and eradicate termite infestation to residential buildings and fences on the property.

Comhouse will accept responsibility for the repair or replacement of damage caused by termites (white ants) to the roof and fabric of the dwelling under the main roof and including fences on property.

CHO's that choose to have regular or annual ongoing inspections will have to be prepared to meet these costs

This would not apply to the following options:

- All other pest infestations as defined by the RTA
- Any termite damage to retaining walls.

PLUMBING SERVICES (Formally plumbing upgrade)

Comhouse will accept responsibility for the repair / replacement of Plumbing Services external to the domestic living areas of the dwelling, when they fail or are considered to be beyond economical repair. That is the repair cost would exceed 50% of replacement cost. The replacement will be on a like for like basis subject to relevant standards and codes,

Plumbing services include:

- (a) The main line of sewer from the Government I.P. to the external connection points of all internal fixtures and fittings legally connected to the main sewer line.
- (b) The main line of sewer from an approved Septic Tank, to the external connection points of all internal fixtures and fittings legally connected to the main sewer line.
- (c) Installed Septic Tanks and associated soakage pits and or approved effluent disposal systems.
- (d) Installed storm water systems that discharge to the street alignment water table and conform to Local Government regulations and planning requirements.
- (e) The mainline of water supply from the water meter to the external connection points of all internal fixtures and fittings legally connected to the main water supply.
- (f) The main line of gas supply from the gas meter to the external connection points of all internal fixtures and fittings legally connected to the main gas supply.

RE-ROOFING

Comhouse will accept responsibility for the repair / replacement of roofing, guttering and down pipes, when the cost of repairs to any part of the roofing components that are a result of normal lifecycle deterioration, when based on Building Inspector estimates or Contractor Quotes repair costs will exceed 50% of like for like replacement costs for all or part of the gutters, down pipes or roofing and associated components of the main dwelling structure.

Major Maintenance Definitions

This would not apply to:

CHO's are responsible for ongoing seasonal maintenance practices that ensures the roof and gutters perform to an adequate level, by ensuring the roof area is maintained in a watertight condition and gutters and down pipes are kept clear of leaves and debris that could cause blockages, down pipe discharges are directed clear of built structures, to ultimately ensure the overall elimination of any potential damage to the building and it's contents from water damage.

Damage caused by failure to meet these requirements will result in costs being attributed to the CHO.

SALT DAMP REPAIR

Salt damp on exterior or interior walls should be treated as soon as it becomes evident; it should not be permitted to progress further than the fourth or fifth course. In all treatment, the masonry will need to be removed 400mm higher than where the salt damp is evident and an approved damp proof membrane installed.

Therefore in situations described above Comhouse will explore options based on best practice outcomes which in the first instance would involve a thorough investigation of the possible solutions by a recognized Building Inspector who may call for professional advice from a panel established by Comhouse, to inform and ensure the most cost effective outcomes. Subsequent to receiving such advice which may include the redevelopment or disposal option, and the Comhouse liability in respect to any agreed repairs shall be as once only repairs.

This would not apply to:

Where capillary action which is not salt damp, has caused paint to peel to the interior face of single leaf walls, as a minor maintenance process at the CHO's cost, the exterior face may be coated with a silicone micro emulsion "Aqua phobic" or similar.

Major Maintenance Definitions

GLOSSARY OF TERMS

"CHO" means Community Housing Organization

"RTA" means Residential Tenancies Act

"SACHA" means South Australian Community Housing Authority

"OHS&W" means Occupation Health Safety and Welfare.

"HW units" means a Hot Water unit

"IP" means Inspection Points

QUALIFICATIONS

All Building Inspector will be qualified tradesmen with a building supervisor license or a minimum of 5 years experience or a qualified building inspector with post secondary qualifications.