



Total Facilities Management – important information from Housing ACT

What is Total Facilities Management (TFM)?

Total Facilities Management is an approach to property maintenance, with greater emphasis on preventing problems from developing instead of repairing defects as they arise

As well as reducing the inconvenience that tenants suffer when things go wrong with their homes, the approach should also give taxpayers better value for money because it will be more cost effective.

Housing ACT's Maintenance Helpdesk or Call Centre

A Maintenance Helpdesk has been set up to respond to requests for repairs and maintenance on our properties. It operates 24 hours a day, 7 days a week and can be contacted on 6207 1500 or by email for non-urgent maintenance matters to 62071500@act.gov.au or by SMS on 0438 100 500.

Process – Requesting repairs and maintenance

- Tenant rings the Maintenance Helpdesk.
- If there is a delay, call is placed in a queue and answered as soon as possible.
- Maintenance Helpdesk Operator will confirm tenant's details (eg – name, address and telephone number).
- Tenant advises the Operator of the problem, ideally using Housing ACT's ***Tenants' Guide To Repairs and Maintenance*** to help describe the problem.
- Operator will ask a series of questions about the repair being requested.

Note: If tenant is reporting damage resulting from vandalism, tenant is required to call the Australian Federal Police (AFP) on 131444 and report the matter before contacting the Maintenance Helpdesk. All work will be raised as tenant responsibility until tenant provides Housing Manager with a Statutory Declaration about the damage and a police report or police Incident Number.

- Operator will evaluate work required & either:
- raise a Works Order to fix the problem; or
- arrange a Inspection for a maintenance supervisor to assess the work required.
- If a Works Order is raised, the Operator will advise tenant how long it will take for work to be attended to.



What is in the Tenants' sign up kit in regards to maintenance?

The sign up kit contains information on tenant responsible maintenance, who provides maintenance services and how and when maintenance services are provided to Housing ACT properties. This includes response times and alternative contacts (such as email).

The kit also contains various maintenance related fact sheets that provide a more detailed description of various maintenance issues and how to report these to Housing ACT.

Copies are provided to all tenants, Maintenance Call Centre Operators and Housing ACT staff. Copies are also included in sign-up kits.

Process – Actioning request for maintenance

If a Works Order has been raised – tradesperson will contact tenant to arrange a suitable appointment to attend the site and do the work. Appointments should be kept to ensure the work is done promptly.

If an Inspection has been raised – a maintenance supervisor will contact tenant to arrange a suitable appointment to inspect the property and assess what work is required and the priority for carrying out the work.

Process – Actioning a worsening repair problem previously reported

Tenant rings the Maintenance Helpdesk and tells the Operator what is happening, when it got worse and why (if known). The Operator may upgrade the priority of the Works Order.

What happens if tenant/responsible adult can't keep appointment with the contractor?

Tenant should call the contractor or the Maintenance Helpdesk urgently and the Operator will advise contractor to avoid any unnecessary costs.

If tenant is unable to be home for the first appointment:

- contractor will leave a card with details of the time they attended
- it is then up to tenant to call the contractor or Maintenance Helpdesk within 24 hours to make alternative arrangements
- if tenant does not do this, the contractor will visit tenant's home again and leave a second card
- it is then up to tenant to call the Maintenance Helpdesk within the time indicated on the calling card to make arrangements for the work to be completed.



If tenant is not present for the second appointment and the contractor has left two cards:

- contractor will advise Maintenance Helpdesk
- the Works Order will be cancelled unless work is required for health, safety or security reasons, in which case formal entry procedures under the Residential Tenancies Act 1997 will be considered.

Note: Maintenance contractors will not enter the property unless tenant/responsible adult is present.

Note: Maintenance contractors are required to carry photographic Identification Cards. Tenant should sight this identification prior to allowing anyone access into the dwelling.

Responsibilities - Maintenance Contractors

- Contractor will:
 - identify themselves to tenant
 - undertake the work
 - return as soon as possible to finish work if the repair can't be completed on the same day
 - ask tenant to sign an acknowledgment to say the work is complete and the reported problem has been fixed
- not antagonise or mistreat tenant's pets
- behave in a respectful and courteous manner
- remove all rubbish resulting from the work and leave the area in its original state.
- Responsibilities - Tenant
 - Tenant should:
 - keep children away from the area where the contractor is working
 - restrain pets while the contractor is present
 - behave in a respectful and courteous manner towards the contractor.

Tenant complaints

If tenant is not satisfied with the work performed, or the time taken to complete the work, or the contractor's behaviour, tenant may ask contractor to leave. Tenant should report the matter to the Maintenance Helpdesk. The matter will be investigated.

Is there any repair that the Maintenance Call Centre will not carry out?

Yes:

- key replacements – tenant will need to contact the Maintenance Call Centre who will inform them how to arrange for keys to be cut at their expense
- items installed by tenant (eg - ceiling fans, washing machines, dryers, dish washers)
- non-urgent repairs resulting from damage caused by tenants or their guests. Tenants will need to arrange for a qualified person to carry out the work, at their expense.

For more assistance on Housing ACT matters, please telephone 133 427.



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