

<b>Policy name</b>	Planned & Cyclical Maintenance
<b>Policy date</b>	February 2026
<b>Authorisation</b>	Executive Housing & Property
<b>Policy owner</b>	Executive General Manager, Housing Operations
<b>Policy type</b>	Mission Australia Housing Operational Policy
<b>Policy setting</b>	

## 1 Purpose

### 1.1 Overview

1.1.1 This policy sets out the principles to be followed for planned and cyclical maintenance works for housing managed by Mission Australia Housing (MAH). Our aim is to ensure a process that:

- Is fair and transparent.
- Provides new tenants with the information they need to establish successful tenancies, including their rights and responsibilities.
- Protects the assets managed by MAH; and
- Complies with the legislative requirements and any specific legal and contractual obligations placed upon MAH by government, funders, and other housing partners.

### 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 certain things need to be done. It is supported by procedures that provide more detail on what to do and the steps involved in delivering planned and cyclical maintenance works.
- 1.3.2 This policy is one of a number of interlinked policies that support MAH's delivery of asset services. To assist you, these are identified where relevant in this policy and the supporting procedures.

## 2 Scope

### 2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for setting and implementing plans for planned and cyclical maintenance.

### 2.2 Definitions

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

Term	Definition
<b>Asset Management</b>	Asset management is a systematic process to guide the planning, acquisition, operation and maintenance, renewal, and disposal of assets. Its objective is to maximise asset service delivery potential and manage related risks and costs over their entire lifespan.
<b>Planned Maintenance</b>	Planned maintenance involves the replacement of building components as they reach the end of their useful life, e.g. floor coverings, kitchen, bathroom fittings, external doors, and windows.  Planned maintenance works include major repairs and improvements needed for the property's components to be functional, to minimise disruption due to failure, and meet relevant standards. Maintenance is undertaken within programmes designed to create economies of scale.
<b>Cyclical Maintenance</b>	Cyclical maintenance works are repeated at regular or cyclical intervals to ensure that the organisation is meeting all relevant compliance obligations. Cyclical works include maintenance to smoke detectors, exit and emergency signage and lighting, fire hoses, fire exits, fire shutters, firefighting equipment, backflow prevention, plant and equipment, grounds maintenance and common area cleaning.

<b>Tenant</b>	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 refer to tenants and residents under rooming accommodation agreements, unless explicitly distinguished.
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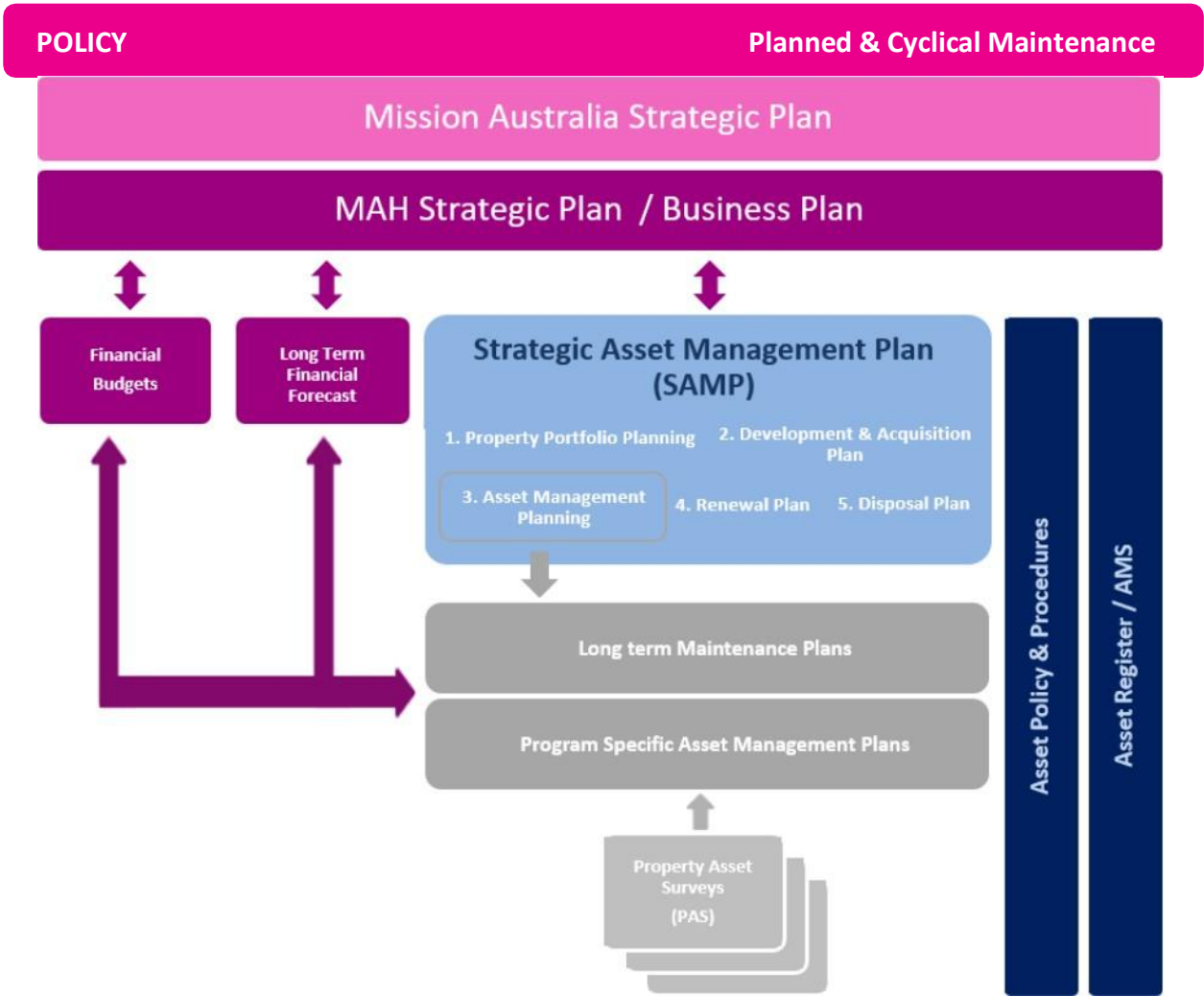
### 3 Policy

#### 3.1 Guiding principles

- 3.1.1 MAH plans for the maintenance and upgrade of its portfolio to ensure that the accommodation is fit for purpose.
- 3.1.2 The organisation's repairs and maintenance processes enable effective delivery of repairs and maintenance so that housing is well-maintained, and the organisation's assets are protected.
- 3.1.3 MAH tenants are provided with homes that are safe, secure, of a reasonable standard and adequately and appropriately maintained.
- 3.1.4 MAH will meet relevant Sector standards and compliance requirements in the provision of maintenance programs.
- 3.1.5 MAH will adhere to the relevant Legislation, Building Codes, Design Codes, Maintenance Codes and Housing Asset Performance Standards within each jurisdiction that MAH operates.
- 3.1.6 MAH risk management approach enables the organisation to minimise and mitigate potential risk associated with its asset portfolio.
- 3.1.7 Planned work decisions are driven by comprehensive assessments of property condition, financial consideration and knowledge of element life cycles.
- 3.1.8 Tenant feedback is encouraged to ensure the quality of maintenance works and MAH processes and continuous quality improvement.

#### 3.2 Planning for planned maintenance

- 3.2.1 The organisation will establish and maintain a comprehensive and systematic programme of planned and cyclical maintenance for each property as per the Asset Management Framework outlined in Diagram 1 below:



- 3.2.2 MAH will plan for and provide adequate resources for longer-term maintenance and improvement works.
- 3.2.3 MAH will complete Property Assessment Surveys (PAS) on every property every three years.
- 3.2.4 Findings from the PAS and review of maintenance programs inform Program Specific Asset Management Plans, Long term Maintenance Plans, the organisation’s Strategic Asset Management Plan, Financial Budget and the 10 Year Forecast.

**3.3 Long Term Maintenance Plans**

- 3.3.1 Long Term Maintenance Plans are developed for assets as per our obligations under relevant funding contracts and jurisdictional regulations. As such these plans may vary in duration (e.g. from 15 to 25 years).
- 3.3.2 Long Term Maintenance Plan program works over the time period in accordance with the estimated serviceable life of the relevant component. It provides works at cost per asset, cost per year and the approximate total cost over the time period.
- 3.3.3 Maintenance Plans detail the individual component tasks, their timing and approximate cost over the time horizon.
- 3.3.4 Long term Maintenance Plans are reviewed on a yearly basis and are revised as required with updated replacement costs. They are fully revised every 3 years refining

the Replacement Cycle (RC) to align with the onsite conditions of the property and any geographic or cohort influences.

### 3.4 Program Specific Asset Management Plans

- 3.4.1 MAH is contractually required to provide program specific Asset Management Plans that are reflective of specific contractual requirements of a given program. For example, the NSW Social Housing Management Transfers Program (SHMTP) requires the annual submission of 1-year and 10-year Asset Management Plans.
- 3.4.2 These plans are in addition to MAH core set of asset management planning documents and address the requirements of the specific housing program.

### 3.5 Cyclical Maintenance

3.5.1 Cyclical maintenance is maintenance programmes which are repeated at regular intervals and includes essential services, which are outlined in the **Essential Services Policy**.

3.5.2 Cyclical maintenance includes the following Service Maintenance programs:

- Fire Safety Services
  - Smoke detectors
  - Exit & Emergency signage
  - Fire hose reels
  - Fire exits
  - Firefighting equipment
- Hydraulic services
  - TMV's
  - Backflow RPZ
- Electrical Services
  - RCD
  - Tag & test
  - Thermographic testing
- Grounds maintenance
- Common area cleaning

3.5.3 Cyclical Maintenance Plans will be reviewed on an annual basis by the Asset Team to ensure the organisation is compliant with statutory and contractual requirements. Plans will form part of MAH's Asset Management Plans.

### 3.6 Informing tenants

3.6.1 Where planned and cyclical maintenance works require access to the tenants' home, MAH will inform the tenants, providing them with advance notice of the intended work, and its anticipated impact and the name of the contractor who will be undertaking the work.

### 3.7 Financial Implications

- 3.7.1 The Finance Manager in collaboration with the Strategic Asset Manager and General Manager Operations is responsible for setting maintenance budgets with final approval from the Executive Housing or as per MAH delegated authority.

## 4 Responsibilities

### 4.1 Housing staff, including Housing Officers and are responsible for:

- Undertaking regular property inspections
- Explaining to tenants their rights and responsibilities at the start of their tenancy
- Reporting to the Asset Team on the condition of the properties
- Recommending improvements to this policy and procedure.

### 4.2 Asset Staff (Asset and Compliance Officers, Regional Asset Managers) are responsible for:

- Undertaking a PAS to each property at least every – 3 years
- Developing and managing programs for planned and cyclical works
- Escalating feedback about this policy to the policy owner and/or policy writer.
- Ensuring good management of evidence in the asset management system and where required in the relevant state-based system
- Incorporating this policy and procedure into staff inductions and training
- Escalating feedback about this policy to the policy owner and/or policy writer.

### 4.3 The Operations Manager and State Manager, is responsible for:

- Incorporating this policy and procedure into staff inductions and training
- Ensuring MAH complies with this policy and procedure