

MAINTENANCE REQUEST SYSTEM

Purpose & Scope:

To outline the process for reporting and requesting repairs, maintenance and other works in Wintringham facilities using the computerised maintenance request system. Two systems are used – “Fritz” for Wintringham facilities and “Chintaro” (previously called CODA) for Wintringham Housing properties.

Responsibility:

The Property Services and Asset Manager is responsible for ensuring that maintenance requests are resolved.

Policy:

- All maintenance requests should be entered into the appropriate computer software application as they are identified by staff.
- Maintenance requests for residential sites and all housing sites (both metro and regional) will be monitored by the Maintenance Manager.
- All urgent requests are to be phoned through to the Maintenance Manager in addition to being placed on the maintenance IT system.

Procedure:

1. Maintenance Request System Description

- 1.1. The system is to be used for all maintenance requests.
- 1.2. The system is to be used for both routine and programmed maintenance requests not capital works or major building improvements.

2. Using the Maintenance Request System

- 2.1. All maintenance requests must be placed on the system whether they are to be carried out by contractors or maintenance staff.
- 2.2. Residents may either verbally request maintenance be completed or complete the Resident Maintenance Request Form and hand the form to the relevant staff member. (Residents are NOT required to place their request into the electronic database).
- 2.3. The Maintenance Manager is responsible for maintaining user instructions for the maintenance software application.



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- 2.4. Users must decide on the priority before entering new requests on the system:
- 2.4.1. For Wintringham requests (Fritz):
 - 2.4.1.1. **Urgent:** Must be actioned within 24 hours and generally will be used where there is a risk to the health and wellbeing of staff, visitors or residents/clients or loss of essential services;
 - 2.4.1.2. **As soon as practical:** Must be actioned within 5 working days. Matters which would normally be considered urgent but where an interim solution can be applied effectively
 - 2.4.1.3. **Not Urgent:** General repairs included scheduled maintenance.
 - 2.4.1.4. **By Specific Date:** Scheduled appointments including set ups for events or collection of goods.
- 2.5. Requests not on the system cannot be acted upon by maintenance staff
- 2.6. Special requests for maintenance support should be directed to the Maintenance Manager, special requests are not to be negotiated with individual maintenance staff.
- 2.7. Requests that are not standard maintenance requests should be listed on Fritz AND discussed with the Maintenance Manager.
- 2.8. For Wintringham Housing requests (Chintaro) the categorisation must correlate with DHHS (Office of Housing) requirements. Details can be found on the Maintenance Priority Schedule.
- 2.9. Only Tenancy Staff and Maintenance Staff are able to login to Chintaro, all requests for maintenance in this area must therefore go through these staff members.

3. Work Orders

- 4.1. In metro properties the Maintenance Manager allocates work across the maintenance team. This process is also completed by the Maintenance Manager for all regional properties where contractors are generally used for these purposes. In regional sites, Tenancy Management Workers will also issue work orders up to \$500 in cost.
- 4.2 In addition, the Maintenance Manager is responsible for the scheduling and organisation of all cyclic maintenance.

4. Completing Requests



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- 4.1. The Maintenance Manager, Tenancy Management Workers and Maintenance Staff are to regularly monitor the progress of maintenance requests. They must update and complete requests for which they are responsible.
- 4.2. Tenancy Management Workers and Maintenance Staff are to update/complete maintenance requests on a daily basis. Tenancy Management Workers and Maintenance Staff are to seek guidance from their relevant Manager for “out of the ordinary” requests.
- 4.3. Feedback notes should be added to maintenance requests especially when requests are progressing but are not yet complete. Feedback notes are completed by the maintenance or tenancy team.
- 4.4. When a contractor does the work the maintenance/tenancy personnel or maintenance manager will complete the request on the maintenance request system.

References:

Standards & Guidelines for Residential Aged Care Services
Maintenance Book Software – User’s Manual
ENV Fm 3a Maintenance Priority Schedule
ENV Fm 3b Resident Maintenance Request Form

