echorealty

Leaders
in affordable
housing

REPAIRS AND MAINTENANCE POLICY

POLICY TYPE	Group Management Policy
APPLICABILITY	**Company** EchoRealty NSW & ACT Limited EchoRealty Vic Limited Evolve Playford Limited Evolve Rosanna Limited Evolve Sunshine Limited
POLICY REFERENCE	ER033
POLICY OWNER	Group General Manager Affordable Housing Services
APPROVED BY	Group Executive Team
APPROVAL DATE	09.2025
REVIEW DATE	09.2028

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REPAIRS AND MAINTENANCE POLICY

1. PURPOSE

To outline how EchoRealty NSW & ACT Limited and related entities described under Applicability in the details table on Page 1 of this document (referred to as the 'Company') will manage the engagement and performance of contractors to undertake repairs and maintenance on properties managed by the Company.

2. SCOPE

This policy applies to all properties managed by the Company. The Company undertakes repairs and maintenance in accordance with the terms of the respective property management agreements with property owners. In some cases, the Company manages properties owned by Evolve Housing Limited. This means the delivery of repairs and maintenance services will vary in some instances according to the terms of the property management agreement.

The policy addresses the day-to-day management of repairs and maintenance to properties managed by the Company including:

- Approving and onboarding new contractors (also referred to as 'creditors')
- Use of Company approved contractors (where the property owner has not specified the use of a particular contractor)
- Editing, archiving and unarchiving creditors
- Approval of contractor invoices
- Annual Smoke Alarm Compliance
- Procedure for submitting a maintenance request

3. POLICY STATEMENT

It is the policy of the Company to ensure all repairs and maintenance are delivered:

- by qualified contractors who are approved by the Company or a contractor nominated by the property owner;
- at a standard that meets or exceeds industry standards;
- in line with the Company's contractual obligations with the property owner as well as the requirements under the *Residential Tenancies Act 2010* and regulations; and
- in such a way that continues to meet and improve the tenants experience in relation to the maintenance of their home.

4. CONTRACTORS

Use of Approved Contractors

1. Subject to item 2 below, the Company employees and employees of the Evolve Housing Group engaged to perform EchoRealty services may only engage a contractor to carry out repairs and maintenance services that are on EchoRealty's Approved Contractor List in **Appendix 1.** Contractors on Echo Realty's Approved Contractor List must comply with the WHS Framework for Contractors.

2. While EchoRealty will recommend to an owner the use of a contractor from EchoRealty's Approved Contract List, the owner may decide at their discretion, to carry out repairs themselves or nominate an alternative contractor. In this event, EchoRealty will not be responsible for compliance with all environmental and work, health and safety laws, regulations and other requirements, which will fall to the owner.

Approving and Onboarding New Contractors / Creditors

3. Team Leader approval is required to onboard a new contractor/ creditor to EchoRealty's Approved Contractor List. That new contractor/ creditor must comply with the WHS Framework for Contractors and it is the responsibility of the Team Leader to ensure the ongoing compliance by the contractor with the WHS Framework for Contractors.
4. The Gorup General Manager Affordable Housing Services maintains overall responsibility for the management and updating of the Approved Contractor List.

Amending contractors details

5. Amendments to contractor/contact details must be approved and actioned by a Team Leader. Changes to bank account details must be submitted by the contractor in writing and Property Manages must contact the contractor to verify the changes verbally. A General Manager must approve any requested changes to the bank account details of a contractor.

Archiving contractors

6. Should the Company identify that a contractor will no longer be engaged, the contractor will be archived following the month the last invoice to the creditor has been paid. Prior to archiving, the following must be recorded and saved in the system:
   a. Written confirmation from the Company that the contractors' services will no longer be required; or
   b. confirmation from the contractor/creditor that they no longer wish to offer their services.
   c. Confirmation that there are no pending work orders or invoices for the exiting contractor
7. Archiving of contractors can only be processed by a Team Leader or General Manager.

Unarchiving contractors

8. If an archived contractor is required to be unarchived, the purpose must be clearly recorded and saved in property tree. The decision to unarchive a contractor is to be made by a Team Leader or General Manager.

5. AUTHORITY TO UNDERTAKE REPAIRS AND MAINTENACE

Under its authority in the property management agreement, the Company may engage contractors to carry out repairs and maintenance to a premises in accordance with the owner's obligations to maintain the property in a good state of repair.

The property management agreement will stipulate an expenditure amount the property manager is authorised to spend without seeking the prior approval of the owner.

Where the value of a repair exceeds the expenditure limit, direct authority from the owner or its authorised representative is required.

Record keeping

To ensure good governance, the following record keeping is required:

- A copy of the property management agreement, to be saved in the owner's profile in property tree.
- The income expenditure limit is to be noted in the expenditure limit tab on the property card in Property Tree.
- Any variations to the expenditure limit must be issued by the owner in writing and saved in property tree and updated accordingly.

6. MAINTENANCE REQUESTS

Maintenance requests are predominantly triggered by tenants via methods such as the tenancy portal, email or phone calls. From time-to-time maintenance may be identified during property inspections, or requests received directly from the landlord.

Owners responsibilities

The owner must maintain the premises in a good state of repair to comply with its obligations under the tenancy agreement and at law.

The Company's responsibilities

The Company will engage contractors to carry out repairs and maintenance to the premises in accordance with the owners obligations to repair, or as otherwise instructed by the owner.

Tenant's responsibilities

Tenants have a responsibility to promptly report repairs and maintenance required to their property, and to allow access for completing the required work. Tenants are also responsible for ensuring they notify EchoRealty of any damage to their property and for meeting the cost of repairing any damage caused by the neglect, misuse, wilful or accidental damage by an occupant or visitor to the home.

Financial delegation

EchoRealty must comply with the Company and Organisational delegations when complying with this Policy. These financial delegations work in addition to expenditure limits.

Work order approval limits

Work orders where the quoted or expected cost exceeds the employee's invoice approval limit must be approved by the manager, as outlined in **Appendix 2**. Each role has specific income limits they are permitted to approve.

Annual Smoke Alarm Compliance

EchoRealty takes smoke alarm compliance very seriously.

A copy of the Smoke Alarm Compliance Procedure is attached as **Appendix 3.**

DEFINED TERMS

TERM	DEFINITION
Tenant	The person who signs the residential tenancy agreement with EchoRealty (as managing agent for the Landlord)
Landlord	The owner of the property who has provided authority to EchoRealty to manage the property on their behalf
Approved contractor	A person or entity, other than an employee engaged to carry our works and is named on the approved contractors list
WHS framework	A detailed set of policies and procedures for an organisation to systematically manage health and safety.
Property manager	The authorised EchoRealty employee who is responsible for managing the property
Licensee in charge	The individual who is responsible to oversee the day-to-day operation of a real estate business
Income expenditure limit	The limit placed on the operating expense by an owner for repairs and maintenance

REVISION HISTORY

DATE REVIEWED	POLICY REVIEWER	KEY CHANGES
01.08.2024	Charlie Souma	Policy Adopted
30.09.2025	Charlie Souma	Update to work order approval limits

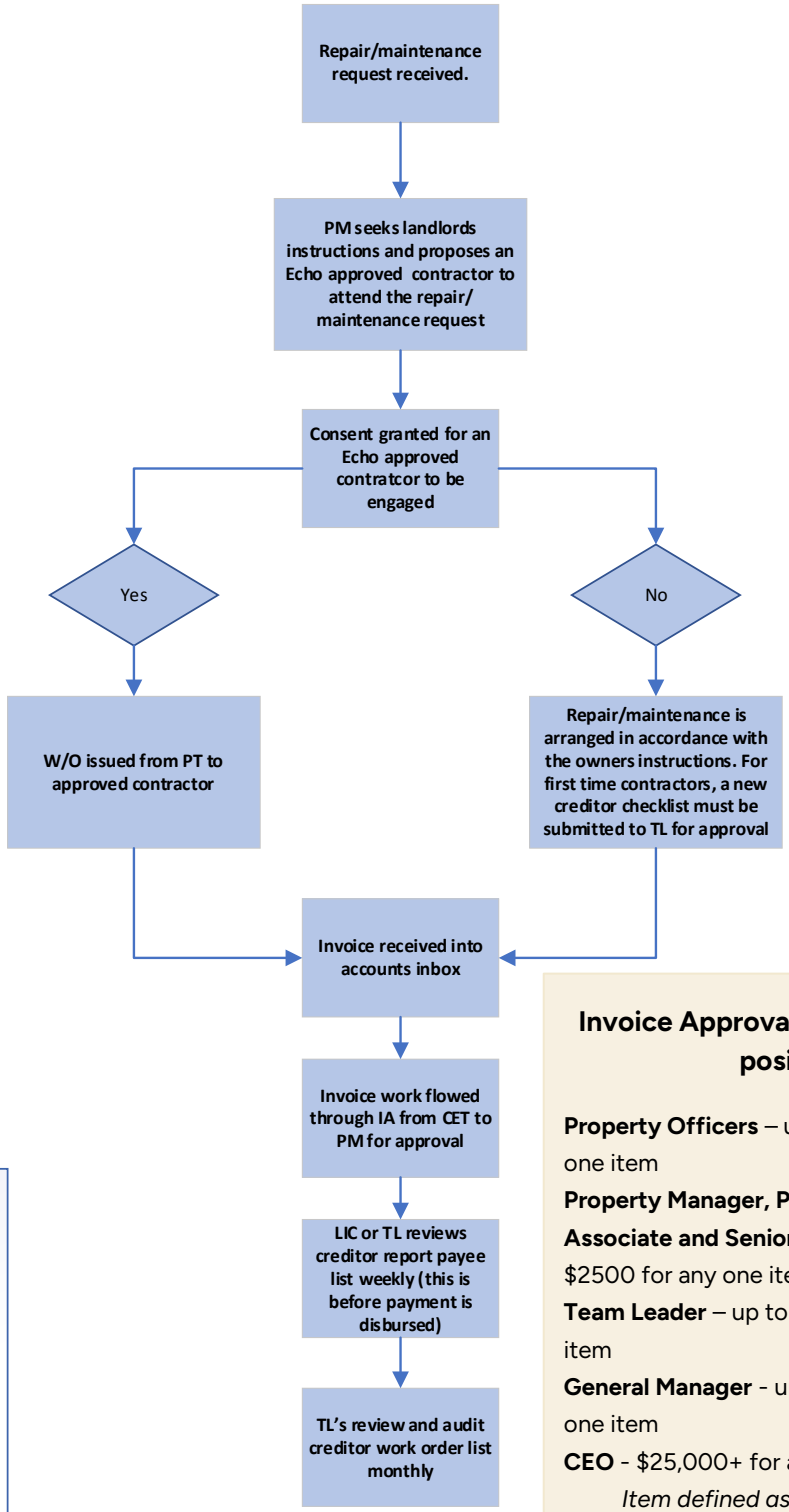
APPENDIX 1 - APPROVED CONTRACTOR LIST

Note: List is current at the date of the Policy approval. The Group General Manager Affordable Housing Services will maintain an up-to-date list in a central register.

1. **SR CONSTRUCTION PTY LTD** 8/71A Rhodes St, Hillsdale, NSW 2036 ABN 33 105 531 557
2. **WILLOWDENE CONSTRUCTIONS PTY LTD** 8 Cassola Place Penrith NSW 2750 ABN 59 052 001 555
3. **SMOKE ALARMS AUSTRALIA (SAA)** PO BOX 1531 Neutral Bay NSW 2089 ABN 34 117 460 885
4. **COASTWIDE CONSTRUCTIONS PTY LTD** PO BOX 124 Morisset Road NSW 2264 ABN 49 638 944 224
5. **WINTERTONS APPLIANCE REPAIRS** 53 Littlefields Rd Mulgoa NSW 2745 ABN 36 540 229 233
6. **STOVE DOCTOR (THE APPLIANCE GUYS)** PO BOX KINGS LANGLEY NSW 2147 ABN 44 535 025 537
7. **RELEVANT AIR & WATER** 5/17 HICKEYS RD PENRITH NSW 2750 ABN 98 607 691 878

APPENDIX 2 - REPAIRS AND MAINTENANCE PROCEDURE

REPAIRS AND MAINTENANCE PROCEDURE



LEGEND

PM – Property Manager

W/O – Work Order

PT – Property Tree

TL – Team Leader

IA – Invoice Automate

CET – Customer Experience Team

LIC – Licensee in Charge

Invoice Approval Limits based on position

Property Officers – up to $1000 for any one item

Property Manager, Property Manager Associate and Senior Property Manager - $2500 for any one item

Team Leader – up to $5000 for any one item

General Manager - up to $25,000 for any one item

CEO - $25,000+ for any one item

Item defined as a work order or combination of work orders pertaining to the same property at the same time

APPENDIX 3 - SMOKE ALARM COMPLIANCE PROCEDURE

SMOKE ALARM COMPLIANCE PROCEDURE

