



Government of Western Australia  
Department of Communities

# Maintaining Community Housing Assets Guidelines

Version 2.0



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# 1. Document Control

## 1.1 Document Information

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## 1.2 Document Approvals

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1.0	A/Director Housing Programs	Will Carroll		13/5/2015
1.1	Director Housing Programs	Simon Bell		2/9/2016
2.0	A/Executive Director Contracting	Steve Carroll		12/07/2019

## 2. Acronyms

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ACM	Asbestos Containing Materials
AHID	Aboriginal Housing and Infrastructure Directorate
BCA	Building Code of Australia
CAP	Crisis Accommodation Program
CDHP	Community Disability Housing Program
CHP	Community Housing Program
DFES	Department of Fire and Emergency Services
DS	Disability Services division of the Department of Communities
HWS	Hot Water System
JVA	Joint Venture Agreements
LGA	Local Government Authority
MCB	Miniature Circuit Breaker
NSF	Non-standard Fixture
OH&S	Occupational Health and Safety
RCD	Residual Current Device
RTA	<i>Residential Tenancies Act 1987 (WA)</i>
RTR	Residential Tenancies Regulations 1989 (WA)
WELS	Water Efficiency and Labelling Standards
RVA	<i>Retirement Villages Act 1992 (WA)</i>

# 3. Definitions

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In this document:

**Community Housing** means housing for people on very low, low or moderate incomes, or for people with additional support needs, that is delivered by non-government organisations, Local Government Authorities, and other government agencies in accordance with relevant policies.

**Defect** means a patent or latent fault in the physical nature of the improvements on the land that is minor, insignificant, or not substantial, and that does not prevent the improvements from being used for their intended purpose.

**Dwelling** means an individual residential dwelling on the Land and within the Property.

**Essential Fixtures** means any item or all items affixed to the property including, but not limited to, hot water systems, ovens, stoves, floor coverings, and any other fixture, addition or modification, such as air conditioning, that Communities determines is essential to ensuring that the property is suitable for the purposes for which it has been provided.

**Failure** means that an individual building component has failed to reach the 'lettable' standards. Individual building components may pass or fail the Lettable Standards on the basis of safety, function or appearance.

**Guidelines** means principles put forward to set standards or determine a course of action

**Land** means the land on which a Community Housing Dwelling(s) is located.

**Lettable Standard** means the acceptable benchmark level of condition that a Managed Premises must be in. A Lettable Standard means that the components of the property are clean, undamaged and working and the property is ready for letting. The Lettable Standard is achieved when a property has undergone any repairs or replacement of building components necessary to let the property.

All individual building components are considered to have three aspects of applicable condition standards, related to safety, function and appearance. If a building component does not meet the required standard under each or any of these aspects it is deemed to have failed the Lettable Standard.

**Maintenance** means any works for the maintenance, repair, refurbishment or improvement of the property, including the repair of Material Defects, except where the works are the subject of a separate agreement between the Parties.

**Major Maintenance** means substantial and major repairs or replacement of Material Defects (i.e. essential structures and service infrastructure) in the Property relating to loads, internal actions, material properties, and foundation conditions that significantly affect structural sufficiency or serviceability of the Property, including but not limited to:

- a) Floors (but not floor coverings);
- b) Concrete Slabs;
- c) Masonry (internal and external brickwork of the walls of the dwelling, but-not brick paving or perimeter walls and ancillary buildings);

- d) Roof coverings (tiles, Colorbond etc., but only if complete replacement is required);
- e) Roof structures (timber, steel);
- f) Footings and foundations;
- g) Outer walls, of any construction (but not windows, doors, doorframes, and door furniture);
- h) Ceilings;
- i) Sewerage, drainage and water supply (but not gutters, downpipes and soakwells, or taps and other visible water fittings);
- j) Gas and electric supply infrastructure (but not gas taps, electrical wall sockets, and other visible electric or gas fittings).

**N.B.** Items c, d, e, g, and h above will only be considered by Communities as 'major' (or 'material defects') for the purpose of interpreting the legal agreements in situations where repairs or replacement will not be covered by a claim under building insurance. Material defects do not include structural failure caused by lack of maintenance by the Organisation.

**Managed Premises** means Community Housing owned by the Housing Authority (which operates within the Department of Communities) that is managed and maintained by the Organisation under the terms of a Community Housing Agreement, lease agreement, or any other relevant agreement.

**Material Defect** means any defect in the property that is of a structural nature only, and that renders impossible the performance of an Organisation's obligations in respect of tenancy management, but which excludes any fair wear and tear.

**Non-standard Fixture** means any item including improvements, fittings and fixtures affixed to the Property that Communities does not normally provide and that are deemed not essential to ensuring that the Property is suitable for the purposes for which it has been provided.

**Organisation** means the organisation or agency that undertakes property and tenancy management functions with respect to a Property that is owned by the Housing Authority and leased under the terms of a legal agreement with Communities.

**Parties** means Communities and the Organisation.

**Property** or **Premises** means the Dwelling and any associated Land and improvements.

**Reasonable state of cleanliness** or **reasonably clean** means that the property is free from rubbish and refuse, and that all internal appliances, fittings and surfaces are clean.

**Remedial Maintenance** means corrective and preventative maintenance that enhances the longevity of components and ensures that they are fit for purpose, in a good state of repair and good working order, while giving due consideration to long term cost effectiveness of the solution. With respect to components containing asbestos, remediation means procedures to prevent the release of fibres, including encapsulation and encasement.

**Repair** means maintenance required because a component of the Property is defective and is intended to rectify or correct the identified defect. Repairs should take precedence

over replacement wherever a component is serviceable, and the cost of repair is more cost-effective in the long term than replacement.

**Replacement** means the installation of a new component in place of an old component due to an identified defect or malfunction that renders the old component unfit for the intended purpose, and where replacement of the old component is a more cost-effective solution in the long-term when compared to remedial maintenance or repair.

**Standards** (as defined by Standards Australia) means published documents setting out specifications and procedures designed to ensure products, services, and systems are safe, reliable, and consistently perform the way they were intended to.

**Unserviceable** means that a building component has failed to perform its basic function and cannot be repaired.



# 4. Overview

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## 4.1 Introduction

Managed Premises are leased to Organisations for property and tenancy management under a range of Community Housing programs and legal agreements.

The Department of Communities (Communities) must ensure that these properties are at a Lettable Standard when handed over to the Organisation, and maintained at that same standard over the duration that the Organisation is responsible. In the event that a Property is returned to Communities (i.e. 'hand-back'), it must be at a Lettable Standard, unless otherwise agreed between the Parties.

The asset condition standards detailed in the Maintaining Community Housing Assets Guidelines (the Guidelines) are drawn from various sources including the Housing Authority's Maintenance Policy Manual and Maintenance Standards Manual, and various other relevant legal, regulatory and code requirements, including those of the Building Code of Australia (BCA), Standards Australia, the *Retirement Villages Act 1992* (RVA), the *Residential Tenancies Act 1987* (RTA), Department of Fire and Emergency Services (DFES), and the National Community Housing Standards. They reflect national best practice in leasing government-owned residential properties to Organisations.

## 4.2 Purpose and Scope

The purpose of these Guidelines is to provide information in the form of general principles and standards to guide Organisations in measuring the current status of wear and tear on certain components of properties and identify the appropriate level of repair required to maintain properties at a Lettable Standard. These Guidelines do not replace current contractual agreements between Communities and Organisations.

The Guidelines outline the recommended Lettable Standards for all Managed Premises and any other circumstance in which the Parties have otherwise agreed to comply. The Guidelines identify recommended asset condition standards to be applied when vacant properties are leased from Communities to Organisations (i.e. at hand-over), during a period of lease or tenancy management, and when leases terminate and Organisations relinquish property and tenancy management back to Communities (i.e. at hand-back).

The Guidelines are a guide to best practice to property maintenance that Organisations can also utilise to improve property standards. While the Guidelines are non-binding, Communities expects Organisations to comply with all relevant laws, regulations and standards relating to residential properties, including the Australian Standards, the BCA, the RTA, DFES requirements, the *Housing Act 1980*, and the RVA.

The standards in the Guidelines can be applied to all Managed Premises, however, they must be applied when specifically required by legislation (e.g. smoke alarms and RCDs). For Managed Premises under existing leases, Organisations are recommended to maintain the standards in the Guidelines however, where the standards in the Guidelines require a higher standard than previously required, Organisations are not required to

upgrade those items until they are due to be replaced. For items that can be maintained or repaired, they should be done so to the new standard (where possible or required by law), short of full replacement.

## 4.3 Aims and Objectives

The aims and objectives of the Guidelines are to:

- Outline agreed and acceptable conditions of Managed Premises at hand-over and handback;
- Outline common maintenance standards to guide Communities and Organisations with regards to maintenance of community housing properties which Communities leases to Organisations; and
- Provide a benchmark quality of repair (i.e. the Lettable Standard).

## 4.4 Obligations

Prior to hand-over or hand-back, properties must be brought to a Lettable Standard by the responsible Party, unless otherwise agreed by the Parties.

The maintenance responsibilities and obligations of Communities and Organisations are outlined in the legal agreement relevant to the property, such as a Community Housing Agreement (CHA) or a Lease of Managed Premises agreement.

In circumstances where Communities is the lessor, it is responsible for all maintenance; where the Organisation is the lessor, it is responsible for all maintenance, unless otherwise indicated in the relevant legal agreement.

## 4.5 Key Responsibilities

These Guidelines may be subject to review. The current version will be posted in the Community Housing section of Communities website at: [www.housing.wa.gov.au/](http://www.housing.wa.gov.au/)

The following positions within Communities are responsible for updating, approving and applying the content of the Guidelines:

Role/Title	Responsibility
Executive Director Contracting	<ul style="list-style-type: none"> <li>• Ownership and approval of the Guidelines; and</li> <li>• Approval of amendments to the Guidelines where required.</li> </ul>
Manager Group Program	<ul style="list-style-type: none"> <li>• Requests, advice and recommendations regarding changes to the Guidelines where required.</li> </ul>
Manager Policy and Evaluation	<ul style="list-style-type: none"> <li>• Review and update the Guidelines where required.</li> </ul>
Responsible Officer	<ul style="list-style-type: none"> <li>• Application of the standards contained in the Guidelines.</li> </ul>

## 4.6 Using the Guidelines

The Guidelines define the standards that apply to key components of properties and will assist in determining if individual building components meet the Lettable Standards. The Guidelines also outline the obligatory minimum standards which must be adhered to with respect to legislative requirements. The Guidelines are to be used to assess the asset conditions of properties to ensure they are safe, secure, in a reasonable state of cleanliness, undamaged and in working order. It is not intended to be used to assess a tenant's housekeeping standards or tenant liability.

Communities will use the standards in the Guidelines to ensure that properties owned by Communities meet the Lettable Standards at hand-over and hand-back.

Please note that throughout this document and all attachments:

- a reference to a 'section' refers to a numbered section within the main document;
- a reference to a 'standard' refers to the numbered standards and guidelines in Appendix 1 (unless otherwise indicated); and
- modifications for disability access may not meet standard requirements set out in this Guideline. However, these modifications must be constructed to BCA standards.

## 4.7 When is an Item Replaced or Repaired?

Repairs should take precedence over replacement where it is considered that a component, fixture, surface, or appliance will remain serviceable, regardless of age.

In general, replacement should only be the preferred option when it is more cost effective or explicitly required. However, special considerations are required in some circumstances, for example when dealing with building components that contain asbestos (refer to link below) [www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-how-to-manage-and-control-asbestos-in-the-workplace-v2.pdf](http://www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-how-to-manage-and-control-asbestos-in-the-workplace-v2.pdf)

## 4.8 Interaction with the *Residential Tenancies Act 1987*

Organisations have legal obligations under the RTA applicable to aspects of their management of Communities' community housing assets, and these are discussed in detail in these Guidelines in the following areas:

- Section 4.9 'Non-Standard Fixtures';
- Standard 12.1 'External Doors';
- Standard 35 'Lighting External';
- Standard 51 'Security';
- Standard 57.5 'Window Locks'.

## 4.9 Non-standard Fixtures

Non-standard Fixtures (NSF) refers to any fixture or fitting that is installed by a tenant residing in the property or the Organisation managing the property, and is not considered a standard or necessary item by Communities. Property improvements and fixtures and fittings that are considered as NSFs will not be maintained by Communities unless otherwise agreed. The Organisation managing the property may be required by legislation to maintain such items.

Under the RTA, lessors have a general obligation to repair all fixtures in the dwelling (including NSFs), and are not able to contract out of the obligation. With respect to managed premises, Communities generally assigns its role of lessor to the Organisation through the operation of the lease agreement. The Organisation is therefore responsible for the repair and maintenance of any functioning NSFs that remain in the premises, and must conduct repairs or replacement within a reasonable period after the need for the repair arises.

Examples of common NSFs may include:

- light fittings and ceiling fans;
- dishwashers and some air conditioners;
- solar HWS and solar panels;
- wallpaper and window treatments (e.g. curtains and blinds);
- landscaping, including paving, and barbeques;
- carports, garages, sheds, pergolas, and non-standard security doors;
- garden bores and reticulation; and
- antennas.

## 4.10 Non-standard Fixtures to be Retained

Communities reserves the right to prescribe any NSFs that must be retained at hand-over of a property to an Organisation. At hand-back, Communities may identify any NSF that it will permit to remain in the property at termination of the lease agreement, and any NSF that must be removed if it was installed by the tenant or Organisation during the term of the lease agreement.

Where the liability of maintaining the NSF is minimal and/or the NSF adds demonstrable value to the property, the Organisation may choose to retain the NSF. In this event, and at the point of any further changes to the NSF, the Organisation must notify Communities in writing that it will accept ongoing responsibility for repair and maintenance of the NSF, to allow Communities to update any relevant information management systems. The NSF must be safe for use, legal, in functional condition, should enhance the amenity of the property, and not be financially onerous on the Organisation or tenant to maintain or operate.

Examples of common NSFs that Organisations may choose to retain are included in the description of Section 4.9.

## 4.11 Non-standard Fixtures to be Disconnected or Removed

Any NSF which has not been approved by Communities, or does not meet the criteria under Section 42 of the RTA, must be either disconnected or removed, and the property must be restored to a clean and safe condition by the Organisation, prior to a new tenant occupying the premises or the property is returned to Communities.

The Organisation is liable for the cost of removing any NSFs installed by any vacating tenant or the Organisation, as well as any restoration works.

Examples of common NSFs that may be removed by Organisations include:

- NSFs which need major repairs, and the ongoing viability is limited;
- illegal or dangerous alterations or additions to the property;
- combustion stoves and room heaters, unless permitted by Communities;
- external buildings or attachments that are in an unsafe condition; and
- swimming pools or spas.

An Organisation must obtain approval from Communities prior to the decommission and/or removal of NSFs from a property. Electrical devices or fittings may be disconnected where safety issues arise immediately and the future of the fixture considered once made safe. An NSF installed by a tenant belongs to the tenant. The tenant is responsible for removing the NSF and returning the area to an 'as new' condition.

# Appendix 1: Asset Condition Standards and Guidelines

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## 1. Air Conditioners

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<b>Description</b>	<p>In general, Communities considers air conditioners as NSFs, and they are therefore only expected to be maintained by Organisations where specifically required by client needs, a legal agreement or the RTA.</p> <p>Several types of air conditioning units are suitable for residential applications, including:</p> <ul style="list-style-type: none"><li>• window/wall box units (single unit systems mounted through a wall recess or window; usually for one room);</li><li>• split systems (usually for one or two rooms). These may be high-wall, floor mounted or ceiling cassette systems;</li><li>• multi-split systems (usually for three or more adjacent rooms);</li><li>• ducted systems (whole of house); and</li><li>• reverse cycle units can have benefits for regions that experience colder winters as they may provide an efficient heating option.</li></ul>
<b>Standard</b>	<p>Air conditioners should meet the specific health needs of clients for moderation/air filtration.</p> <p>They should present no hazards and comply with the relevant Australian Standards.</p> <p>They should function correctly, be soundly fixed in place and have no loose components.</p> <p>There should be no rust stains or chance that other building components such as walls and paintwork will be damaged.</p> <p>Air conditioners should be installed or decommissioned by a professional contractor who holds an appropriate refrigerant handling licence.</p>
<b>Guideline</b>	<p>Communities may replace air conditioners where:</p> <ul style="list-style-type: none"><li>• client need is deemed acceptable; or</li><li>• other obligations are in place.</li></ul>

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## 2. Appliances General

<b>Description</b>	Appliances are electrical/mechanical machines which accomplish some household functions such as cooking, cooling, water heating etc.
<b>Standard</b>	<p>Appliances must be safe, free of major defects, clean, functioning, installed in accordance with manufacturer's instructions and not altered in any way.</p> <p>All gas appliances must be installed and certified by a qualified and registered gas fitter.</p> <p>All electrical appliances must be installed and certified by a qualified licensed electrician.</p>
<b>Guideline</b>	<p>Appliances should be repaired regardless of age in preference to replacement. However, the decision to repair or replace an appliance should be made based on its existing condition, cost factors and ongoing viability.</p> <p>An appliance should be replaced if:</p> <ul style="list-style-type: none"><li>• the cost of repair makes it more cost effective to replace (e.g. the appliance is likely to require further excessive service costs in the near future); or</li><li>• the appliance is unserviceable.</li></ul>

### 3. Asbestos

<b>Description</b>	Asbestos is a naturally occurring mineral that was used especially in construction, and other purposes before it was banned in Australia in 1987. Working on or near damaged or friable asbestos contaminated material (ACM) or breathing in high levels of asbestos fibres can increase the risk of getting asbestos related diseases such as mesothelioma, lung cancer and asbestosis. Correct management of ACM is therefore extremely important.
<b>Standard</b>	<p>Communities has the long-term aim of ensuring all buildings within its portfolio are free of materials containing asbestos. To this end, Communities maintains a register of all buildings that still contain asbestos products and works to minimise and eliminate the associated risks. Once a property is known to potentially contain asbestos, it has to be included in the register. Asbestos products are to be assessed for safety at every property inspection by a qualified Community Housing Organisation officer.</p> <p>Asbestos fibres may be present in a number of products previously used in homes including:</p> <ul style="list-style-type: none"><li>• roofing and shingles;</li><li>• exterior and interior wall cladding;</li><li>• fencing;</li><li>• thermal boards around fireplaces;</li><li>• backing material on floor tiles and vinyl flooring;</li><li>• asbestos-rope door gaskets in wood stoves;</li><li>• textured paints and decorative ceiling coatings; and</li><li>• insulation used on hot water pipes, domestic heaters and stoves.</li></ul>



**Guideline**

Generally, undisturbed asbestos cement products do not pose a health risk as the fibres are bound together in a solid cement matrix, however, if the material is damaged or disturbed, fibres may be released into the air. The use of power tools for cutting, drilling, grinding, sanding or sawing the material can release significant numbers of fibres as can the use of high-pressure water blasters to clean the material prior to painting. These activities must not be performed.

It is vital that all Community Housing Organisation's immediately report any damaged or disturbed asbestos, including fencing, to Communities' Contracting Directorate at [CommunityHousing@housing.wa.gov.au](mailto:CommunityHousing@housing.wa.gov.au)

Residential Properties are also a workplace for many employees and volunteers working in the housing industry. Therefore, the properties rented to tenants are subject to Workplace Safety Laws under the Occupational Safety and Health Regulations 1996 which include the listing, control and management of likely ACM within each property.

In addition, the safety and care of tenants are also subject to the Legislative requirements of the *Health (Miscellaneous Provisions) Act 1911* and Health (Asbestos) Regulations 1992. Knowledge and management of any likely ACM is the joint responsibility of both your organisation and Communities.

## 4. Basins and sinks

**Description**

Basins and sinks may be attached to the wall, on a pedestal, or built into a vanity or kitchen unit.

**Standard**

Basins and sinks must be firmly fixed in position and have no surface failure that compromises their hygienic properties. They must be installed and maintained in compliance with the relevant Australian standards.

Basins and sinks must have a water proof seal to the wall that prevents water from spilling behind the unit and rusting the metal support brackets.

Plugs must seal the waste outlet effectively.

Traps and tails must convey the waste from basins/sinks into the main drainage system with no evidence of leakage.

**Guideline**

The surface of a basin or sink may be scratched or grazed and yet not constitute a health or safety hazard, whereas a chip or crack may be of a size and nature as to cause a hazard.

If a plug hole has finishes that are wearing away it may be failing its functional requirement to be cleanable and hygienic: if the wearing is excessive, the component may need to be replaced.

For vanity unit doors and drawers, refer to the relevant Australian Standard for kitchen cupboards, drawers, and shelving.

## 5. Bathroom accessories

<b>Description</b>	<p>Bathroom accessories refers to those additions that enhance the usability of the bathroom and assist people who are frail or who have poor mobility to use the bathroom. Standard bathroom accessories include soap holders, mirrors, wall and vanity cabinets, towel rails and toilet roll holders.</p> <p>In addition, bathrooms designed for seniors and people with disability may have grab rails, shower seats, and hand-held adjustable showers.</p>
<b>Standard</b>	<p>Accessories designed to take a person's weight must be soundly fixed to the wall and appropriate for the intended use.</p> <p>Metal fixtures should have no significant rust or corrosion.</p> <p>Accessories must not have any protruding sharp edges created by chips or rusted parts, and must be securely installed and undamaged.</p> <p>Grab rails, handrails, and other fixtures must be securely fixed to walls, ceilings or floors and be able support a weight appropriate to their purpose.</p> <p>All accessories should be adequately waterproofed, with particular care where surfaces are interrupted by such items as pipe work and handles.</p> <p>All mechanisms, such as the toilet roll holder and cabinet door hinges, should work effectively.</p> <p>Mirrors should be unbroken and have at least 90% of the mirror backing intact, be securely fixed, and free of cracks and sharp edges.</p>
<b>Guideline</b>	<p>Consideration should be made for appropriate accessories where client needs require additional flexibility/access of use.</p>

## 6. Baths

<b>Description</b>	There are three main types of baths: acrylic, pressed metal and cast iron.
<b>Standard</b>	<p>Baths must be:</p> <ul style="list-style-type: none"><li>• installed and maintained in compliance with the relevant Australian Standards, including AS/NZS 2023:1995;</li><li>• securely fixed in position; and</li><li>• adequately sealed against all walls and floors to prevent leakage of water into the structural system supporting the wall and floor.</li></ul> <p>The silicone seal along the horizontal bath and wall tile junction must be intact to prevent water penetration.</p> <p>The finish coating must be seamless, free from excessive scratching, chipping or worn areas, and able to be cleaned and maintained in a hygienic condition. Minor scratching and chipping that does not undermine hygienic functionality is acceptable. Wall tiles must be waterproof and provide a smooth even surface free from prominent cracks and damage. Missing wall tiles must be replaced.</p>
<b>Guideline</b>	<p>A bath plug should provide an adequate seal to prevent water from escaping.</p> <p>The bottom of the bath should sit directly on a solid base, such as cement grout, thereby minimising the flexibility in the base when it is pressed down.</p> <p>In baths with showers over them, the base of the bath where a person would stand to shower should be flat and slip resistant.</p> <p>All grout between tiles should be thoroughly cleaned at hand-over or hand-back, unless the property has never been tenanted or the tiles have been re-grouted since vacation. Re-grouting is only necessary if the integrity of the existing grout has broken down.</p>

## 6.1 Vanity cabinets

<b>Description</b>	Vanity cabinets provide storage for bathroom items.
<b>Standard</b>	<p>Vanity cabinets must be solid, free from corrosion or rot, vermin proof and able to be maintained in a clean and hygienic state.</p> <p>They must have impermeable top and splashback that are free from significant delamination, holes and open joints.</p> <p>Shelving should be intact.</p> <p>Vanity unit doors and drawers should be solid (either solid timber or medium-density fireboard (MDF)), operate smoothly and easily, and seat properly when closed.</p> <p>All handles, locks, catches etc. should operate satisfactorily and secure the door or drawer in the closed position.</p>
<b>Guideline</b>	No Guideline required.

## 7. Car and vehicle storage

### 7.1 Car parking spaces

<b>Description</b>	Car parking spaces refers to the space that a vehicle parks on, but not to any related structures around it.
<b>Standard</b>	<p>Car parking spaces must be free of:</p> <ul style="list-style-type: none"><li>• sudden changes in level;</li><li>• broken or crumbling material;</li><li>• missing sections and major cracks that could cause a trip hazard;</li><li>• moss and not slippery whether wet or dry.</li></ul> <p>For paved parking pads, missing or misaligned pavers should be replaced or realigned.</p> <p>Surfaces and kerb finishes should be intact. Surface water should drain effectively and not pond, and drainage grates should be flush and not present a hazard. If surfaces become slippery as a result of the accumulation of oil, they should be cleaned to a non-slippery condition.</p> <p>Car parking spaces designated for people with disability should be wide enough to swing a wheelchair off the top of a vehicle and place it next to the vehicle with sufficient manoeuvring room. It should meet AS/NZS 2890.6-2009 which sets the minimum requirements for accessible car parking spaces in Australia and New Zealand and replaces the previous reference (Appendix C of AS2890-1-1993).</p> <p>Ramps should give easy and safe access. Balustrades should be provided where ramps and landings are one metre or more above ground level.</p> <p>Where provided (e.g. in clusters and complexes), parking lines and numbering should be legible. There should be sufficient access for persons to alight from vehicles safely.</p>
<b>Guideline</b>	<p>Car parking pads are often constructed from concrete and should be very durable, requiring little or no maintenance. When a concrete slab fails, it is usually apparent by cracking. Often the cracking may not affect the basic function of the slab to support a motor vehicle. If, however, the crack results from changing foundation conditions rather than temperature or expansion stresses, this may indicate a structural issue.</p> <p>Car parking pads may be made of paving, which may be bedded on a concrete slab or on sand. Pads may also be made of pebbles, gravel or dirt which may meet the functional requirements if they are well formed and drain well.</p>

## 7.2 Carports

<b>Description</b>	Carports are generally made of timber or steel construction. They can be standalone structures or joined to the dwelling as a 'lean to' structure.
<b>Standard</b>	<p>The carport's structure must be sound and not compromised by corroded or rotted structural members or by a severe impact.</p> <p>Structurally unstable carports that may affect the safety of residents must receive emergency maintenance.</p> <p>The flooring of the carport should be adequate, not affected by oil spills or drips, and safe from slipping.</p> <p>For walls and ceilings, surface finish should be in place, secure and clean. Surfaces should be smooth, without cracks, holes, scratches or apparent damage. Render and paint should be sound and intact, not cracking or flaking.</p> <p>For roof and posts, there should be no loose roof sheeting, flashing or other material; no leaks. Flashings, gutters and downpipes should be in place, made of compatible materials, secure and working without leaking.</p> <p>Supports to roof should not be sagging, and the roofline should be straight.</p>
<b>Guideline</b>	Carports must meet all building and planning code requirements.

## 7.3 Garages

<b>Description</b>	Garages provide secure accommodation for cars and other vehicles.
<b>Standard</b>	<p>Garages should be secure, hazard free, adequately ventilated and sufficiently wide to allow opening of doors from a regular sedan, and roofing must meet BCA and LGA codes.</p> <p>Floor slabs should not have any significant cracks caused by stresses and fatigue, or penetration and corrosion by automotive liquids.</p> <p>Garage walls and ceilings should have finishes that are intact, secure and clean.</p> <p>Paint and render should be sound and intact, with no cracking or flaking.</p> <p>Any doors and windows should be operable and have sufficient hardware to open, close and lock them.</p> <p>Roofs should have no leaks and no loose sheeting, flashing, or other material. The roof line should be straight and there should be no sagging of roof supports.</p> <p>Flashings, gutters and down pipes attached to the garage should be fixed in place, made of compatible metals, and function without leaking.</p>
<b>Guideline</b>	Garages must meet all building and planning code requirements.

## 8. Carpentry work

<b>Description</b>	Carpentry work applies to any work carried out on timber structures or components within the property.
<b>Standard</b>	All carpentry repairs and work must be carried out by qualified carpenters in accordance with best building practice and building specifications, and in compliance with the relevant Australian Standards.
<b>Guideline</b>	No guideline required.

## 9. Ceilings

<b>Description</b>	Ceilings define and seal the top of a room.
<b>Standard</b>	<p>Ceilings must be free from sagging, tilting, bulging or holes (other than minor indentations).</p> <p>Ceilings must meet the relevant Australian Standard for fire isolation.</p> <p>The painted surface of a ceiling should not have any peeling paint or cracks.</p> <p>Cornices must be securely fixed.</p>
<b>Guideline</b>	<p>Ceilings provide one of the clearest indications of other element failures, most notably the roof. Water stains or mould on the ceiling, whilst unattractive, may not prevent the ceiling from performing its prime purpose. However, they offer a signal that a serious problem exists with the waterproofing of the roof or the bathroom above, and as such prompt investigation into the cause of the water stains or mould is required.</p> <p>The painted surface of a ceiling is part of the ceiling component. Peeling paint on the ceiling can indicate functional failure, i.e. that part of the ceiling is losing its integrity. Peeling paint should be investigated and rectified as appropriate.</p> <p>Very fine cracking, particularly around the cornice, is not normally a concern with plasterboard, and occurs when different parts of the house move small amounts due to changes in humidity and temperature.</p> <p>It may be difficult to determine if a ceiling is made of asbestos cement (an ACM). If the paint surfaces are intact, there may be no safety issue even though there may be asbestos underneath. If the paint system is failing it may still not present a health risk until the asbestos sheeting starts to powder. However, if there is any damage to the ceiling, such as a hole or large crack, the asbestos fibres in the sheeting may be exposed and may break off into the air, which then becomes a health and safety issue. It is better to err on the side of caution until any health and safety concerns can be either resolved or cleared (refer to link below)</p> <p><a href="http://www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-how-to-manage-and-control-asbestos-in-the-workplace-v2.pdf">www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-how-to-manage-and-control-asbestos-in-the-workplace-v2.pdf</a></p>

## 10. Cleaning

<b>Description</b>	Cleaning is the process of removing unwanted substances, such as dirt, infectious agents, and other impurities, from an object or environment. Cleaning occurs in many different contexts, and uses many different methods.
<b>Standard</b>	Vacant properties intended for hand-over or hand-back must be prepared by Communities or the Organisation and be in a reasonable state of cleanliness (see Section 3 for definition), in accordance with the PreHandover/Hand-back Inspection Checklist.  Vacant properties intended to be relet to tenants by the Organisation should be in a reasonably clean condition, in line with the RVA and the RTA.
<b>Guideline</b>	Cleaning of the property prior to hand-over or hand-back includes: <ul style="list-style-type: none"><li>• removing and disposing of all rubbish, refuse and perishable foodstuffs;</li><li>• washing floors;</li><li>• professional cleaning of all carpets (unless they are new);</li><li>• cleaning light fittings, toilet(s), bathroom and kitchen fittings (including cupboards) and appliances, tiling and grout;</li><li>• washing walls and woodwork, windows, flyscreens and doors;</li><li>• mowing lawns, trimming shrubs and trees;</li><li>• clearing and cleaning gutters and downpipes;</li><li>• ensuring premises are free of pests and vermin.</li></ul>

## 11. Clotheslines

<b>Description</b>	Clotheslines come in several different types, including hoists, paralines and extend-a-lines.
<b>Standard</b>	Clotheslines should have clean and taut hanging lines.  All lines should be securely fixed, and not tangle.  Adequate solar and wind exposure should be available at the location.  Any operating mechanisms should be workable.  It should be possible to hang a full-size sheet on the clothesline without catching on the ground or any plants or other objects.
<b>Guideline</b>	No guideline required.



## 12. Doorways general: internal and external

<b>Description</b>	<p>Doorways include the door leaf, hinges, door locks, knobs, door frames, door stops and architraves.</p> <p>Doors vary in terms of their structural materials (timber, glass, and metal), lining (timber, timber board, glass, and steel), location (entry, internal, external, and fire) and method of opening (hinged, sliding, French, and bi-fold).</p>
<b>Standard</b>	<p>All doors must be securely hung and maintained to ensure structural integrity and functionality in accordance with the BCA and the relevant Australian Standards.</p> <p>All doors must be able to be opened and closed freely and safely, without any binding or scraping, and not have any:</p> <ul style="list-style-type: none"><li>• significant defects, including deterioration of materials of the frame;</li><li>• broken or defective catches, handles and runners;</li><li>• broken or cracked glass; and</li><li>• holes or excessively visible patches or indentations.</li></ul> <p>Glass doors must have safety glass and the glazing must be intact and have no cracks.</p> <p>Lock hardware must be functional and able to secure the dwelling (AS 4145.2-2008/Amdt 2-2015).</p> <p>Door stops must be fitted at all locations so doors do not damage walls.</p> <p>Latch hardware must secure the door in the closed position, and be operational on both sides. There must be no missing handles, tongues, keepers or snibs.</p> <p>Door closers with specific opening strengths, closing times and speeds intended for operation by people with disability and in wheel chairs must be functional and operable by those tenants. If doors are not operable, they may require adjustment, repair or replacement.</p> <p>Any mesh screening should be free from holes and tears and securely held in framing.</p> <p>Paint film should have full coverage appearance, seamless coating with few visible wear areas, and able to be cleaned to a fresh surface. At least 90% of the surface should be free from marks or surface damage.</p> <p>French doors opening out should be restrained back against the wall with a cabin hook to prevent damage by wind gusts. Hinges should allow full fold back of the door in order to avoid damage to both the door and wall.</p>
<b>Guideline</b>	<p>Doorways must meet all building and planning code requirements.</p>

## 12.1 External doors

<b>Description</b>	The RTA prescribes standards for all external doors to residential premises: these are outlined in Standard 51.1.
<b>Standard</b>	<p>Solid core doors, hinged screen (barrier) doors and sliding screen (barrier) doors must be installed to external entrances to properties when replacement of existing doors is required.</p> <p>All external doors must be securely hung and maintained to ensure structural integrity and functionality.</p> <p>All external doors must be able to be opened and closed freely and safely, and not have any:</p> <ul style="list-style-type: none"><li>• major defects, including deterioration of materials of the frame;</li><li>• broken or defective catches, handles, and runners;</li><li>• broken or cracked glass;</li><li>• holes or excessively visible patches or indentations.</li></ul>
<b>Guideline</b>	<p>As long as solid core external doors are fitted with deadlocks, then hinged screen (barrier) doors will be sufficient at those doors. Non-solid core doors should be replaced with solid core doors.</p> <p>‘Shoppers entrance’ doors located inside garages that have lockable garage doors are not regarded as ‘external doors’ for the purposes of ensuring security to the dwelling in compliance with the RTA.</p> <p>Shoppers entrance doors should be solid core doors and fitted with deadlocks with an internal snib and a passage (handle) set.</p>

## 13. Drainage

### 13.1 Sanitary plumbing

<b>Description</b>	Sanitary plumbing is any work involved in fixing or unfixing any pipe, plumbing fixture or appliance including; any trap, waste or soil pipe, ventilation pipe, or overflow pipe and any pipe that supplies or is intended to supply water.
<b>Standard</b>	All sewerage and waste water connections and fittings must be: <ul style="list-style-type: none"><li>• in good working order;</li><li>• free from leaks, blockages and other major defects; and</li><li>• compliant with AS/NZS 3500.5:2000.</li></ul>
<b>Guideline</b>	All sanitary plumbing must comply with the Building Code and Plumbers Licensing and Plumbing Standards Regulations 2000. A certifying plumber is responsible for the testing, verification and the supervision of tradesman plumbers, Journeyman plumbers, limited certificate (trainee plumbers) and exempted persons.

### 13.2 Sewage treatment

<b>Description</b>	The sewer pipe is the pipe which carries the sewage to the disposal system.
<b>Standard</b>	Septic tanks must be installed in accordance with AS/NZS 1546.1:2008.  Aerobic Treatment Units (ATUs) or bio-degradable sewerage systems may be installed in situations where there is no mains sewerage and it is not practical to install septic tanks.  Under Department of Health regulations ATUs and bio-degradable systems must be maintained and serviced every three months to produce a biologically acceptable effluent.  ATUs must be installed in accordance with AS/NZS 1546.3:2017.
<b>Guideline</b>	Septic tanks may require maintenance (removal of solid waste) approximately every ten years. Communities regards servicing of septic tanks and ATUs as 'routine maintenance' and is the responsibility of the Organisation.

## 14. Driveways

<b>Description</b>	A driveway is a type of private road for local access to one or a small group of structures, and is owned and maintained by an individual or group. A crossover is the part of a driveway that crosses the verge, between the kerb and the property boundary.
<b>Standard</b>	<p>Driveways should meet the criteria for both wheeled vehicular access and pedestrian access and they may consist of solid driveways or wheel tracks, concrete, pavers, or gravel.</p> <p>Driveways of all construction materials should be able to support the weight of vehicles without obvious deflection and prevent bogging in wet weather.</p> <p>Driveways should be free from anything that may constitute a trip hazard such as sudden changes in level, misaligned pavers, moss, broken or crumbling material, missing sections and major cracks.</p> <p>Driveways should not be slippery whether wet or dry, and surface water should drain effectively and not pond. Any drainage grates should be flush and not create a hazard.</p> <p>Sightlines should offer drivers reasonable vision of the area before they drive a car on or off the driveway (in compliance with the relevant local planning requirements).</p>
<b>Guideline</b>	The Residential Design Codes includes provisions for the location of crossovers and driveways, and approval is to be obtained from the relevant LGA prior to constructing a crossover or driveway.

## 15. Earth stakes

**Description** An earth stake is a copper rod or star picket buried in the ground. Its purpose is to carry fault currents into the ground and is essential for the effective operation of electrical safety devices (RCD, MCB or RCD/MCB). If the dwelling is not earthed, there is a risk that occupants could get electrocuted. Without an earth stake, the safety devices will not work and an electrical fault could cause a dwelling or appliances to become 'live' as the current flows to earth.

**Standard** Buildings must be earthed in accordance with the relevant Australian Standards, including AS/NZS 3000:2007 (and any amendments).

**Guideline** Earth stakes have green and yellow wires attached and are usually located near a water tap. In blocks of units or complexes the earth stake may be located in the main switchboard at the front of the complex, or in an electrical pit. In these instances, it may not be visible.

If the earth wire is not attached to the earth stake, or is broken, there is a chance that the RCD/MCB will not switch off in a dangerous situation.

When inspecting properties, it is **very important** to visually check that the earth stake is installed and that the earth wire is attached and not broken.



Green and yellow earth wire attached to metal stake



Type usually found in the Kimberley

## 16. Eaves

<b>Description</b>	Eaves protect the wall of a dwelling from weather and ensure roof water is shed away from the wall.
<b>Standard</b>	<p>Eaves may have fibre cement or timber linings, finished with paint. Fascias may be painted timber or a coated steel system often integrated with the gutter. Gutters are normally fixed to fascias and any leaks in them can adversely affect the fascia.</p> <p>There should be no hazards such as sagging or bulging in the soffit (eaves lining).</p> <p>Eaves surfaces should be:</p> <ul style="list-style-type: none"><li>• clean;</li><li>• painted;</li><li>• free from holes (other than minor indentations or minor surface damage); and</li><li>• with intact finishes.</li></ul> <p>There should be no rotting in the fascia timbers.</p>
<b>Guideline</b>	Water leakage from the roof may often find its way down to the eaves, even if it originates higher up in the roof: the result can be mould and/or flaking paint on the lining.

## 17. Electrics

<b>Description</b>	Homes typically have several kinds of home wiring, including Electrical wiring for lighting and power distribution, permanently installed and portable appliances, telephone, heating or ventilation system control, and other requirements.
<b>Standard</b>	<p>Electrical services, including power points, light fittings, wiring, switchboards and appliances must be maintained:</p> <ul style="list-style-type: none"><li>• in safe working order;</li><li>• in compliance with supply authority requirements and manufacturer’s instructions;</li><li>• free from dampness;</li><li>• free from hazards; and</li><li>• in compliance with the relevant Australian Standards, including AS/NZS 3000:2007/AMDT 1:2009.</li></ul> <p>In accordance with SAA 3000 wiring rule, “free from hazards” means there are no:</p> <ul style="list-style-type: none"><li>• broken or frayed electrical wiring;</li><li>• bare metal wires;</li><li>• loose or improper wire connections to outlets;</li><li>• painted light switches or power outlets;</li><li>• light fittings hanging from an electric wire without other firm support;</li><li>• missing or cracked cover plates on light switches or power outlets; and</li><li>• exposed fuse box connections or overloaded circuits evidenced by frequently blown fuses, or any other fault.</li></ul> <p>Power points, light fittings, fans and other electrical fittings must comply with AS/NZS 3000:2007 (and any amendments).</p> <p>Broken internal light fittings must be replaced with standard bayonet fittings.</p> <p>Pull-string light switches must be replaced by standard rocker switches by Communities prior to hand-over of the property to the Organisation.</p>
<b>Guideline</b>	All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.

## 18. Exhaust fans

<b>Description</b>	Exhaust fans remove air and moisture from rooms, and are usually located in bathrooms and kitchens. They may be mounted on walls, ceilings or windows.
<b>Standard</b>	<p>Exhaust fans require regular cleaning to remove dust build-up. They should be free of accumulations of fluff and grease around the vent and motor, which may constitute a fire hazard.</p> <p>Exhaust fans should:</p> <ul style="list-style-type: none"><li>• operate without any atypical mechanical noise, i.e. there should be no apparent rattling or vibration;</li><li>• be securely fixed into position with no broken or missing parts; and</li><li>• be in a reasonable state of cleanliness with generally smooth finishes.</li></ul> <p>Where exhausted to the outside, ducting should be clean and either self-closing or sealed to prevent entry of flies and insects. Vermin and fly control mesh or a louvre grille should be in place and in an unbroken and sealed condition.</p>
<b>Guideline</b>	All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.



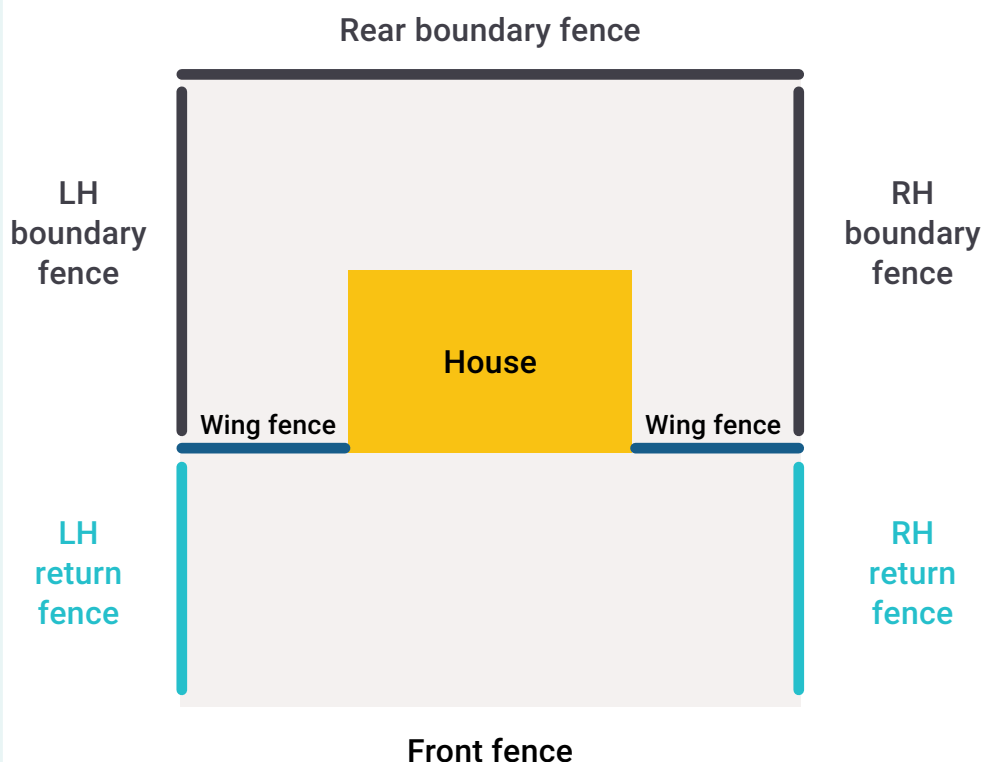
## 19. Fencing

### Description

Fencing demarcates public and private areas, restricts uninvited movement of people and animals into private outdoor areas, and safely contains children and domestic animals.

Fencing may be defined as 'front', 'rear', 'side', 'boundary', 'wing' and 'return' (see diagram below) and may be made of timber, metal, masonry, fibrous cement or composite materials. Fencing includes all gates and hardware that together create a secure yard space.

Return fences may be provided only in special circumstances, e.g. for security/safety reasons or to prevent heavy pedestrian traffic on a corner block, subject to Communities approving a submission from the Organisation.



### Standard

Fences must be structurally sound, meet the relevant Australian Standards (including AS 1397-2011, AS 1604, AS 2728:2013, and AS/NZS 4680:2006), and be free of any hazards or sharp edges.

Fencing should be maintained in a safe condition and perform its basic function.

Rails should be true and straight, and vertical posts and masonry should be upright with no significant leaning.

There must be no visually significant graffiti, missing palings or deformed panels that allow children and/or pets to pass through.

There must be no gaps greater than 100 mm. Surfaces must be clean and free from holes (other than minor indentations). Some loose palings or dented panels are acceptable.

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**Guideline** Standards exist for certain fencing materials, such as COLORBOND® and timber. AS 1397 and AS 2728 relate to coated mass and paint film thickness on zinc and zinc alloyed fences. For timber, AS 1604 outlines how timber, plywood and wood-based products should be treated. These standards ensure that the materials are fit for purpose and will withstand the elements.

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## 19.1 *Dividing Fences Act 1961*

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**Description** A dividing fence separates the land of different owners whether the fence is on the common boundary of adjoining lands or on a line other than the common boundary. A dividing fence does not include a retaining wall. Dividing fences are subject to the *Dividing Fences Act 1961*.

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**Standard** Under the *Dividing Fences Act 1961*, boundary fences between adjoining properties are required to meet the standard of a 'sufficient fence'.

The LGA may also specify a particular type of fence and specify a minimum and maximum height for a dividing fence.

A sufficient fence must be structurally sound and in reasonable condition, taking fair wear and tear into consideration, regardless of the material used to construct the fence.

A property must have boundary fences, but wing and return fencing are optional at the discretion of the relevant owners.

The Lessor must build a 'sufficient fence' when constructing or repairing a dividing fence or wing fence using material, and to a height and appearance, acceptable to the LGA and the relevant by-laws.

The Lessor must ensure that fencing is repaired or replaced as required and in compliance with the *Dividing Fences Act 1961*.

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**Guideline** A 'sufficient fence' is:

- A fence as prescribed by an LGA; or
- A fence of any standard agreed upon by adjoining owners, provided that it does not fall below the standard prescribed by the relevant LGA.

The *Dividing Fences Act 1961* provides that owners of adjoining lands are each liable to pay half the cost of erecting or repairing a 'sufficient fence' between their properties. This provision applies to both developed and vacant land. However, the owner of a vacant block is permitted to defer making a contribution until that owner makes use of the block, usually by building on it.

The *Dividing Fences Act 1961* also makes provision for the giving of notices and resolving disputes between neighbours. It is recommended that either party give the necessary notice and obtain agreement from their neighbour before constructing a fence, as the ability of recovering costs following installation is restricted.

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## 20. Fixture Joints

<b>Description</b>	The gap in between the joining of vertical and horizontal surfaces.
<b>Standard</b>	There must be no gaps in between the joining of vertical and horizontal surfaces in wet areas, such as splash backs behind kitchen, bathroom and laundry sinks and cabinets, and the surrounds of baths and showers.
<b>Guideline</b>	All gaps must be filled to prevent collateral water damage.

## 21. Floor Coverings

### 21.1 General – all floor types

<b>Description</b>	Floors must be maintained to minimise the possibility of tenants tripping, slipping or falling. Floors may also perform a role in fire isolation in certain building types (e.g. multi-storey units).
<b>Standard</b>	Floors must be free of trip hazards and worn surfaces that may expose the underlying structural elements to moisture and damage.  Any lifting edges, holes, open joints, gaps, tears, lumps, loose threads, chips, buckles, ripples, burns or similar damage must be repaired.  Floor surfaces should be free of significant stains and smells, and allow for hygienic maintenance.
<b>Guideline</b>	A floor covering should be repaired in preference to partial or full replacement (regardless of age), unless it is uneconomic or unsafe to do so.  Where clarity regarding stains is required, the Organisation can contact Communities.

## 21.2 Replacement of floor coverings – general

<b>Description</b>	Floor covering is a term to generically describe any finish material applied over a floor structure to provide a walking surface.
<b>Standard</b>	Floors must be free of trip hazards and worn surfaces that may be exposing the underlying structural elements to moisture and damage.  Lifting edges, holes, open joints, gaps, tears, lumps, loose threads, chips, buckles, ripples, burns or similar damage must be repaired. Floor surfaces must be free of significant stains and smells and able to be hygienically maintained.
<b>Guideline</b>	<p><b>Total replacement</b> of floor coverings of vacant properties intended for hand-over or hand-back should be carried out if the floor covering is 'extensively damaged' throughout the dwelling.</p> <p>'Extensively damaged' means that 30% or more of the total area:</p> <ul style="list-style-type: none"><li>• is excessively worn, stained or has odours (that do not dispel through cleaning);</li><li>• has cracked or torn underlay;</li><li>• has lifted and cannot be repaired; or</li><li>• poses a safety risk and it is uneconomical to repair or partially replace.</li></ul> <p><b>Partial replacement</b> of floor coverings to individual rooms of vacant properties intended for hand-over or hand-back should be carried out if the floor coverings:</p> <ul style="list-style-type: none"><li>• are 'substantially damaged'; or</li><li>• pose a safety risk and cannot be repaired, or are uneconomical to repair.</li></ul> <p>'Substantially damaged' means that:</p> <ul style="list-style-type: none"><li>• less than 30% of the total area of carpet in any single area or room is excessively worn, stained or has odours (that do not dispel through cleaning);</li><li>• less than 30% of the total area of vinyl tiles are cracked or have lifted;</li><li>• sheet vinyl has been scored or ripped through to the underlay, and the damage cannot be repaired.</li></ul> <p>Where the damage is less than 30% of the total area of flooring, the floor coverings should be repaired or replaced using similar materials. Where applicable, sheet vinyl should be replaced with vinyl tiles.</p>

## 21.3 Replacement of floor coverings – carpet

<b>Description</b>	Carpets provide a safe and comfortable floor covering for habitable areas of a dwelling and common areas.
<b>Standard</b>	<p>Carpets and underlay must be replaced with hard wearing domestic polypropylene with low flammability and slow flame spread properties.</p> <p>Carpets must be installed to the relevant Australian Standards.</p> <p>Carpets laid on concrete floors must have a suitable underlay.</p> <p>A Carpet Cleaning Confirmation Form, signed by a qualified contractor to verify that carpets have been professionally cleaned, as per the Pre-Hand-over/Hand-back Inspection Checklist, must be provided at both hand-over and hand-back.</p> <p>Confirmation of carpet cleaning is not required at hand-over if the property is new and has never been tenanted, or if the carpet has been newly laid.</p>
<b>Guideline</b>	<p>Carpets are generally only installed by Communities in public housing dwellings for seniors' accommodation; however, carpets may be retained in community housing dwellings that have been spot purchased if the carpets are in 'as new' or good condition.</p> <p>In such circumstances, carpets should not be threadbare, holed, stretched, rotted or subject to separation of the backing material.</p> <p>Organisations may choose to replace carpets with vinyl prior to handback, provided that any vinyl replacements comply with the required standards for vinyl floor coverings.</p>

## 21.4 Replacement of floor coverings – ceramic tiles

<b>Description</b>	A tile made from clay that has been permanently hardened by heat, often having a decorative glaze.
<b>Standard</b>	<p>Tiles must be replaced when they are cracked, have holes, are excessively stained, or are defective.</p> <p>Wherever practical, tiles should be individually replaced with the closest match to the existing tile, i.e. colour, texture and size.</p> <p>If all ceramic tiles in the dwelling are subject to total replacement, they should be replaced with vinyl tiles.</p> <p>Grout should be clean, free of mould and sealed. Grout should be replaced when it no longer performs its basic function.</p>
<b>Guideline</b>	<p>Tiles are generally used in wet areas within Communities properties.</p> <p>Grout is not waterproof and will absorb water as the shower is used. Sealing the surface will help prevent water from penetrating the tile installation. Common grout sealers such as Dunlop 250ml Grout Sealer or Davco Sanitized Tile and Grout Sealer can be used.</p>

## 21.5 Replacement of floor coverings – timber

<b>Description</b>	Timber flooring is any product manufactured from wood that is designed for use as flooring, either structural or aesthetic.
<b>Standard</b>	Timber floors should not have loose planks, protruding nails or gaps between planks.  Timber floors should be replaced or repaired with the closest match to the existing flooring, i.e. colour, materials and finish.
<b>Guideline</b>	The use of carpet or vinyl is preferred over continued maintenance of polished timber floors, floating floors or veneer or laminate floors. However, floors that are already sanded and polished may be maintained until it is no longer economical to do so.

## 21.6 Replacement of floor coverings – vinyl flooring

<b>Description</b>	A synthetic cousin of linoleum, vinyl flooring is water and stain-resistant, versatile, and provides good durability for the cost.
<b>Standard</b>	There should be no wear and tear of vinyl flooring that may affect its capacity to be cleaned and hygienically maintained.  If vinyl tiles are being partially replaced, they should be replaced with the closest match to the existing tiles, i.e. colour, texture and size.  If the vinyl sheeting in a dwelling is subject to total replacement, it should be replaced by vinyl tiles.
<b>Guideline</b>	Vinyl tiles may receive partial or total replacement depending on the circumstances.

## 21.7 Replacement of floor coverings – quarter round (quads) and skirting

<b>Description</b>	Skirting board is a wooden board running along the base of an interior wall. The quad covers the gap between the floor and the skirting board.
<b>Standard</b>	Quads and skirting must be repaired or replaced when they no longer perform their basic function or pose a safety risk.  If quads and/or skirtings are being repaired or partially replaced, this should be carried out with the closest match to the existing quads or skirting, i.e. colour, size and shape.
<b>Guideline</b>	Skirting boards and quads are usually attached by the use of adhesives and nails and best completed by a qualified trade person.

## 22. Flywire (on doors and windows)

<b>Description</b>	Flywire is a mesh used to prevent insects entering a property. The mesh may be made from a number of materials including aluminium and vinyl.
<b>Standard</b>	Flywire must be fitted to all external doors and opening windows, and free from holes or tears. The most cost-effective material (aluminium or stainless steel and not fibreglass) must be used.
<b>Guideline</b>	No guideline required.

## 23. Gardens, Trees and Shrubs

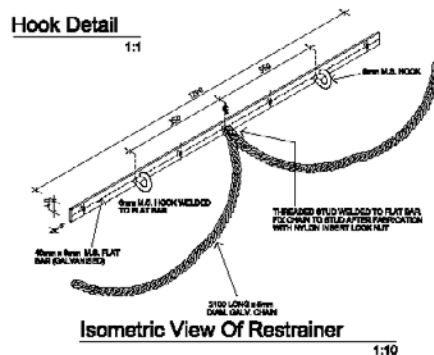
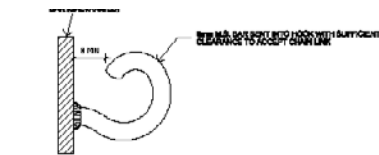
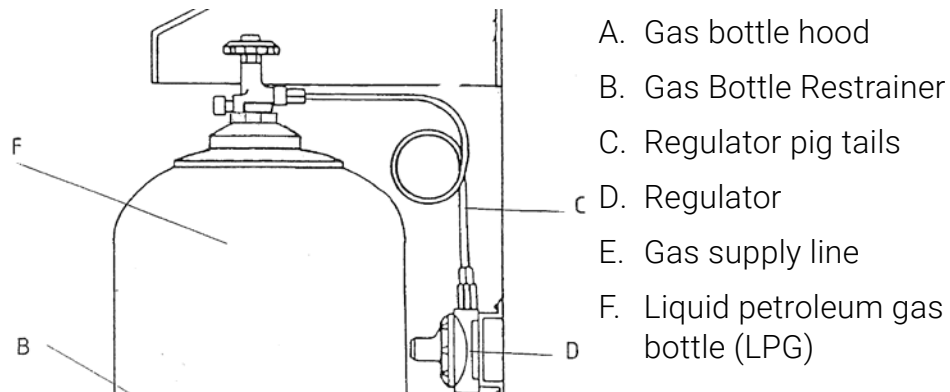
<b>Description</b>	This is the ground adjoining a house, used for growing flowers, fruit, or vegetables.
<b>Standard</b>	<p>Vacant properties intended for hand-over or hand-back should have all grassed areas neatly cut to a height of around 50mm, with edges trimmed and clippings removed, at a time as close as possible to the date of hand-over or hand-back.</p> <p>Garden beds should have all grass runners and weeds removed.</p> <p>All rubbish and debris must be removed from the yard and garden beds.</p> <p>Tree lopping is required when trees may potentially cause injury, damage to property or are dangerous (e.g. where the tree is interfering with power lines, driveways and pedestrian access, or is dead and at risk of falling).</p> <p>Tree lopping is also required to ensure trees maintain adequate clearance from the dwelling, driveways, gutters, power lines, fences and neighbouring properties.</p> <p>Tree lopping must be undertaken prior to hand-over or hand-back</p> <p>Organisations should not plant or permit to be planted any trees within 3 metres of any wall of the dwelling situated on the premises, or within 1 metre of any fence on the premises.</p>
<b>Guideline</b>	<p>Generally, tenants are responsible for maintaining their own designated yards and gardens, and Organisations are responsible for common areas in all multi-unit complexes under their management.</p> <p>Organisations are also responsible for trimming trees that pose a health or safety risk and are above roof height (note that council permission may be required to undertake this maintenance).</p> <p>As a guide, the following should be removed as and when necessary:</p> <ul style="list-style-type: none"><li>• Lower limbs of mature trees that are causing a nuisance or hang lower than 2.1 metres;</li><li>• Dead trees, shrubs, or bushes; and</li><li>• Trees located within 3 metres of any wall of the dwelling, or within 1 metre of any fence on the premises.</li></ul> <p>The Magistrates Court may rule on disputes between adjoining owners on issues such as nuisance from trees, overhead branches and falling leaves under the provisions of the common law. Independent legal advice may need to be sought in respect of each case.</p>



## 24. Gas Bottle Restraining Devices

**Description** Gas bottle restraining devices are commonly called cylinder bottlechock restraints and are designed to protect the cylinder, reduce damage and prevent movement. These bottlechocks are available in various sizes.

**Standard** Where a property is serviced by liquid petroleum gas (LPG) and is in a cyclone prone area, a gas bottle restraining chain is required as per the diagrams below.



**NOTE:**

- SEE DRAWING 103 WALL 1 RESTRAINT ANCHOR HANGING CLEARANCE TO SEE

**BAR ATTACHMENT:**

- PROVIDE A MINIMUM OF 4 NO. PICKUP PER BAR
- TO BRACKET WALLS: USE APPROVED ANCHORS.
- TO TIMBER STUDWORK: USE APPROVED 3.0mm DUAL POWER DRIVEN SCREWS OF LENGTH TO SUIT.
- TO STEEL STUDWORK: USE APPROVED 3.0mm DIA. x 30mm MINIMUM LENGTH POWER DRIVEN SCREWS INTO STUDWORK.

DRAWN APPROVED DATE	Government of Western Australia Department of Housing	TITLE <b>L.P. GAS BOTTLE RESTRAINER</b>	SHEET NO. OF TOTAL NO. <b>P2</b>
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Cylinder Bracket Wall Mount bottlechock restraints to comply with AS4332-2004, Section 5.2(g).

**Guideline** Cylinder Bracket Wall Mount Stainless Steel bottlechock restraints are recommended where required to hold and secure gas bottle/cylinders.

## 25. Gates

<b>Description</b>	Gates includes all those used at the property for both vehicles and pedestrians.
<b>Standard</b>	<p>Gates must be hazard free, have no sharp edges, be securely fixed, solid in construction, free of sagging and winding (twisting), and have no gaps greater than 100mm.</p> <p>Hinges must be secure, free of excessive wear, and allow the gate to swing freely above the ground.</p> <p>Latches and bolts must be effective, easy to operate, and secure the gate in the closed position.</p> <p>One leaf of double gates must be able to be fixed (usually by a bolt in the ground).</p> <p>Electrically operated gates must be able to be manually unlocked and opened in the event of power outages (e.g. via key operation).</p>
<b>Guideline</b>	Gates must comply with LGA planning requirements.

## 26. Glazing

<b>Description</b>	Glazing is a part of a wall or window, made of glass.
<b>Standard</b>	<p>Cracked glass panes in windows, doors, or shower screens must be replaced (regardless of size or extent of cracking).</p> <p>Glass components must be intact solid sheeting and meet size and application standards for the designated use.</p> <p>Glass should be secure in frames.</p> <p>Glazing or reglazing of sashes, doors, fixed screens, and shower screens must be carried out in strict compliance with safety regulations and requirements of AS 1288-2006 (R2016) and AS/NZS 1170.2:2011 (R2016).</p>
<b>Guideline</b>	Glazing work is to be done by a professional “glazier” tradesperson.

## 27. Graffiti Management

<b>Description</b>	Graffiti is the writing or drawings scribbled, scratched, or sprayed illicitly on a wall or other surface.
<b>Standard</b>	<p>Communities is required to implement the State Government’s policy on ‘Graffiti Vandalism Removal Standards’ as outlined in Premier’s Circular 2011/03.</p> <p>In accordance with these standards, Communities requires that Organisations adopt a 48hour graffiti vandalism removal standard (from the time of reporting), with immediate removal of racist or obscene graffiti.</p> <p>Communities requires Organisations to maintain a register of graffiti removal work to assist in the event of prosecution of graffiti vandalism cases. The register of graffiti removal should include records of incidences of graffiti that are reported to the police and provide appropriate forensic or photographic evidence.</p> <p>Graffiti vandalism should be reported as soon as possible to the State Graffiti Taskforce by either:</p> <ul style="list-style-type: none"><li>• calling the Hotline on 1800 442 255; or</li><li>• reporting online by completing the ‘Online Graffiti Reporting Form’, which can be accessed at:</li></ul> <p><a href="http://goodbyegraffiti.wa.gov.au/home/report-graffiti">http://goodbyegraffiti.wa.gov.au/home/report-graffiti</a></p>
<b>Guideline</b>	No guideline required.

## 28. Heating

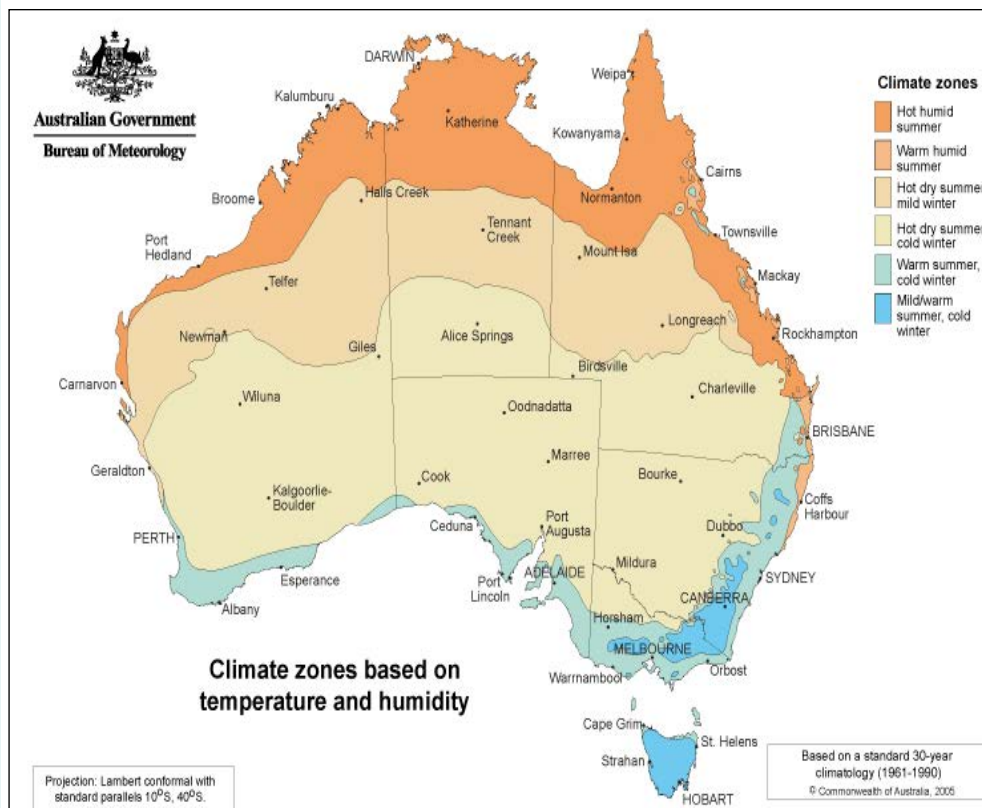
<b>Description</b>	Heaters are NSFs and Communities generally does not provide them in properties that are handed over to Organisations.
<b>Standard</b>	N/A.
<b>Guideline</b>	If a heater is present in a spot purchased property that is intended for hand-over, the Organisation may lodge a request to Communities to retain the heater. Irrespective of subsequent approval or decline by Communities, Communities will not repair or replace heaters.

## 28.1 Wood Burning Heaters

### Standard

Wood burning heaters must be removed by Communities prior to hand-over to the Organisation and must not be replaced with any alternative type of heater, unless the property is located in a 'cold winter climate zone' and the Organisation wishes to retain the heater.

If the Organisation wishes to retain a wood burning heater in a 'cold winter climate zone', the Organisation must seek approval from Communities to do so. 'Cold winter climate zones' are determined by the Bureau of Meteorology (see map below).



If a wood burning heater is allowed to be retained in a cold winter climate zone Communities or the Organisation must obtain certification from a qualified contractor to confirm the safe working condition of the flu at property hand-over or hand-back.

Where wood burning heaters are retained, they must be:

- in a safe, fireproof condition; and
- free from blockages in the flue.

## 28.2 Brick Fireplaces

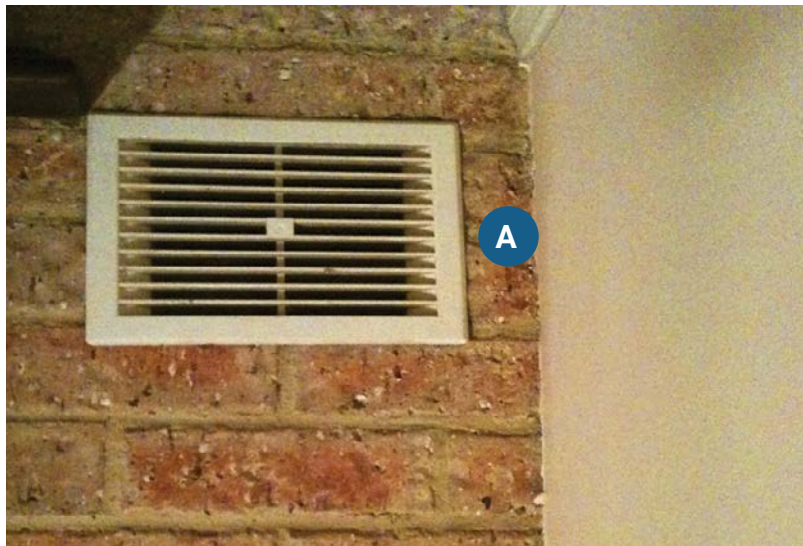
<b>Standard</b>	Brick fireplaces and chimneys must be closed off or bricked-up by Communities or the Organisation prior to property hand-over or hand-back in order to make them inoperable (including in cold winter climate zones), with consideration given to aesthetic appearance.
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## 28.3 Unflued Heaters

<b>Description</b>	<p>The Gas Standards (Gasfitting and Consumer Gas Installations) Regulations 1999 require that adequate ventilation exists or is installed in the area where an unflued gas heater is to operate and where a gas bayonet fitting is installed.</p> <p>The purpose of ventilation is to allow a continuous free flow of air from the outside atmosphere to travel through and freely exit the space in which the appliance is installed. This provides adequate fresh air for combustion and for dilution of the products of combustion, thus ensuring the gas appliance operates in a safe manner and health risks caused by incomplete combustion and formation of carbon monoxide are prevented.</p>
<b>Standard</b>	<p>If a gas bayonet fitting is installed, the room must be adequately ventilated before a heater is used.</p> <p>If the ventilation discharges into another room or an enclosure, further ventilation is required to ensure free flow and discharge of air outside.</p> <p>Gas fitters must install gas bayonet fittings in accordance with these regulations and must consider additional requirements set out in AS 5601.</p> <p>Unflued space heaters up to 25 MJ/h may be used in a residential (domestic) situation. Interconnecting open plan rooms with more than one bayonet fitting installed may require additional ventilation. The gas supplier inspector may be able to provide further advice on the ventilation requirements in these circumstances.</p> <p>Where contractors are required to attend to the servicing of heaters or attend in relation to gas leakages at properties, they are required under legislation to install air vents as per the current legislation.</p> <p>Where a <b>balanced flue</b> heater is installed, <b>no</b> additional ventilation is required as there is an external source of ventilation.</p> <p>A gas bayonet point is not permitted in any bedroom or bathroom space.</p>



- A. Air Vent
- B. Gas bayonet
- C. Flexible hose
- D. Unflued gas heater



### Guideline

In addition to wall and ceiling vents, the room needs to be kept well ventilated when the heater is in use. Internal doors and at least one window should be open to allow fresh air to enter the room. The Organisation should advise tenants to check room vents periodically so they do not become blocked.

If the Organisation wishes to retain a heater, it may do so at its own expense.

## 29. Hot Water Systems

<b>Description</b>	<p>Hot water systems use a variety of heating methods to provide consistent hot water in your home, including gas, electric, solar or heat pump units. A hot water system is available as either an instantaneous or storage tank unit. Instant systems (continuous-flow) heat water instantly and as it's required.</p>
<b>Standard</b>	<p>Hot water must be delivered at all hot water taps.</p> <p>Hot water systems must not present a hazard, must be securely fixed in position, and must comply with the relevant Australian Standards.</p> <p>All associated plumbing (water and gas) and electrical work must be functioning, and any indication of fuel problems or leaks must be immediately rectified.</p> <p>All associated cabinets, doors, drawers and tanks must be structurally sound, and there must be no leaks.</p> <p>Where storage hot water systems are replaced, they must have the following capacity in relation to the number of occupants of the dwelling:</p> <ul style="list-style-type: none"><li>• one bedroom: 90 litre gas or 160 litre off-peak electric;</li><li>• two or three bedrooms: 135 litre gas or 315 litre off-peak electric; and</li><li>• four+ bedrooms: 170 litre gas or 400 litre off-peak electric.</li></ul> <p>Under the Plumbers Licensing and Plumbing Standards Regulations 2000, all plumbing work must be undertaken by a licensed plumbing contractor and all plumbing work must comply with AS/NZS 3500:2015.</p> <p>When the property is handed over or handed back, a condition report for the HWS from a suitably qualified contractor (i.e. licensed with the Plumbers Licensing Board of WA) must be provided to certify that the HWS is working correctly.</p>
<b>Guideline</b>	<p>Pressure release valves should be checked to ensure that, once released, they close-off again without leaving a dripping drainage pipe.</p> <p>Gas or electric hot water systems should be replaced like-for-like, which includes the following types of systems:</p> <ul style="list-style-type: none"><li>• Instantaneous / continuous flow; and</li><li>• Storage.</li></ul> <p>If a solar hot water unit becomes unserviceable it should be replaced by the most cost-effective unit for that specific situation, which may be solar, gas, or electric.</p>



## 29.1 Sanitary Fixtures Delivery Temperatures

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### **Standard**

Water temperature must be tempered in accordance with AS/NZS 3500.4:2015 for heated water services, as also outlined in the 'Technical Note: Water Temperature' by the Plumbers Licensing Board of WA.

A condition report for the HWS from a suitably qualified contractor (i.e. licensed with the Plumbers Licensing Board of WA) must be provided at hand-over and hand-back.

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## 30. Kitchen Cupboards, Benchtops, Drawers and Shelving

<b>Description</b>	Kitchen cabinets, cupboards, bench tops, drawers and shelving are the built-in furniture installed in many kitchens for storage of food, cooking equipment, and often silverware and dishes for table service. Appliances such as refrigerators, dishwashers, and ovens are often integrated into kitchen cabinetry.
<b>Standard</b>	<p>All cupboards and drawers must be able to be opened and closed freely, smoothly and safely without jamming, and not have any significant defects, such as:</p> <ul style="list-style-type: none"><li>• deterioration of the frame and shelves;</li><li>• swelling of bench tops and shelves due to water damage;</li><li>• broken or defective catches, handles or latches;</li><li>• burns and scorch marks, other than discolouration, on laminates and doors;</li><li>• badly rusted hinges; or</li><li>• broken or cracked glass.</li></ul> <p>Cupboard shell parts must be in a solid state, vermin proof, able to be cleaned and maintained in a hygienic condition.</p> <p>Food storage cupboards must be properly secured to prevent contamination by dust, flies, vermin or rodents, and be free from evidence of dampness and rot.</p> <p>Bench tops must be impermeable, sealed to walls and sink unit, and free from significant delamination or lifting of laminate, holes and open joints that provide an unhygienic food preparation surface.</p> <p>Any wastewater must be conveyed into the main drainage system without leaking.</p> <p>Shelves and work benches must be smooth, solid surfaces, free of hazards (such as sharp corners), and maintained to ensure hygienic and safe food preparation.</p> <p>Compliance with this standard includes components being free of:</p> <ul style="list-style-type: none"><li>• sharp corners;</li><li>• major defects, such as significant chips, cracks, or warped or waterdamaged timbers;</li><li>• excessive stains or burn marks; or</li><li>• significant separation from adjacent surfaces.</li></ul> <p>Painted cupboards should have a seamless finish with few visible wear areas, and no cracking or peeling paint.</p>
<b>Guideline</b>	No guideline required.

## 31. Laundry troughs and tubs

<b>Description</b>	Laundry troughs are provided for washing, cleaning and dealing with dealing with day-to-day sanitary cleaning requirements.
<b>Standard</b>	<p>Laundry troughs and tubs must be installed in accordance with AS/NZS 1229:2002 (R2017).</p> <p>They must be free of hazards, structurally secure, intact, waterproof, operational, securely fixed in position, and sealed to prevent water ingress into cupboards.</p> <p>They should be free of major defects and with all finishes intact (including the plumbing and cabinet or support structure).</p> <p>Plumbing pipework must be functioning.</p> <p>Metal cabinets must be structurally capable of holding a full trough. Metal cabinets should be free of rust, stains and chips.</p>
<b>Guideline</b>	For timber cabinets, refer to standard 30 of the Guidelines (above) for kitchen cupboards.

## 32. Letterboxes

<b>Description</b>	A box attached to a post, an outside wall, or a slot in the door of a building, into which mail is delivered.
<b>Standard</b>	<p>Letterboxes must be free of hazards, securely fixed in position, weatherproof, visible and accessible from the street, recognisable as belonging to a specific dwelling, non-combustible, and able to accommodate standard postage items.</p> <p>Letterbox finishes should be intact.</p> <p>If the letterbox has a built-in locking system, a working key must be provided.</p> <p>Any mechanisms such as hinges and locks must be in working order.</p>
<b>Guideline</b>	<p>Some minor blemishes in finish are acceptable, but not any that compromise protection of the underlying material or disfigure the street number.</p> <p>Where a letterbox is fence mounted it should be assessed separately from the fence.</p>

## 33. Lifts

<b>Description</b>	Lifts provide safe, reliable, vertical transport with barrier-free access in multi-storey developments. They are covered by specialist maintenance contracts to pre-empt any system failures.
<b>Standard</b>	<p>Safety systems must be in good working order so that if people are trapped, contact and evacuation can be made quickly.</p> <p>Emergency bells and/or emergency phones must be in working order</p> <p>Lifts must receive regular certified specialist maintenance.</p> <p>Lift movement should be even.</p> <p>All buttons on the consoles should be working.</p> <p>Instructions and notices should be readable.</p> <p>Lift doors should open and close securely and meet evenly.</p> <p>Communication system should be visible and intact.</p> <p>All indicator lights should be working, including those on each floor showing the lift system has registered the call for lift up or down.</p> <p>All finishes should generally be intact with no peeling or severely cracked surfaces.</p>
<b>Guideline</b>	<p>You must comply with this standard if you intend to install, commission, maintain, inspect or test a lift / elevator in Western Australia - Australian Standard AS 1735 Lifts, Escalators, and Moving Walks (the SAA Lift Code) - Western Australia.</p> <p>All such works must be carried out by a registered lift / elevator company.</p>

## 34. Light points

<b>Description</b>	Light points means fixed light sources (and their switching) that provide illumination to internal areas of the dwelling.
<b>Standard</b>	<p>Light points must:</p> <ul style="list-style-type: none"><li>• be free of hazards and securely fixed;</li><li>• be operable and function safely;</li><li>• comply with the relevant Australian standards; and</li><li>• have no loose wiring.</li></ul> <p>Switches must have a definite on and off position.</p> <p>Switch cover plates and light batten holders must be in one piece and not cracked or broken.</p> <p>Finishes on light points should be generally intact.</p>
<b>Guideline</b>	All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.

## 35. Lighting external

<b>Description</b>	<p>External lighting plays an essential part in enhancing perceptions of security for residents and requires early intervention if there is any failure. Lighting provides illumination of grounds, including paths.</p> <p>Different types of external lighting include mounting on bollards, posts, walls and porch ceilings.</p>
<b>Standard</b>	<p>External lighting for roads and public spaces must comply with AS/NZS 1158.</p> <p>Lighting fixtures must be securely fixed and with finishes intact.</p> <p>Lamps must be in working order.</p> <p>External lighting must be free of hazards and signs of failure or potential safety issues, such as covers filled with water, mould growth inside lamp covers, and burn marks.</p> <p>There must be no missing parts such as access plates, broken glass or missing lamps.</p> <p>There should be no objects which obstruct or compromise the light's ability to adequately illuminate areas (such as doorways, paths, driveways and car parking areas).</p> <p>The RTA states that, as a minimal level of security, residential premises must have an electric light fitted to or near the exterior of the dwelling that:</p> <ul style="list-style-type: none"><li>a) is capable of illuminating the main entry to the dwelling; and</li><li>b) is operable from inside the dwelling.</li></ul> <p>Bollard and post types should be vertical and firmly fixed in the ground. All require replacement of globes.</p>
<b>Guideline</b>	<p>For further details, see the Department of Commerce's FAQ Sheet at: <a href="http://www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf">www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf</a></p> <p>All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.</p>

## 35.1 Public lighting

<b>Description</b>	Public lighting includes lighting (and components) in common areas of a dwelling or complex. This includes foyers, walkways, playgrounds, car parks, communal laundries, and stairwells (in multi-storey dwellings).
<b>Guideline</b>	<p>The list below indicates which party is responsible for repairing/replacing public lighting in the following situations:</p> <ul style="list-style-type: none"><li>• In non-strata title clusters owned by Communities and in which only some of the units are managed by Organisations, Communities is responsible;</li><li>• In non-strata title clusters owned by Communities, and in which all of the units are managed by Organisations, the Organisation is responsible;</li><li>• In private strata title complexes in which the Organisation manages some of the units, the Strata Corporate Body is responsible.</li></ul> <p>Communities prefers the use of energy efficient light fittings and globes.</p> <p>All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.</p>

## 36. Linen cupboards

<b>Description</b>	Linen cupboards provide clean and dry storage space for household linen.
<b>Standard</b>	<p>Linen cupboards must be dry and free of hazards.</p> <p>Cupboard doors must be operable and door handles must be securely fastened.</p> <p>Shelves must be secure and able to be cleaned and maintained in a hygienic condition.</p> <p>There must be no access for vermin.</p>
<b>Guideline</b>	Finishes should be intact, though some scratching and discolouration is acceptable if it does not impact the function of the cupboard.

## 37. Maintenance

<b>Description</b>	See definitions in Section 3 for 'major maintenance' and 'remedial maintenance' for further details regarding what is considered 'major' or 'remedial'.
<b>Standard</b>	<p>The dwelling must be structurally sound, weatherproof, safe and secure.</p> <p>Communities is responsible for major maintenance, provided that the Organisation has managed and maintained the Property in accordance with its obligations and the relevant legal agreement.</p> <p>The Organisation is responsible for all remedial maintenance to structural components of the properties in the first instance. However, with respect to major repairs of a structural nature, the Organisation should refer concerns regarding structural defects to Communities in writing. Communities will respond to the Organisation in writing within 14 calendar days to advise of the outcome of the submission.</p>
<b>Guideline</b>	<p>For major repairs, Organisations should follow Communities' Property Maintenance Clauses detailed in standard Lease Agreements, which requires Organisations to submit to Communities adequate evidence of the need for major repairs, including all supportive documentation and a technical assessment where necessary.</p> <p>Communities will then investigate the nature of the purported defect and all relevant legal, contractual, and funding or lease agreements, to identify if Communities has any obligation to rectify the defect at the property. Communities will respond to the Organisation in writing to advise of the outcome of the submission.</p>

## 37.1 Walls

<b>Description</b>	Walls can define space, provide enclosure, have load bearing functions, and support other components like windows and doors. Walls can be required to provide fire separation when acting as a party wall.
<b>Standard</b>	<p>Walls must be constructed in accordance with the BCA.</p> <p>Walls must be structurally sound, weatherproof, true, straight and vertical.</p> <p>Walls must be free from major sagging and bulging, large holes, large cracks and gaps.</p> <p>Cornices, skirtings, mouldings and architraves must be securely fixed and free from damage.</p> <p>External walls should be free from:</p> <ul style="list-style-type: none"><li>• major defects including rot, holes or decay, and split, broken, fractured, deteriorating or loose materials;</li><li>• graffiti or unsightly vandalism;</li><li>• dampness; and</li><li>• termite damage, whether active or inactive.</li></ul> <p>Internal walls should be free from large unsightly stains and defects, and finishes should be reasonably clean in appearance. There should be no peeling paint, wallpaper or missing tiles.</p> <p>Wall surfaces should be accessible for regular cleaning and maintenance.</p> <p>There should be no significant discolouration, mould growth or blistering of painted finishes.</p>
<b>Guideline</b>	<p>The <i>Building Services (Registration) Act 2011</i> requires that an individual, partnership or company that carries out, or contracts to carry out, 'builder-work' valued over \$20,000 (within the area of jurisdiction) must be a registered building service 'contractor' and named as a builder on the building licence or permit.</p> <p>Individuals that are registered building 'practitioners' cannot contract with others to provide building services but may wish to be the nominated supervisor of a registered 'building service contractor'.</p> <p>Conditions on a builder's registration may relate to the Building Code of Australia Building Classifications.</p> <p>Communities requires all construction works to be completed by a registered builder.</p>

## 38. Numbering

<b>Description</b>	Numbering allows the identification and the location of a particular dwelling. Numbers may be fixed to letterboxes, doors, front entries, or other similar positions.
<b>Standard</b>	Numbering should be free of hazards, clearly visible and legible, easily identified and securely fixed in position. Numbering should not be obscured by objects such as trees and shrubs. Numbering should be adequately finished to protect from the elements, and consistent with the ANZ Standards 4819/2011.
<b>Guideline</b>	Minor surface imperfections on numbering are acceptable.

## 39. Outdoor structures/fixtures

### 39.1 Bores and reticulation

<b>Description</b>	<p>Garden bores are small bores which abstract groundwater for:</p> <ul style="list-style-type: none"><li>• irrigating domestic lawn and gardens;</li><li>• watering a small area of pasture (house paddocks in rural areas); and/or</li><li>• water for firefighting.</li></ul> <p>The bore is usually connected to a garden irrigation controller.</p> <p>Garden bores are currently exempt from licensing under the <i>Rights in Water and Irrigation Act 1914</i>, as long as:</p> <ul style="list-style-type: none"><li>• the area being irrigated is under 0.2 ha (2000 m<sup>2</sup>);</li><li>• the bore pumps from the shallow groundwater aquifer.</li></ul>
<b>Standard</b>	If a bore poses a potential hazard, it must be rectified. Failure to do so will result in the removal or filling of the bore (at the discretion of Communities).
<b>Guidelines</b>	<p>Bores and reticulation are generally NSF's and will not be maintained or checked for correct functioning by Communities. (Discretion may be applied where a tenant is totally reliant on a bore for water).</p> <p>Communities provides reticulation in some newly constructed unit clusters. The reticulation may be to individual units and common areas within clusters. Reticulation may also exist in properties that have been acquired through spot purchase. Where Communities has provided reticulation systems in new constructions prior to hand-over the Organisation is responsible for maintaining them.</p>



## 39.2 Patios and pergolas

<b>Description</b>	<p>A pergola is an unroofed open framework structure used for shading and screening – covering is limited to battens, open lattice and/or shade cloth. No planning approval is usually required for a pergola. A patio is an open sided structure enclosed on no more than half of its perimeter with a roof cover that is impervious to water and used for outdoor entertainment. Planning approval usually will not be required if the patio is compliant with the Residential Design Code.</p>
<b>Standard</b>	<p>Must meet all LGA approvals and Building Code of Australia requirements.</p>
<b>Guideline</b>	<p>Patios and pergolas fitted by Communities as part of the asset must be maintained by the Organisation in accordance with the requirements of the relevant legal agreement.</p> <p>Major repairs to these items will only be considered to be of a structural nature if the item is located under the main roof of the dwelling, i.e. not freestanding. Patios or pergolas deemed unsafe must be removed.</p> <p>Patios and pergolas not provided under original construction or as an agreed maintained item, must be maintained by the Organisation until it is not economic to do so. Communities will not maintain, repair or replace these items. If the items become irreparable they will not be replaced by Communities.</p> <p>While Organisations are not obliged to maintain such items that have been installed by tenants they are required to ensure they meet the standards and are safe.</p>

## 39.3 Paving

<b>Description</b>	<p>A surface made up of flat stones, brick, concrete or other material laid in a pattern.</p>
<b>Standard</b>	<p>Paving is to be weeded and maintained by the Organisation to minimise the possibility of tripping, slipping or falling.</p> <p>If a pathway is uneconomical to repair, it should be replaced with a 'like for like' solution.</p>
<b>Guideline</b>	<p>While no planning approval is usually required for paving it is the responsibility of the Organisation to follow any planning requirements.</p>

## 39.4 Sheds

<b>Description</b>	A simple roofed structure used for storage, to shelter animals, or as a workshop.
<b>Standard</b>	Any shed 10 sqm or larger requires a permit. If your shed is smaller than 10 sqm, you don't usually need one unless your local council requires it. However, there are some guidelines that must be followed to erect a shed without a building licence.
<b>Guideline</b>	<p>Sheds are NSFs and as such will not be maintained or replaced by Communities.</p> <p>If a shed is present at the property prior to hand-over to the Organisation, the Organisation must advise Communities if it intends to retain the shed.</p> <p>Organisations wishing to erect a shed must seek prior approval from Communities and ensure that the shed complies with the relevant LGA's requirements.</p> <p>Sheds that are not fit for purpose, or are structurally unsound, must be removed by Communities prior to hand-over.</p>

## 39.5 Verandas/porches/balconies

<b>Description</b>	<p>A veranda is a roofed platform along the outside of a house. It's level with the ground floor and often extends across both the front and the sides of the structure. It can be partly enclosed by various methods.</p> <p>A porch is a small area, usually unenclosed, at the main-floor height.</p> <p>A balcony is a platform on the outside of a building, enclosed by walls or balustrades, supported by columns or console brackets. The platform is projecting from the wall of a building, usually above the ground floor.</p>
<b>Standard</b>	<p>Verandas, porches and balconies, and steps and stairs leading to them, must be maintained by the owner and be:</p> <ul style="list-style-type: none"><li>• in good repair, structurally sound and in a safe condition;</li><li>• free from major defects including: rot and decay; broken, loose and warped decking; defective timber members; and uneven surfaces; and</li><li>• not separating or parting from the main building structure.</li></ul>
<b>Guideline</b>	<p>If verandas, porches and balconies are noted on the tenancy agreement as NSFs or were installed by the tenant in occupation, then they will not be maintained by Communities.</p> <p>If such items were supplied by Communities at hand-over, Communities may replace these items to an appropriate and contemporary standard, provided that the replacement is deemed to be major maintenance, the Organisation has at all times undertaken adequate routine and remedial maintenance, and subject to Communities being obliged to replace the items under the terms of the relevant legal agreement.</p>

## 40. Painting

<b>Description</b>	These standards apply to both internal and external painting work.
<b>Standard</b>	<p>Large-scale painting must be undertaken by qualified painters, in accordance with trade practice. Small paint jobs to existing painted areas where matching of colour and texture can be readily achieved may be done by general handymen.</p> <p>All materials must be used in accordance with manufacturers' specifications.</p> <p>All workmanship must be compliant with AS 2311:2017, regarding the painting of buildings.</p> <p>Gutters and external doors must be in trim colours either to complement existing roof or brick colour or in alternative acceptable colours.</p> <p>Fibro cement sheeting to eaves, linings and fixed panels must be of an acceptable colour, compatible with trim and external wall colours.</p> <p>Down pipes, vent stacks, exposed water pipes, valleys and flashings and all other roof penetrations must be painted to match the colour of the background.</p>
<b>Guideline</b>	Painting should be carried out by qualified tradespersons.

### 40.1 Internal painting

<b>Description</b>	This standard applies to painting and wallpaper on the inside walls and surfaces of the dwelling.
<b>Standard</b>	All internal paint work should be clean, in good repair, without excessive chips, marks or blemishes, and using a light neutral colour scheme.
<b>Guideline</b>	<p><b><i>Extreme Colour Schemes</i></b></p> <p>Any variation of colour scheme must be negotiated between Communities and the Organisation at either the time of consideration for acquisition (spot purchase), hand-over or hand-back. This is to ensure that any use of an excessive amount of 'extreme colour scheme' (i.e. 50% or more of the total painted surfaces) may be corrected at a later date. 'Extreme colour schemes' may be defined as very dark or iridescent colours, for example dark purple, dark brown, dark blue, iridescent green, yellow or orange. Negotiation between Communities and the Organisation will ensure financial accountability for any necessary repainting in future.</p>

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### **Marks and Blemishes**

In the first instance, all marks and blemishes should be cleaned and removed. An assessment of the condition of the paintwork should then be made as to the need for marking any blemishes on the PCR, re-painting or patch painting. This assessment should be made on the basis of the:

- proportion of marks on the wall to complete surface area;
- ability to colour match paint for patch painting; and

necessity for complete re-painting. **Partial Internal painting**

Partial internal painting of vacant properties intended for hand-over or hand-back must be performed if the affected paintwork cannot be satisfactorily rectified by cleaning.

Repair patching and painting of partial walls may be undertaken where a satisfactory colour and texture match with the existing colour scheme can be easily achieved. But in situations where a satisfactory match with the existing colour scheme cannot be easily achieved, the whole wall may be re-painted.

Where only individual rooms require patching and/or painting rather than the total property, that small job may be undertaken in isolation, instead of painting the entire property.

### **Total Internal Painting**

Total repainting of vacant properties intended for hand-over or handback must be performed in cases where the existing paintwork:

- has an excessive amount of 'extreme colour scheme';
- is 'substantially damaged';
- has excessive discolouration (that does not respond to cleaning); or
- is peeling or cracking.

Total repainting must also be performed where there is existing wallpaper that must be removed due to excessive peeling.

'Substantially damaged' means that 50% or more of the total painted surfaces or wallpaper are:

- discoloured or marked with graffiti, drawings or scuff marks; or
- damaged with chips, cracks or peeling.

Painting should be carried out by qualified tradespersons

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## 40.2 External painting

<b>Description</b>	This standard applies to painting on the outside walls and surfaces of the dwelling.
<b>Standard</b>	External painting must be of a standard that prevents the applicable areas from being subject to preventable 'wear and tear', damage, or deterioration. Any peeling, chipping, cracking or flaking that exposes the raw surface of the wall must be rectified prior to hand-over or hand-back. This includes timber elements (such as barge boards) and non-timber elements (such as roof sheeting, gutters and down pipes).
<b>Guideline</b>	The exterior of properties should generally be painted by the Organisation in accordance with the programmed works schedule of the Organisation. Programmed works refers to non-urgent works that will improve, protect or extend the life of the property. Painting should be carried out by qualified tradespersons.

## 41. Paths

<b>Description</b>	Paths provide safe and direct pedestrian access to a dwelling and connect facilities within a development. They are made of various materials including concrete, masonry, mixed or composite materials, tiles, and gravel. Paths include all pathways within the property.
<b>Standard</b>	Paths should be structurally intact and provide safe passage for people walking, using wheelchairs, and pushing strollers and trolleys. Path surfaces should: <ul style="list-style-type: none"><li>• be smooth and, free of hazards (such as moss, holes, or changes to the surface or level of the path that might compromise safety);</li><li>• be slip resistant;</li><li>• have effective drainage; and</li><li>• have intact finishes with discernible edges.</li></ul>
<b>Guideline</b>	Minor surface imperfections and discolouration are acceptable.

## 42. Pests and vermin control

<b>Description</b>	<p>After hand-over, Organisations are responsible for all pest and vermin control, as per the terms of their Lease Agreement.</p> <p>Organisations are responsible for the eradication of:</p> <ul style="list-style-type: none"><li>• termites;</li><li>• Singapore ants;</li><li>• bees;</li><li>• wasps;</li><li>• cockroaches;</li><li>• fleas; and</li><li>• common ants (only where severe infestation occurs that is undermining paving).</li></ul>
<b>Standard</b>	<p>The prevention and eradication of pests by professionals must be carried out in accordance with the Health (Pesticide) Regulations 2011, and for termites with the relevant Australian Standards (including AS 3660).</p> <p>All general pest control works/treatments must be guaranteed for a minimum period of three calendar months after the original treatment.</p> <p>Pest control treatments targeting termites require the pest controller to provide a twelve-month guarantee period.</p> <p>Current pest and termite inspection certificates must be provided at hand-over to ensure that the properties are free from pests and vermin as per the Pre-Hand-over/Hand-back Inspection Checklist.</p> <p>Only licensed pest control operators who operate under Health Department regulations are to be engaged to undertake pest control work.</p>
<b>Guideline</b>	<p>Treatment relating to termites should be limited to the area of the existing building inclusive of 600 mm of ground that immediately surrounds the dwellings. Fences, trees and outbuildings beyond this area do not need to be treated or inspected unless specifically required or severe infestation is detected.</p>

## 43. Plumbing

<b>Description</b>	The system of pipes, tanks, fittings, and other apparatus required for the water supply, heating, and sanitation in a building.
<b>Standard</b>	All plumbing work must be carried out in accordance with best building practice and relevant industry standards (AS/NZS 3500).  All plumbing fixtures and appliances must be installed in accordance with the manufacturer's instructions.
<b>Guideline</b>	All plumbing work must be carried out by qualified licensed plumbers.

### 43.1 Plumbing fixtures (includes taps)

<b>Description</b>	Plumbing fixtures include, but are not limited, the following: <ul style="list-style-type: none"><li>• Bathtubs;</li><li>• Bidets;</li><li>• Channel drains;</li><li>• Drinking fountains;</li><li>• Hose bib (connections for water hoses);</li><li>• Janitor sinks;</li><li>• Kitchen sinks;</li><li>• Lavatories;</li><li>• Showers;</li><li>• Pipes;</li><li>• Tapware, which includes tap valves, water taps, faucets, and their accessories, such as water spouts and shower heads; and</li><li>• Terminal valves for dishwashers, ice makers, humidifiers, Urinals, Utility sinks, Water closets (WC) known as toilets.</li></ul>
<b>Standard</b>	Plumbing fixtures, including taps, water service pipes and water storage tanks, must be: <ul style="list-style-type: none"><li>• free from leaks and other major defects;</li><li>• in a safe condition; and</li><li>• comply with local authority requirements and AS/NZS 3500.1.</li></ul> Shower heads and taps must: <ul style="list-style-type: none"><li>• be free of hazards and securely fixed in position in compliance with the relevant Australian Standards;</li><li>• operate freely and easily and provide adequate flow; and</li><li>• have no drips or leaks.</li></ul>
<b>Guideline</b>	Finishes to taps should be in good condition, although minor surface damage is acceptable.

## 43.2 Water using appliances

<b>Description</b>	The appliances and fixtures that use most water will usually be the washing machine, dishwasher, shower and toilet.
<b>Standard</b>	When replacing appliances that use or supply water (such as shower heads, toilets and taps), the replacement appliance is required to have a minimum WELS water efficiency rating of 3 stars.
<b>Guideline</b>	Water-efficient appliances and fixtures can save a lot of water and money in the long term. Communities supports the use of such appliances.

## 44. Power points

<b>Description</b>	<p>Power points provide safe connection to the reticulated electricity supply for electrical appliances.</p> <p>They may be made of Bakelite, plastic or round metal mounted on timber pads. They are also known as single or double GPOs (general purpose outlets).</p>
<b>Standard</b>	<p>Power points must be free of hazards, free of any loose or exposed wiring or missing parts, securely fixed in position and operate effectively. They must not be located where there is a risk of moisture causing a short circuit, i.e. over basins or other water receptacles.</p> <p>Switch mechanisms should work in both off and on positions and there should be no 'in between' position.</p> <p>Surfaces and finishes should be intact and free of defects. There should be no cracked, broken or painted parts.</p>
<b>Guideline</b>	All electrical works must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.



## 45. Ramps

<b>Description</b>	<p>Ramps provide access from one level to another without using steps. They are most often associated with wheelchair access, in which case particular requirements need to be met for slope, handrails, and turning points.</p> <p>Most ramps are made of concrete and brick with steel pipe rails. Some may be made of timber or steel framing as temporary ramps.</p>
<b>Standard</b>	<p>Ramps must be intact, structurally sound and free of hazards.</p> <p>Ramp surfaces must not be slippery.</p> <p>Handrails must be secure and accessible for use as support.</p> <p>Finishes should be intact and there should be no signs of significant corrosion or structural stress in any associated structural element, such as brick foundation walls or steel beams.</p> <p>Ramps must meet AS 1428. Junctions of ramps with any paths and balconies or other surfaces should be smooth and pose no barrier to a wheeled device such as a shopping trolley, wheelchair or stroller.</p>
<b>Guideline</b>	<p>No guideline required.</p>

## 46. Residual Current Devices (RCDs)

<b>Description</b>	<p>A RCD is designed to prevent electrocution. It provides high level personal protection from electric shock by immediately switching off the flow of electricity after contact with a live wire or faulty appliance.</p>
<b>Standard</b>	<p>Communities properties are to comply with Electricity Regulations 1947 and Wiring Rules AS/NZS 3000:2007 regarding RCDs. Communities properties are to be fitted with a minimum of two RCDs. Common property of a complex (such as common lighting) require a minimum of one RCD to protect the sub circuits. Communities requires a push button test of RCDs to be performed during Annual Inspections, Ingoing and Outgoing Inspections and the Post Occupation Visit. The Office of Energy Safety recommends the Push Button Test be performed by the occupant (or their Community Housing Organisation) of the property on a three-monthly basis. Tenants must advise their Community Housing Organisation immediately if an RCD is not functioning. The Community Housing Organisation will respond where the RCD is not functioning.</p> <p>See - Electricity Regulations 1947</p>
<b>Guideline</b>	<p>All electrical repairs must be carried out by a licensed electrical contractor and in compliance with the <i>Electricity Act 1945</i> and the relevant subsidiary legislation.</p>

## 47. Roof plumbing

### 47.1 Roof plumbing

<b>Description</b>	Roof plumbing is a specialised field of plumbing, with its own training, certification and areas of expertise installing fixtures such as downpipes, roof mesh, guttering, roof safety systems and walkways, downpipes, and rainwater tanks, using materials such as fibreglass, metal, glass, malthoid sheets and polycarbonate to cover and protect roof structures and connecting rain and stormwater drainages to street drains and sewerage systems, ensuring that roof penetrations are flashed to prevent leaking.
<b>Standard</b>	Roof plumbing and drainage must: <ul style="list-style-type: none"><li>• be installed and maintained to the relevant Australian Standards;</li><li>• allow for effective collection and dispersal of rainwater from the dwelling, free from obstruction; and</li><li>• have all attachments firmly secured to the dwelling.</li></ul>
<b>Guideline</b>	Roof plumbing must be carried out by plumbing tradesperson's licenced under regulation 15 of the Plumbers Licensing and Plumbing Standards Regulations 2000 (the regulations).

### 47.2 Gutters and downpipes

<b>Description</b>	Gutters and downpipes collect and direct roof water to drainage or collection systems.
<b>Standard</b>	<p>Gutters and downpipes must be fit-for-purpose and free of hazards, holes, and missing sections. They must shed water effectively from the building and into a drainage system, and be structurally sound, securely fixed and connected. There must be no leakage over doorways.</p> <p>Gutters and downpipes should not sag, and all finishes should be mostly intact.</p> <p>Stormwater pits and drains to high-rise and multi-storey dwellings must be cleaned regularly.</p> <p>A 'Gutters and Downpipes Condition Report' must be completed at property hand-over and hand-back, in accordance with the Pre-Hand-over/Hand-back Inspection Checklist. The report must be completed and signed by a professional contractor to certify that the gutters and downpipes have been checked and are free of blockages and accumulations.</p>
<b>Guideline</b>	Staining on walls can be evidence of water leaks in gutters and blocked downpipes.

## 48. Roofs

<b>Description</b>	Roofs provide a weatherproof covering to the building. They may be constructed of timber, steel or concrete, and have finishes of concrete tiles, terracotta tiles, metal, shingles, or concrete slabs.
<b>Standard</b>	<p>Roofs must be weatherproof and maintained in compliance with the relevant Australian Standards and manufacturers' written specifications.</p> <p>Roofs must prevent access to pests and vermin.</p> <p>Roofs must be structurally sound and free of major defects and hazards.</p> <p>There must be no loose parts or broken or cracked materials, tiles, shingles or slates.</p> <p>Roof sheeting must be securely fixed and watertight with no obvious holes caused by rust or corrosion.</p> <p>Roofs should be free from noticeable sagging, tilting or bulging.</p> <p>Mortar should be intact at the ridge, hips and any exposed gables.</p> <p>Chimneys should be vertical, with no significant cracks or instability in the masonry. Chimney mortar should be intact, complete and well pointed. Any chimney pots should be complete and securely fixed, and should effectively weatherproof the chimney.</p> <p>Any painted or glazed finishes should be intact.</p>
<b>Guideline</b>	<p>Roofs can usually be checked for any distortion of the basic structure by eyeing the ridgeline, hip lines and rafter lines to ensure they are as intended (i.e. usually straight, sometimes curved, but not usually sagging).</p> <p>Penetrations of the roof at vents, chimneys and solar hot water systems should be checked to ensure that flashings have not slipped or broken.</p> <p>Some minor discolouration is acceptable.</p>

## 49. Rubbish removal

<b>Description</b>	The removal of general waste or unwanted items.
<b>Standard</b>	<p>Vacant properties intended for hand-over or hand-back must have all external rubbish removed. External rubbish removal may include the removal of (where required):</p> <ul style="list-style-type: none"><li>• household refuse;</li><li>• tree and grass clippings;</li><li>• excess soil or concrete;</li><li>• car bodies, car parts;</li><li>• abandoned goods; and</li><li>• animal faeces.</li></ul> <p>At property hand-over and hand-back, rubbish bins must be emptied and, if required, washed out with a suitable cleaning and deodorising product.</p>
<b>Guideline</b>	No guideline required.

## 50. Screen doors (barrier)

<b>Description</b>	Barrier screen doors (as distinct from security screen doors in compliance with AS 5039-2008) primarily provide a barrier to airborne insects, as well as some security, at entry points to the dwelling.
<b>Standard</b>	<p>Barrier screen doors must be provided at every external entrance to the dwelling wherever the other security locks at the external entrance already provide compliance with the RTA's minimum security requirements.</p> <p>Barrier screen doors must be free of hazards and distortion, fit neatly into rebates and must not impede the operation of the main doors.</p> <p>Locks must be operational.</p> <p>There must be no holes in the fly mesh or separation of the mesh from the door that will compromise its function to provide a barrier to insects.</p>
<b>Guideline</b>	Finishes should be generally intact. Minor dents and scratches to the frame are acceptable.

## 51. Security

<b>Description</b>	On 1 July 2013, changes to the RTA and the Residential Tenancies Regulations 1989 in relation to security commenced. The changes include a list of the locks and devices that must be installed in premises to make them reasonably secure.
<b>Standard</b>	<p>Where security devices are installed (with the exception of NSFs, such as burglar alarms) they must be maintained to ensure structural integrity and functionality.</p> <p>Vacant properties intended to be relet must be fitted with locks to secure all external doors, and with effective catches to all windows.</p> <p>Properties over two storeys in height must have window openings that are permanently restricted to opening not more than 125mm from the window sill.</p>
<b>Guideline</b>	<p>Keyed window locks are not provided by Communities. If window locks are fitted in a dwelling they must have keys and be in working order, otherwise they will be removed by Communities prior to hand-over.</p> <p>Where a security (barrier) grille is not provided, then sash fastening devices should be capable of fixing the window in a closed position.</p>

## 51.1 Security items prescribed under the *Residential Tenancies Act 1987*

<b>Description</b>	The RTA requires that lessors (Organisations) provide and maintain such means to ensure that residential properties are reasonably secure.
<b>Standard</b>	<p>An external door that is the main entry door to the residential property must be fitted with:</p> <ul style="list-style-type: none"><li>a) a deadlock; or</li><li>b) a key lockable security screen door that complies with AS 50392008.</li></ul> <p>An external door that is not the main entry door to the dwelling must be fitted with:</p> <ul style="list-style-type: none"><li>a) a deadlock or, if a deadlock cannot be fitted, a patio bolt lock; or</li><li>b) a key lockable security screen door that complies with AS 50392008.</li></ul> <p>This regulation does not apply to a door leading to a balcony if there is no access to the balcony except from inside the dwelling.</p> <p>Each exterior window of a dwelling must be fitted with a lock, whether or not a key lock, that prevents the window from being opened from outside the dwelling, unless the window is:</p> <ul style="list-style-type: none"><li>a) on, or above, the second floor of a building and is not easily accessible from outside the dwelling; or</li><li>b) fitted with a security window grille that complies with AS 50392008.</li></ul> <p>Residential premises must have an electrical light fitted to or near the exterior of the dwelling that is:</p> <ul style="list-style-type: none"><li>a) capable of illuminating the main entry to the dwelling; and</li><li>b) operable from inside the dwelling.</li></ul> <p>This regulation does not apply to residential premises to which the provisions of the <i>Strata Titles Act 1985</i> apply, if the strata company relating to the premises provides and maintains adequate lighting (outside of daylight hours) to the main entry to the dwelling.</p>
<b>Guideline</b>	<p>Communities must ensure that properties comply with the RTA's minimum levels of security requirements prior to hand-over.</p> <p>The Organisation must ensure that properties meet the RTA requirements for minimum levels of security prior to hand-back.</p> <p>For further details see the Department of Commerce's Information Sheet on 'Minimum Levels of Security' at: <a href="http://www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf">www.commerce.wa.gov.au/sites/default/files/atoms/files/minimumsecurityrta.pdf</a></p>

## 51.2 Cylinders, locks, and keys (replacement)

<b>Description</b>	Door furniture required to enable door closure and security.
<b>Standard</b>	<p>External door locks must be in good working order and able to secure the dwelling in accordance with the RTA.</p> <p>At hand-over and hand-back all working keys must be provided by Communities or Organisation for all locks at the premises, which may include:</p> <ul style="list-style-type: none"><li>• door locks;</li><li>• screen (barrier) doors;</li><li>• window locks;</li><li>• letterbox locks;</li><li>• meter box locks;</li><li>• garage locks (where applicable); and</li><li>• any other external locks, such as padlocks to gates and sheds.</li></ul> <p>Where deadlocks need to be replaced, they must be replaced with locks that are key-operated externally and turn knob-operated internally.</p> <p>If more than one door lock on a house requires replacing, all external doors must be keyed alike.</p> <p>In the case of a master key system, any replacement cylinders must be compatible with the existing master key system.</p> <p>If the Organisation has installed a master key system during the period of the lease, the Organisation must replace the locks at the property and hand all keys to Communities at hand-back.</p> <p>If all keys are lost or not returned, or it is suspected that some keys have not been returned, cylinders and keys should be replaced by the Organisation to all external doors prior to reletting. If cylinders cannot be replaced, new locks should be installed.</p> <p>Where the Organisation assesses that the security of a master key system has been compromised, the Organisation should replace the system and determine responsibility for costs.</p>
<b>Guideline</b>	No guideline required.

## 51.3 Security window grilles

<b>Description</b>	Security window grilles (compliant with AS 5039-2008) provide a higher level of security to exterior windows.
<b>Standard</b>	<p>Security window grilles must be:</p> <ul style="list-style-type: none"><li>• operable and lockable;</li><li>• structurally sound; and</li><li>• free of hazards.</li></ul> <p>All finishes on security window grilles must be intact.</p> <p>Security window grilles, whether 'security' type (i.e. compliant with AS 5039-2008) or 'barrier' type (see standard 50), must only be installed on opening windows, but not sealed windows, in order to meet the safety standard for emergency egress in the event of fire.</p>
<b>Guideline</b>	In most cases, security window grilles are considered NSFs (unless specifically required by the RTA).



## 52. Showers

<b>Description</b>	A shower is a place in which a person bathes under a spray of typically warm or hot water. Indoors, there is a drain in the floor.
<b>Standard</b>	<p>Showers must be structurally sound and free of hazards.</p> <p>All mechanical, water supply and drainage devices must:</p> <ul style="list-style-type: none"><li>• be working adequately;</li><li>• be waterproof;</li><li>• be free of slippery surfaces; and</li><li>• have finishes intact.</li></ul> <p>Shower screens must be firmly fixed, and frames should have at least 90% of the applied finish intact.</p> <p>'Fixed panel'-type shower screens must open freely and safely and not have any cracks in the glass.</p> <p>All replacement glass to shower screens must be laminated safety glass and comply with the relevant Australian Standard (AS 12882006).</p> <p>Doors should operate easily, not interfere with other doors, and close to form an effective seal.</p> <p>Shower curtain rails must be firmly fixed in position, structurally sound and able to support a curtain for its entire length.</p> <p>Shower roses and associated fittings should be operable, securely fixed, and have at least 75% of the applied finish intact.</p> <p>Replacement shower heads must have a minimum WELS water efficiency rating of 3 stars (see Standard 43 'Plumbing').</p> <p>Any sliding or swing screen panels must operate as designed and must not fall off their tracks or swing across other fixtures.</p>
<b>Guideline</b>	No guideline required.

## 53. Smoke Alarms

<b>Description</b>	Smoke alarms alert the presence of smoke, and hence fire, in a house.
<b>Standard</b>	<p>Communities properties are to comply with the Building Regulations 2012 and relevant Building Code of Australia regarding smoke alarms. Communities properties are to be fitted with at least one hard wired smoke alarm that is less than 10 years old from the date of manufacture. In exceptional circumstances a battery operated smoke alarm may be authorised by the relevant LGA. The battery operated smoke alarm must have 10 year life battery that cannot be removed and comply with the other relevant smoke alarm provisions.</p> <p>The smoke alarms to be installed are to:</p> <ul style="list-style-type: none"><li>• be of the type photoelectric; and</li><li>• have a non-removable battery that will continue to power the alarm for a period of time without mains power.</li></ul> <p>Communities recommends that the following smoke alarms are installed in Communities owned properties:</p> <p>See – nominated Smoke Alarms attachment.</p> <p>See – Building Regulations 2012 and applicable Building Code of Australia Fact Sheet – RCD and Smoke Alarm</p> <p>Fact Sheet – Department of Fire and Emergency Services WA website.</p>
<b>Guideline</b>	No guideline required.

## 54. Stairs and steps

<b>Description</b>	Stairs and steps provide easy access between two or more levels of a dwelling.
<b>Standard</b>	<p>Stairs and steps must be structurally sound and stable, and comply with BCA requirements.</p> <p>There must be no uneven risers or treads that may pose a hazard.</p> <p>Handrails must always be accessible.</p> <p>Any coverings over steps and stairs, such as carpets, must be securely fixed and not worn.</p> <p>Any balustrades must be intact and securely fixed in position, with no gaps between the posts greater than 125mm.</p> <p>All surfaces must be slip resistant and applied surface finishes must be in place across the whole of the surface.</p>
<b>Guideline</b>	No guideline required.

## 55. Stoves (general)

<b>Description</b>	An apparatus for cooking or heating that operates by burning fuel or using electricity.
<b>Standard</b>	<p>Stoves must have:</p> <ul style="list-style-type: none"><li>• an approved anti-tilt bracket (for all upright stoves);</li><li>• a one-metre long flexible connection to the gas pipe; and</li><li>• a closed link or approved type safety chain between the stove and the wall (for gas stoves only).</li></ul> <p>Anti-tilt brackets are supplied with all electric stoves and have manufacturer's instructions for fitting.</p> <p>Stoves must be:</p> <ul style="list-style-type: none"><li>• fitted by qualified technicians and installed in compliance with the relevant Australian Standards;</li><li>• securely fixed to the wall or floor to prevent tilting; and</li><li>• fully functioning and structurally intact.</li></ul> <p>Stoves must not present any hazards (such as gas leaks, exposed and frayed electrical wiring, strong electrical smells, constant tripping of the circuit breaker).</p> <p>All heating elements/burners must be seated properly and operating.</p> <p>All switches and control knobs must be operable.</p> <p>All oven and grill door hinges and handles must be firmly fixed, and doors should operate with ease. Oven doors must correctly align with ovens and seal when closed. The seal material must be intact and firmly fixed.</p> <p>All sliding grill parts and oven shelving must be in place and operate with ease.</p> <p>At hand-over and hand-back, the stove must be clean and a condition report for the stove from a suitably qualified contractor must be provided.</p> <p>The surface finish of all cooking fitments, both internally and externally, should be free of excessive wear, in a presentable state and able to be maintained in a hygienic condition.</p>
<b>Guideline</b>	No guideline required.

## 55.1 Anti-tilt brackets and restraining chains

**Description** Anti-tilt brackets are required for gas, electric, and electric-elevated stoves.

**Standard** Where applicable, anti-tilt brackets must be installed either on the floor underneath the stove, or on the wall behind the stove.

All gas stoves with a flexible hose must have a restraining chain.

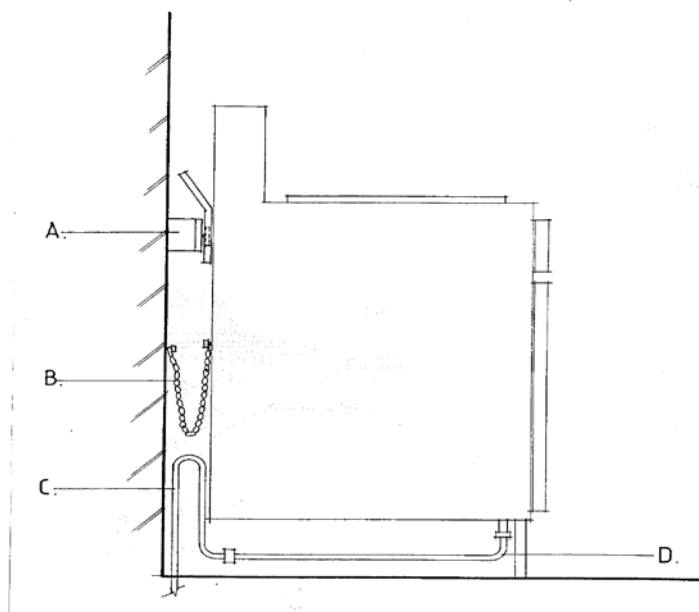
**Guideline** To check if the anti-tilt bracket is installed and functioning correctly, attempt to tilt the upright stove towards you. No movement should be detected.

Due to their design, gas elevated stoves are not fixed with anti-tilt brackets, but instead must have a powder coated angle bracket fitted from the rear of the elevated stove to the wall. To check the installation of this bracket, gently pull the stove towards you to ensure the powder coated angle bracket is securely fitted.

Two types of gas stoves are commonly fitted to Communities properties:

- hard piped stoves; and
- stoves with a flexible hose.

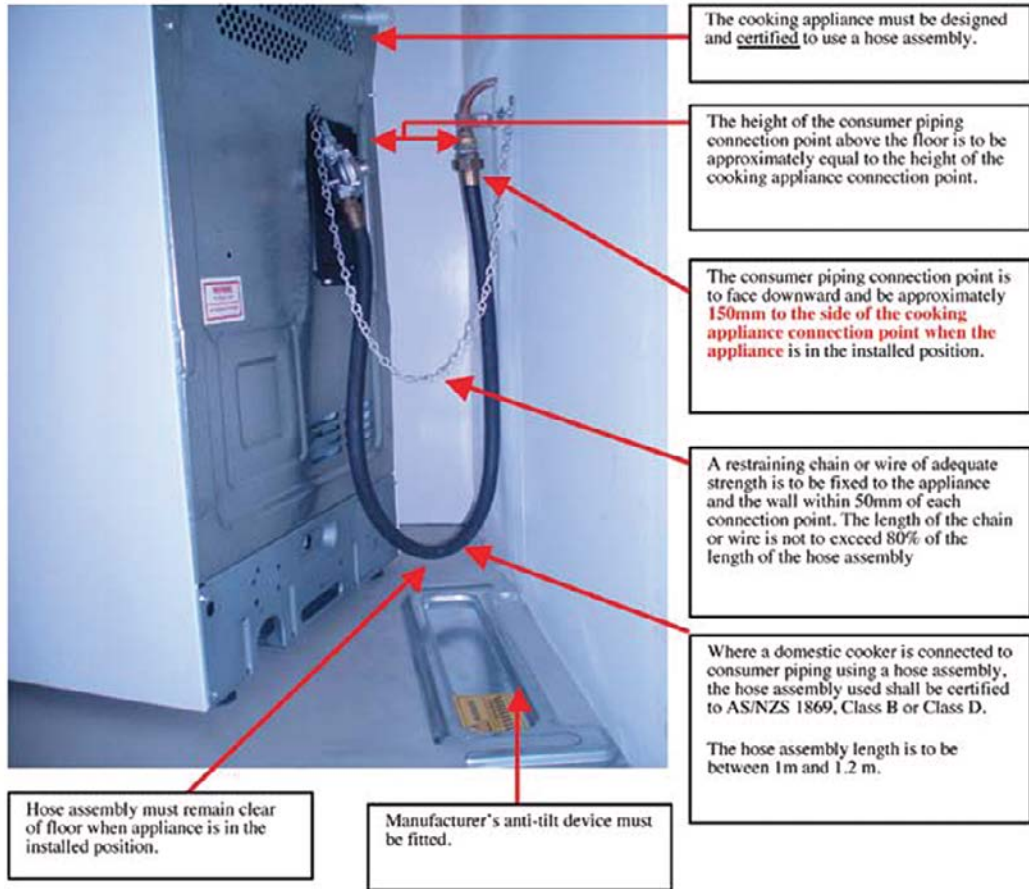
The following diagram shows a hard-piped gas stove installed with both an anti-tilt bracket and a restraining chain on the wall.



- A. Anti-tilt bracket
- B. Restraining chain
- C. Hard gas pipe
- D. Extended gas supply line

Restraining chains are generally viewable by looking down the side of the stove. Restraining chains are usually installed at the back of the stove, but they can also be installed at the side of the stove if suitable.

The following diagram shows a gas stove installed with a flexible hose, an anti-tilt bracket on the floor, and a restraining chain on the wall. This approach is commonly used in new installations.



## 56. Toilets

<b>Description</b>	A toilet is a sanitation fixture used for the disposal of human urine and feces.
<b>Standard</b>	<p>Toilets must be structurally sound and hazard free.</p> <p>All toilet components (e.g. seats, cisterns and bowls) must be securely fixed and functioning in accordance with the relevant Australian Standards.</p> <p>Cisterns must operate without excessive or prolonged noise and must not leak onto the floor or pan.</p> <p>Cistern buttons must operate with ease and return to original position when released. The cistern valves must cut off when released, and cistern taps must be in a sound and operable condition.</p> <p>Replacement cisterns must be dual flush and have a minimum WELS water efficiency rating of 3 stars (see standard 43 'Plumbing').</p> <p>All components should operate freely and have no leaks. There should be no significantly chipped or cracked materials.</p> <p>Toilet surfaces should be clean and maintained in a hygienic and generally sound condition.</p>
<b>Guideline</b>	Some water staining of the toilet pan is acceptable.

## 57. Windows

### 57.1 General

<b>Description</b>	A window is an opening in a wall, door or roof that allows the passage of light and, if not closed or sealed, air and sound.
<b>Standard</b>	<p>Windows must be securely in position, provide a reasonable level of security and protection from the weather, and be free of hazards.</p> <p>The RTA prescribes standards for all windows in residential properties. These standards are outlined in Standard 51 'Security'.</p> <p>Windows must be in good repair and able to be easily opened and securely closed.</p> <p>Windows should have no significant distortion and finishes should be intact.</p> <p>Fixed window frames must be in a sound condition with no major defects, cracks, gaps or rust.</p> <p>Sliding windows should roll smoothly and freely.</p> <p>Window catches and latches should operate effectively and securely. Sashes should operate effectively and any window locks should be lockable.</p> <p>Putty or silicone sealant around the edge of the window glazing should be intact and prevent moisture from entering the sash.</p>
<b>Guideline</b>	Some slight weathering, very minor surface scratching and indentations on windows are acceptable.

### 57.2 Glass

<b>Description</b>	A hard, brittle substance, typically transparent or translucent, made by fusing sand with soda and lime and cooling rapidly. It is used to make windows, drinking containers, and other articles.
<b>Standard</b>	<p>Glass components must be intact solid sheeting and meet size and application standards for the designated use.</p> <p>All glass replacement must comply with AS 1288-2006 and any other relevant Australian Standards.</p>
<b>Guideline</b>	Some water stains outside the glass are acceptable.

### 57.3 Window flyscreens

<b>Description</b>	Window flyscreens exclude insects from a dwelling, particularly flies and mosquitoes.
<b>Standard</b>	Window flyscreens should operate to exclude insects from entry but not prevent the operation of the window set and be free of hazards.  Flyscreens should still allow access to the window.  Flyscreens should be intact and have no holes or tears.
<b>Guideline</b>	Some scratching or denting to flyscreen frames is acceptable, but they should be generally sound.

### 57.4 Window treatments

<b>Description</b>	A window treatment is an interior decorating element placed on, in, around or over a window.
<b>Standard</b>	No standard.
<b>Guideline</b>	<b>Internal</b>  Communities does not generally supply internal window treatments. Window treatments are considered to be NSFs and will not be repaired or replaced by Communities.  <b>External</b>  Communities and Organisations do not generally supply external awnings to dwellings; however, exceptions may be made at the Organisation's discretion.

### 57.5 Window locks

<b>Description</b>	A lock attached to the sashes of a double hung window that can fix both in the shut position.
<b>Standard</b>	The RTA prescribes standards for locks that must be fitted to all external windows of dwellings. These standards are outlined in standard 51 'Security'.
<b>Guideline</b>	No guideline.



# Pre-handover/handback Inspection Checklist

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Property:

Property ID:

Program:

Lease Type:

Target Group:

Housing provider:

Address:

Contact person and phone:

Email:

Keys:

(number)

All Locks Yes

No

Date of Meeting:

Subsequent Meeting:

Subsequent Meeting:

## Inspection checklist

This checklist is intended as a guide to help determine the scope of works required to ensure the property(s) meet re-lettable standards. It is not intended to be exhaustive, and some points may not be relevant. The Department and Community Housing Organisations should complete the following maintenance prior to arranging a joint inspection:

- Ensure at least one set of working keys is available at handover/handback for all locks at the property including doors, barrier screens, window locks, letter box, meter box, and padlocks for gates and sheds.
- Thoroughly clean all uncarpeted floors.
- If floor coverings need replacement, this should be completed prior to arranging an inspection appointment.
- Clean stove, oven and grill including drip trays and behind the stove. Clean and degrease range hood/extraction fans and mesh filters.
- Exhaust fan covers to be removed, cleaned and replaced. If the exhaust fan is not working or the cover is missing or broken, it must be renewed.
- Clean air vents and air conditioning filters.
- Wash/dry clean and rehang curtains.
- Venetian blinds must be washed and vertical blinds dusted.
- If curtains, venetian blinds or vertical blinds are in a poor condition, they must be removed together with all non-standard tracks, rails, fixtures and fittings and the wall repaired.
- Clean all windows inside and out and remove any stickers.
- Clean all flyscreens and security screens.      Locks working / keys
- Clean all doors and frames inside, outside and over the top.
- Check all door buffers.
- Clean all cupboards inside and out including back walls and shelves. Remove any kitchen utensils and household items from cupboards.
- If contact on cupboard shelves is in a poor condition, re-apply new contact or remove old contact and paint the shelves.
- Remove marks from walls, doors and ceilings or repaint entire wall, door or ceiling
- Remove stickers and signs from walls, doors and ceilings.
- If property requires painting, this should be done prior to arranging an inspection.
- Clean all window sills, skirting boards, sliding window and sliding door tracks and frames.
- Clean all light fittings and shades.
- Replace cracked or damaged light fittings, shades, switch or power point covers.

- Bathrooms, toilets, bathroom cabinets, shower recess, including floors and all grouting must be thoroughly cleaned and mildew and calcium must be treated and removed.
- Shower curtains must be removed and glass shower screens thoroughly cleaned.
- Remove all cobwebs from internal and external areas.
- Lawns must be mowed, edges trimmed, leaves raked up and removed. Flower beds and garden areas must be trimmed and weeded, with all leaves and clippings removed.
- Shrubs and trees must be trimmed back to ensure adequate clearance from the dwelling, driveways, gutters, power lines and neighbours property etc.
- Ensure reticulation is working correctly
- Make level any uneven brick pavers and/or slabs and replace any that are broken or missing.
- Clean mildew and cobwebs from eaves. If water stained, investigate and remedy. Eaves must be repaired / painted if necessary.
- Remove all rubbish including broken bricks, and slabs from the yards, garage, carport and garden sheds.
- Driveways, carports and all other concrete areas to be free from oil and grease stains.
- Ensure the premises are free from pests and vermin including, but not restricted to rats, mice, cockroaches, termites, Singapore ants, common ants, wasps, bees and fleas. Pest Control Inspection/Treatment Certificate should be provided.
- Letter box must be cleaned out and the number replaced/repared if required.
- Rubbish bins must be emptied and, if required, washed out with a suitable cleaning and deodorizing product prior to handover/handback.

**N.B. Written evidence showing works have been completed is required for the following:**

- Cleaning and clearing of gutters and downpipes
- Carpets have been professionally cleaned
- RCDs, Smoke Detectors and Main Earth have been professionally tested and are functioning correctly
- Stove/Oven, Air Conditioning and Hot Water Unit have been inspected and serviced as required

## **Department of Communities**

189 Royal Street, East Perth WA 6004  
PO Address: PO Box 6334, East Perth WA 6892

Telephone: 08 6217 6888  
Country callers: 1800 176 888  
Email: [enquiries@communities.wa.gov.au](mailto:enquiries@communities.wa.gov.au)  
Website: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)

Translating and Interpreting Service (TIS)  
Telephone: 13 14 50

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