

Here is a chart that gives you a quick reference about Maintenance at the coop. The policy number is listed if you want to get more information. Full Maintenance policies available on Merz web site.

Maintenance Item	What happens? By Who?	Policy
Types of Maintenance		4.7
Critical Maintenance	Problems that immediately threaten health, safety or security ie gas leak, burst water service, dangerous electrical fault, blocked toilet. 4-6 hour response time. The tenant can go direct to a repair person to have the problem fixed without a quote in the event that they are unable to contact a maintenance officer.	4.7
Emergency Maintenance	Problems that threaten safety or security ie Storm or fire damage, breakdown hot water service, break down cooking equipment. 24-36 hour response time. The tenant can go direct to a repair person to have the problem fixed without a quote in the event that they are unable to contact a maintenance officer	4.7
Programmed Maintenance	The SMP and PMS data informs the Programmed or Planned maintenance the coop will undertake each year. These activities are ongoing.	4.1.2
General Maintenance	Problems that cause inconvenience but can not wait until programmed maintenance is undertaken. Up to 90 days	4.7
Gardening		
Pruning vines/trees	Vines can be kept but need to be pruned regularly to prevent damage to coop properties	4.4
Adding plants to your garden	At your own cost, some plants may need coop approval	
Weeding	As needed by each tenant, and at working bees	
Footpaths	Trip hazards to be fixed at working bees, or if problem is serious by contractor	
Appliances , ovens, water heaters, washing machines	To be repaired or replaced as needed on breakdown	
Painting		4.19
Rammed earth walls	Not to be painted	
Internal Painting	Can be painted with approval from coop	
External Painting	Completed by contractors or on approval by coop	
General Maintenance	Notify the Co-operative as soon as possible if any repairs are needed	3.2.2 and 4.4
Fly screens	Extra flyscreen and tools in maintenance area at Brompton site so they can be fixed by tenant or at working bee	4.4
Keys	You are responsible for any lock outs and having a spare key, key register is for inspections and emergencies only	4.11
Locks	Tenant must not alter or remove locks, coop to maintain them	4.10
Gutter	To be cleaned out twice annually by tenant or at working bee	4.4
Damage	Tenants are responsible for any damage to their	4.5

	property	and 4.4
Pests (mice rats, ants)	Generally tenants responsibility, but coop is liable if new issue in first 30 days of new tenancy.	4.16
Cleaning	Clean and look after the property (including the outside areas) to a reasonable standard	4.4 and 3.2.2
Smoke Alarms	Required by Law to have smoke alarms in all properties. The existing units were replaced in 2014.	4.15
Alterations and Additions	Written permission required before work undertaken, form on website.	4.17 and 3.2.2
Common Areas	Participate in working bees and as member to assist with general maintenance and tidiness of shed, laundry and common areas	4.4
Heating and Cooling		
Fans	Each property can have at least 1 fan	4.14.1
Heating	Each property can have at least 1 heating system	4.13
Air conditioning	Tenant to install at own cost, coop may maintain any pre-existing units.	4.14.2
Windows		
Oiling	All ground floor timber windows and doors require oiling by the tenant, and this will be organised at a working bee	
Painting	The coop will organise painting of 2 nd and 3 rd story windows in programmed maintenance	
Leaking	The coop is aware of the age of the windows and that many are leaking and requiring repair or replacement. We are working through these issues in order of severity of damage	
Alterations	The Co-operative recognises that Tenants should be allowed to make reasonable modifications to improve their home but no modifications can be made without the prior approval of the Co-operative.	4.17
Approval for maintenance work	Please fill in a maintenance request form for maintenance you require. The coop will require 3 written quotes to be able to review the request. It is often easiest for the tenants to get the quotes for work to be done at their own property. We have a list of preferred providers on the Merz web site, if you get a quote from one of these people on the list you only require 1 written quote. All quotes must be approved at COM for over \$500 and subcommittee meeting for under \$500	4.6 and 4.1.1 and 4.1.4

Thanks for your cooperation.