

1	Defence tenants are required to maintain a regular standard of cleaning during their tenancy. At the time of departure there are specific responsibilities that need to be completed. DHA will notify cleaners when extra works are required. DHA will not remunerate Contractors for works outside the agreed scope without prior approval.
2	All cleaning must be completed to the satisfaction of DHA.
3	Whole Dwelling SOR's are in three sizes. Up to 2 Bedroom, 3-4 Bedroom and 5-6 Bedroom. The contractor is to clean all areas in these dwellings and is to allow an average for each SOR. All dwelling types are included in these sizes. (e.g. houses, apartments, townhouses, units etc.)
4	Study room for the purposes of measuring a dwelling size is considered to be a bedroom. i.e. A 4 Bedroom dwelling with a study will be considered to be a 5 Bedroom
5	Whole Dwelling SOR's include garages, pergolas, patios, sheds, granny flats, out buildings.
6	In this specification the term "fixtures" includes all items that are reasonably considered to be part of the property. Baths, tap ware, basins, pedestal, pan, cistern, drain wastes, soap dishes, troughs or tubs, laundry cabinets, shower bases, shower walls and screens, stoves, ovens, hot plates, grills, range hoods, light fittings, dishwashers, ceiling fans, air conditioning and heaters.
7	Electrical or gas appliances are not to be disconnected by the contractor. The cleaning Contractor must liaise with DHA and arrange for all appliances that are required to be disconnected for cleaning and reconnecting by a licensed electrical or plumbing contractor in accordance with local supply authority requirements.
8	Contractor Materials and Equipment: The contractor must change cleaning cloths frequently. The use of scoring pads and the like is not to occur where their use may be to damage the surface being cleaned.
9	Extra over and whilst on site rates implies that the contractor is already on site completing other works.
10	Treatment of Mildew/Mould: Where necessary the contractor must clean all affected surfaces with a suitable cleaning agent designed for mould treatment. The surfaces are then to be washed with clean water to remove any residue, and wiped dry.
<b>Standard Vacancy Clean</b>	
<b>Internal</b>	
11	All surfaces are to be left thoroughly washed and cleaned including all walls and ceilings.
12	Dust and dirt must be removed from all window and door tracks and

	sills.
13	All fixtures (as identified above) are to be left thoroughly cleaned. Removing all grime, marks and stains and left with a dry streak free finish.
14	All bench tops, vanities, wall tiles are to be thoroughly cleaned. All must be polished to a dry finish with no streaks.
15	Floors - Non carpeted floors are to be swept and cleaned to remove grime, Tiles and grout is to be scrubbed and carpets to be vacuumed.
16	All internal/external areas and surfaces of robes, linen press, broom cupboards, kitchen cupboards and drawers are to be thoroughly cleaned.
17	All door, architraves, skirtings, doorframes and furnishings must be wiped with a damp cloth/cleaned to remove grime, marks and stains.
18	External and Internal surfaces of all window and/or glass must be cleaned and polished to a streak free surface.
19	All Shower glass must be cleaned and polished to a dry streak free surface with all calcium, soap and other deposits removed.
20	Mirrors and all glazing frames must be cleaned and polished to a dry streak free surface.
21	Blinds must be cleaned, removing stains grime and marks. All dust must be removed from all blinds including tracks and cords.
22	Internal and external surfaces of ovens, cooktops, dishwashers, air conditioners (including filters), heaters, fireplaces, and external flue surfaces, exhaust fans and range hood, ceiling fans, light and fan switches, power points must be thoroughly cleaned to remove grime, marks and stains.
23	The contractor must thoroughly clean stoves both inside and out, including canopy, surrounds and removable parts, burners, trivets, hotplates, oven slides and other fittings that are to be removed, cleaned and replaced. The contractor must clean exterior surfaces and removable parts with an approved cleansing agent.
24	Internal and external surface of light fittings must be wiped down and insects must be removed from light fittings. All types of light globes (including standard bulbs, Fluoro, and down lights) should be replaced where missing or blown, where possible new energy efficient globes are to be supplied and installed. Any difficult replacements should be reported to the HMC for action.
25	Contractor must check that drain plugs are clean and available for each sink/basin in the property. Where missing, contractor is to supply suitable plastic plug. Metal plugs if required, are considered an extra.
26	Minor rubbish not exceeding one 25 litre garbage bag in volume must be

	removed.
27	Unattached buildings (garage, carports, sheds) must be cleaned including sweeping of floors, removing cobwebs, dust, walls, ceilings, doors, light fittings, switches, power points, shelving units and glass.
28	Unit/Townhouse internal cleans will include all patios and porches.
29	Contractor must complete the internal part of the standard clean checklist.
<b>External</b>	
30	All external surfaces including but not limited to walls, eaves/soffits, meter boxes, doors, garage doors, clothesline, porches, patios, pergolas, balcony's, garage, carport, balcony floors, concrete floors and driveways, paving, pool surrounds, glazing frames, sills, fences and gates must be cleaned to remove heavy grime, dirt and dust, grease and oil marks, and stains including mould and mildew.
31	All windows and doorframes must be thoroughly cleaned to remove heavy grime, grease and marks.
32	External surfaces of gutters and downpipes must be cleaned to remove dirt, debris (such as cobwebs) and mould/mildew. Contractor must notify DHA if gutters and downpipes require cleaning. DHA will arrange appropriately.
33	Flyscreens must be removed, cleaned, reinstalled. Security screens must be cleaned.
34	Waste and recycling bins must be free from rubbish and cleaned and disinfected. Bins must be secured after cleaning in the garage or carport.
35	All mould, mildew is to be treated as specified.
36	Contractor must complete standard clean checklist.
<b>Light Cleans</b>	
37	Light cleans are only required after the home has already been fully professionally cleaned. Light cleans are generally required when a property has been sitting vacant for a period of time and the home needs a refresh to be presented for occupation. These works require the contractor to check the home and complete any works that would generally be expected if a home had already been cleaned but had sat vacant for several weeks.
<b>Internal</b>	
38	The contractor to check the dwelling and complete any dusting, wipe down, cobweb/insect removal, floor cleaning, toilet and sink cleaning that may be required to present the property for occupation.

39	These works are not considered to be extensive. Where a contractor finds a dwelling that needs extensive work under this code they are required to contact DHA for a variation.
<b>External</b>	
40	The contractor is to check the dwelling and complete any dusting, wiping down, cobweb removal and sweeping that may be required to present the property for occupation
41	These works are not considered to be extensive, where a contractor finds a dwelling that needs extensive work under this code they are required to contact DHA for a variation.
<b>Real Estate Industry end of tenancy clean (bond clean)</b>	
<b>Internal</b>	
42	As required, all surfaces are to be clean including all walls and ceilings.
43	All fixtures (as identified above) are to be left thoroughly cleaned. Removing all grime, marks and stains and left with a dry streak free finish.
44	All bench tops, vanities, wall tiles are to be cleaned.
45	Floors - Non carpeted floors are to be swept and cleaned to remove grime, Tiles to be mopped and carpets to be vacuumed.
46	As required, all internal/external areas and surfaces of robes, linen press, broom cupboards, kitchen cupboards and drawers are to be wiped clean.
47	All door, architraves, skirtings, doorframes and furnishings must be vacuumed to remove dust.
48	As required, Internal surfaces of all window and/or glass must be cleaned to a streak free surface.
49	All Shower glass must be cleaned to remove all calcium, soap and other deposits.
50	Mirrors and all glazing frames must be cleaned to a streak free surface.
51	As required, Blinds must be cleaned, removing stains grime and marks. All dust must be removed from all blinds including tracks and cords.
52	Internal and external surfaces of ovens, cooktops, dishwashers, air conditioners (including filters), heaters, fireplaces, and external flue surfaces, exhaust fans and range hood, ceiling fans, light and fan switches, power points must be wiped clean to remove grime, marks and stains.
53	The contractor must thoroughly clean stoves both inside and out, including canopy, surrounds and removable parts, burners, trivets,

	hotplates, oven slides and other fittings that are to be removed, cleaned and replaced. The contractor must clean exterior surfaces and removable parts with an approved cleansing agent.
54	Internal and external surface of light fittings must be wiped down and insects must be removed from light fittings. All types of light globes (including standard bulbs, Fluoros, and down lights) should be replaced where missing or blown, where possible new energy efficient globes are to be supplied and installed. Any difficult replacements should be reported to the HMC for action.
55	Minor rubbish not exceeding one 25 litre garbage bag in volume must be removed.
56	As required, Unattached buildings (garage, carports, sheds) must be cleaned including sweeping of floors, and removing cobwebs and dust from walls, ceilings, doors, shelving units and glass.
57	Unit/Townhouse internal cleans will include all patios and porches.
<b>External</b>	
58	All external surfaces including but not limited to walls, eaves/soffits, meter boxes, doors, garage doors, clothesline, porches, patios, pergolas, balcony's, garage, carport, balcony floors, concrete floors and driveways, paving, pool surrounds, glazing frames, sills, fences and gates must be cleaned to remove heavy grime, dirt and dust, grease and oil marks, and stains including mould and mildew.
59	External surfaces of gutters and downpipes must be cleaned to remove cobwebs. Contractor must notify DHA if gutters and downpipes require cleaning. DHA will arrange appropriately.
60	Flyscreens must be cleaned free of dust. Security screens must be wiped clean.
61	Waste and recycling bins must be free from rubbish and washed out. Bins must be secured after cleaning in the garage or carport.
62	Contractor must complete clean checklist.

## 10) Smoke Alarm Maintenance

Specification Number	Specification
1	The Smoke Alarms service requirement addresses the installation and maintenance of smoke alarms in all DHA properties in line with Australian Standards AS 3786- 1993, Smoke Alarms.
2	The contractor must supply and install smoke alarm systems to Australian Standards

3	Maintain smoke alarm systems in good working order
4	Produce certificates of compliance for works undertaken to DHA properties
5	Installation and maintenance of mains powered smoke alarm systems shall be undertaken by an Australian licenced electrical contractor
6	The licenced contractor must install smoke alarm systems and related electrical accessories compliant with Australian Standards AS 3786-1993, Smoke Alarms.
7	The licensed contractor must install and maintain smoke alarm systems consistent with the Building Code of Australia.
8	Industry sources recommend the installation of photoelectric smoke alarm systems. DHA require that all new smoke alarm installations are photoelectric smoke alarm systems.
9	Almost all DHA properties have hard wired smoke alarms installed, the replacement of expired alarms will not involve any wiring, it will be a simple replacement. If additional alarms or wiring is required the contractor is to contact DHA for a variation.

### 11) Sprinkler Services

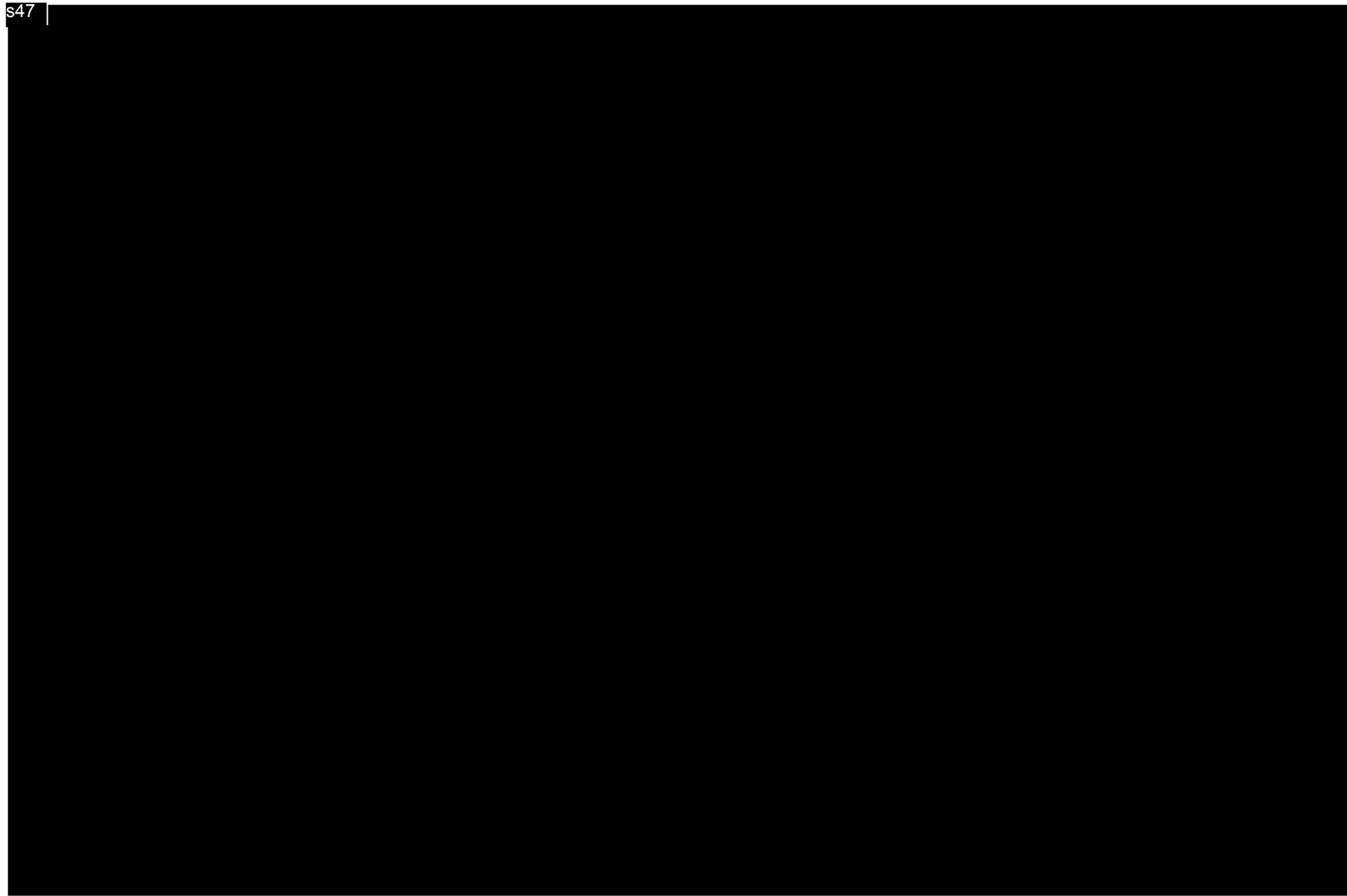
Specification Number	Specification
1	General irrigation maintenance/repairs works.

### 12) Tree Surgery

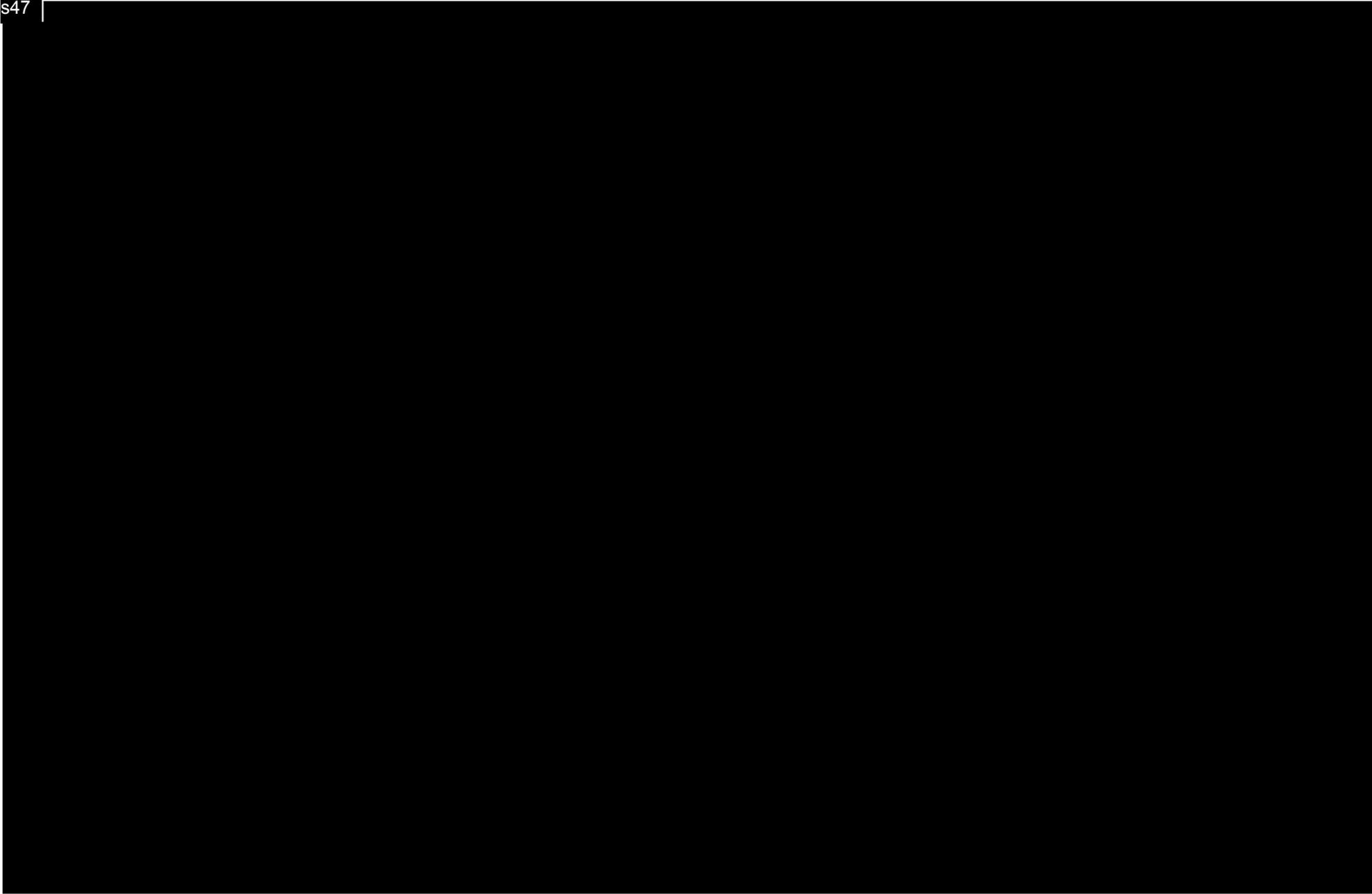
Specification Number	Specification
1	General tree surgery works. An after hours service is required for this trade.
2	The contractor must consider the WHS requirements when providing their hourly rate. It is expected that contractors will have in place safe work practices for all types of jobs.

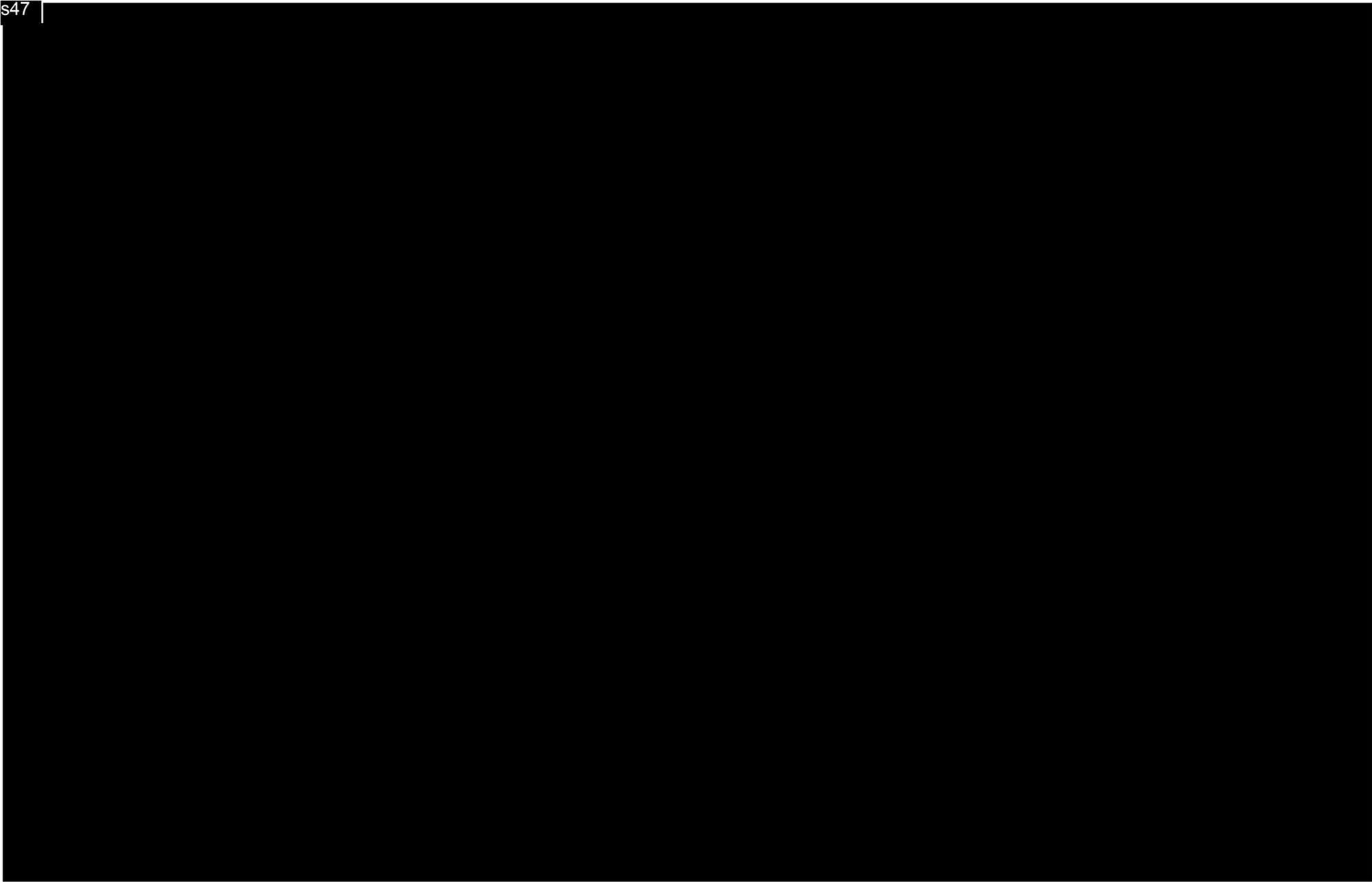
### 13) Waterproofing

Specification Number	Specification
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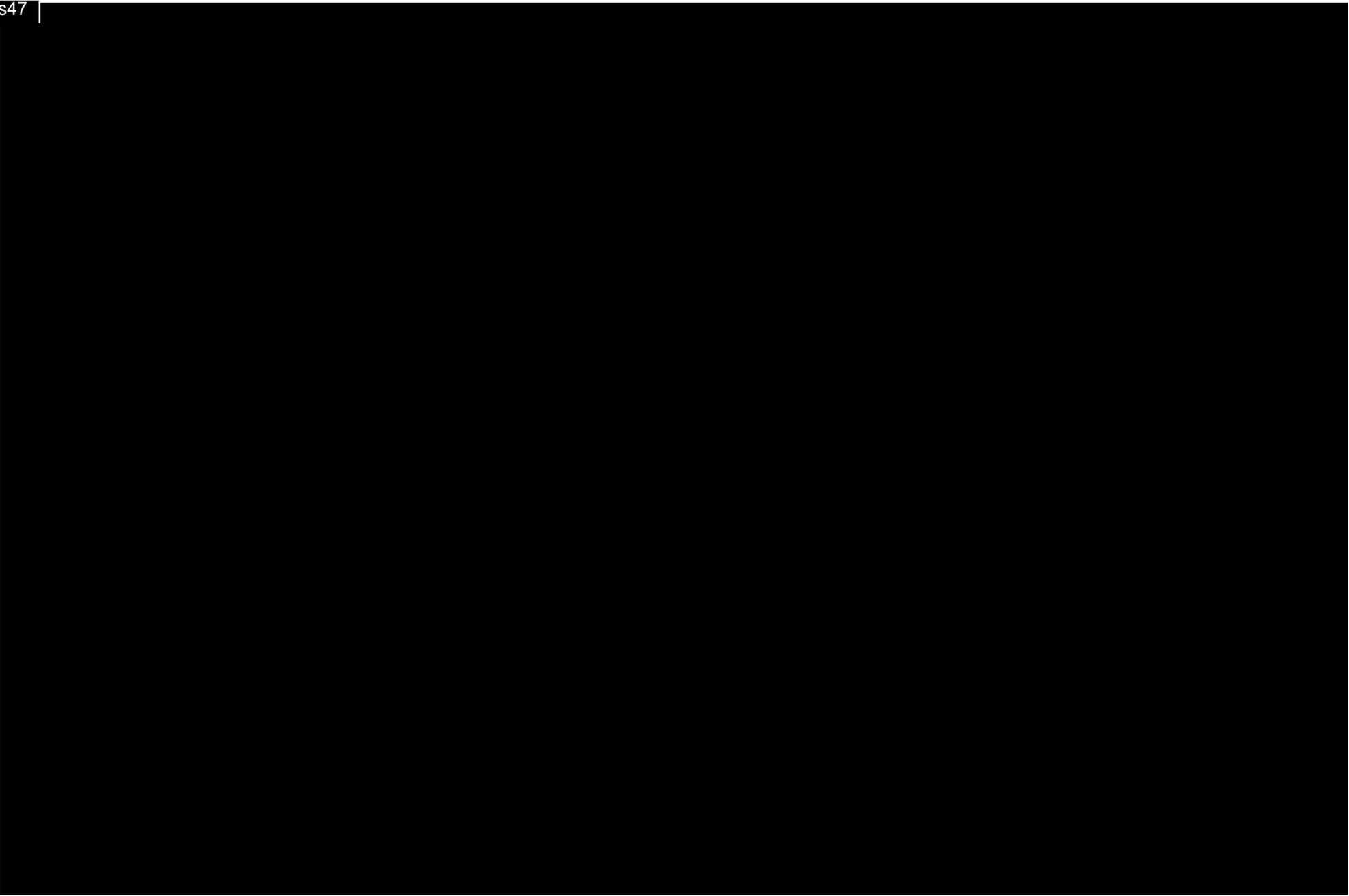
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Allocation & Tenancy Management - Pricing Adjustments Effective 1 July 2015				
3.1	Tenancy Service Management Fees			
e)	Cleaning Fee by HMC:			
	Adelaide HMC		\$	s47
	Brisbane HMC		\$	s47
	Cairns HMC		\$	s47
	Canberra HMC		\$	s47
	Darwin HMC		\$	s47
	Hunter Valley HMC		\$	s47
	Ipswich HMC		\$	s47
	Melbourne HMC		\$	s47
	Nowra HMC		\$	s47
	Perth HMC		\$	s47
	Puckapunyal		\$	s47
	Sale		\$	s47
	Sydney HMC		\$	s47
	Tasmania		\$	s47
	Tindal HMC		\$	s47
	Toowoomba HMC		\$	s47
	Townsville HMC		\$	s47
	Wagga Wagga HMC		\$	s47
	Wodonga HMC		\$	s47

## 1 SCHEDULE 5 – HOUSING MAINTENANCE SERVICES

1.1 **Clause 2.4(e) of Schedule 5 (Housing Maintenance Services)** to the Agreement has no effect in relation to any of the Services. The following sections operate as new **Clauses 2.4(e) to (i) of Schedule 5 (Housing Maintenance Services)** to the Agreement:

- (e) Where DHA considers repairs and/or Maintenance to be the DHA Tenant's responsibility (for example, due to damage which is not considered fair wear and tear, as specified in a Tenancy Agreement or DHA Residence Agreement), DHA must discuss the matter and agree costs with the DHA Tenant before any expense is incurred by DHA or its Subcontractor. Where possible and appropriate, DHA Tenants should be given the opportunity to effect the repairs themselves provided that trade standards and licensing requirements are met (this provision does not apply to Emergency Maintenance).
- (f) For the period commencing on the ATM Start Date and, subject to **Clause 2.4(g)**, ending on the second anniversary of the ATM Start Date (or such other date agreed by the parties):
  - (i) Defence will pay DHA for the costs of repairs arising from NFWT (and bears responsibility for recovery of those costs from the DHA Tenant) provided that:
    - (A) the DHA Tenant has signed a TAF in respect of the Service Residence;
    - (B) DHA has established the DHA Tenant's liability for the NFWT in accordance with the processes agreed by Defence and DHA in the HMIs; and
    - (C) if requested by Defence, DHA is able to substantiate the cost of repairs; and
  - (ii) DHA is liable for any other NFWT costs, including costs in respect of which the requirements in **Clauses 2.4(f)(i)(A), (B) and (C)** have not been satisfied, and bears responsibility for recovery of those costs from the DHA Tenant.
- (g) Subject to the parties implementing the agreed changes to the JHARC and related arrangements referred to in **Clause 2.4(i)**, on and from the second anniversary of the ATM Start Date (or such other date agreed by the parties) DHA is liable for the costs of repairs arising from NFWT (and bears responsibility for recovery of those costs from the DHA Tenant).
- (h) The parties agree to work together to implement any necessary changes arising out of **Clause 2.4(g)**, including arrangements for the recovery of costs through DHA Tenant's pay accounts, on or before the second anniversary of the ATM Start Date.

- (i) Without limiting **Clause 2.4(h)**, the parties will use best endeavours to implement the following changes to the JHARC and related arrangements, on or before the second anniversary of the ATM Start Date:
  - (i) prior to referral to the JHARC, either the DHA Tenant or DHA may refer the dispute to an independent mediator;
  - (ii) the JHARC will be constituted as an impartial review panel;
  - (iii) neither DHA nor DHA Tenants will be permitted legal representation in any JHARC hearings;
  - (iv) the JHARC will have the power to determine, in relation to a dispute between DHA and a DHA Tenant regarding wear and tear, that the relevant wear and tear constitutes fair wear and tear or NFWT;
  - (v) where the JHARC determines that the relevant wear and tear is fair wear and tear, DHA will not be entitled to recover any NFWT charges from the DHA Tenant;
  - (vi) where the JHARC determines that the relevant wear and tear is NFWT, the JHARC will have the power to enforce payment of NFWT charges by the DHA Tenant to DHA; and
  - (vii) the JHARC will be required to determine disputes on the basis of the obligations of DHA and the DHA Tenant under the DHA Residence Agreement (or Tenancy Agreement), rather than the broader policy context.

1.2 **Clause 2.5(a)(ii) of Schedule 5 (Housing Maintenance Services)** to the Agreement has no effect in relation to any of the Services. The following section operates as a new **Clause 2.5(a)(ii) of Schedule 5 (Housing Maintenance Services)** to the Agreement:

- (ii) the repairs or Maintenance is required as a result of damage caused by the DHA Tenant (e.g. damage which is not caused by fair wear and tear) which has not been rectified by the DHA Tenant and is the ultimate responsibility of DHA in accordance **Clause 2.4(f)**.

## SCHEDULE 5 – HOUSING MAINTENANCE SERVICES

Note: The operation of **Schedule 5** is affected by the operation of **Clause Error! Reference source not found.** and the First Addendum.

### 1 MAINTENANCE DEFINITIONS AND INTERPRETATION

#### 1.1 Emergency Maintenance

An Emergency Maintenance request includes any request for Maintenance arising from a failure of any one of the Essential Amenities, or that affects the immediate health, safety or security of Defence Tenants. This service includes but is not limited to the following:

- (a) burst water pipes or no water;
- (b) serious flooding;
- (c) sewer blockage;
- (d) complete loss of power, electrical faults;
- (e) wet lights and power fittings (internal);
- (f) gas leaks;
- (g) fire or storm damage; and
- (h) loss of all toilet facilities.

#### 1.2 Essential Amenities

Essential Amenities are:

- (a) hot water service;
- (b) heating or air-conditioning; and
- (c) oven or all hotplates.

#### 1.3 Routine Maintenance

Routine Maintenance means Maintenance required to a Service Residence in respect of deterioration, defect or damages but excluding Emergency Maintenance.

#### 1.4 Respond

In this Schedule, **Respond** or **Response** includes a returned phone call to provide any available details of the proposed Maintenance actions or assessment.

### 2 MAINTENANCE MANAGEMENT

#### 2.1 General

DHA must provide Housing Maintenance Services for Service Residences which includes:

- (a) Emergency Maintenance;
- (b) Routine Maintenance; and
- (c) such other Maintenance as is specified in this Agreement.

In providing Housing Maintenance Services, DHA must maintain a cost effective, responsive, high quality Maintenance arrangement for Service Residences so that all reasonable service requests from Defence Tenants are met promptly.

## 2.2 Maintenance requests and responsiveness

- (a) For the convenience of Defence Tenants, DHA must provide a single, toll free contact telephone number for all Maintenance requests, which must be available:
  - (i) 24 hours a Day, seven Days a week for Emergency Maintenance; and
  - (ii) between the hours of 0830 and 1630 for Routine Maintenance,in accordance with **Clause 2.3** and **2.4** of this Schedule.
- (b) DHA must organise completion of Maintenance work within the timeframe set out in **Clause 2.3** and **2.4** of this Schedule.

## 2.3 Emergency Maintenance

- (a) DHA must ensure that all requests for Emergency Maintenance are responded to within four hours of DHA receiving the request. The Maintenance work must be completed within 24 hours of DHA receiving the request unless the scope of the work actually required, as identified by the Subcontractor or DHA Representative, is determined to be greater than initially anticipated or the result of other impacts outside the control of DHA.
- (b) DHA must advise Defence Tenants of the Response time placed by DHA on its Subcontractor to contact the Defence Tenant.

## 2.4 Routine Maintenance

- (a) Subject to **Clause 2.4(b)** below, all Routine Maintenance requests must be completed within 28 Days after either a call by a Defence Tenant, or an inspection related request by a DHA Representative, whichever is the earlier. DHA shall contact the Defence Tenant and advise a timeframe within which a Subcontractor will contact them to arrange access for the purpose of inspecting and/or completing the Maintenance work.
- (b) DHA may assess the request for Maintenance by inspection or by seeking further information from the Defence Tenant. A Routine Maintenance request is not required to be completed within the 28 Day period referred to in **Clause 2.4(a)** above where the scope of the work actually required, as identified by the Subcontractor or DHA Representative, is determined to be

greater than initially anticipated or the result of other impacts outside the control of DHA. Where this occurs, DHA is to advise the Defence Tenant of the revised completion date which must be reasonable reflecting the scope of work actually required.

- (c) DHA must ensure that its Subcontractors make appointments with the Defence Tenant to carry out Routine Maintenance work.
- (d) All appointments for Routine Maintenance are to be scheduled within Business Hours except where, at no additional cost to Defence, the Defence Tenant and DHA's Subcontractor agree to a mutually convenient time outside of Business Hours.
- (e) Where DHA considers repairs and/or Maintenance to be the Defence Tenant's responsibility (eg due to damage which is not considered fair wear and tear, as specified in a Tenancy Agreement), DHA must discuss the matter and agree costs with Defence's Tenant before any expense is incurred by DHA or its Subcontractor. Where possible and appropriate, Defence Tenants should be given the opportunity to effect the repairs themselves provided that trade standards and licensing requirements are met (this provision does not apply to Emergency Maintenance). In accordance with the Head Lease, Defence has ultimate responsibility for the costs of Maintenance arising from a Defence Tenant's negligence, breach of Tenancy Agreement, or other occupier or tenant liability or responsibility being established.

## 2.5 Additional Maintenance Services

- (a) All Maintenance obligations which are specified in this **Schedule 5 (Housing Maintenance Services)** (or which are otherwise under this Agreement the responsibility of DHA) are included within the Assessed Rent, the Quality Maintenance Charge or the Property Holding Charge (as appropriate) unless:
  - (i) they are Additional Maintenance Services (see **Clause 2.5(b)** below); or
  - (ii) the repairs or Maintenance is required as a result of damage caused by the Defence Tenant (eg. damage which is not caused by fair wear and tear) which has not been rectified by the Defence Tenant and is the ultimate responsibility of Defence in accordance with **Clause 2.4(e)**.
- (b) Where Defence requests and approves Additional Maintenance services (including maintenance services pursuant to **Clause 2.5(a)(ii)** above), the expenses incurred by DHA in providing the approved Maintenance services are to be treated as Reimbursable Expenses and must be billed to Defence at cost in accordance with **Schedule 8 (Contract Price)**.

## 2.6 DHA Leased Service Residences

- (a) Defence's and Defence Tenants' responsibility for repairs, Maintenance and the care of Service Residences occupied by Defence Tenants, are the same regardless of the terms of the lease or if DHA owns the Service Residence.
- (b) For Maintenance work that is not of an emergency nature, DHA must complete the Maintenance work in accordance with **Clause 2.4**. DHA must ensure that Defence Tenants are not disadvantaged with respect to Maintenance based on the terms of DHA's lease with property owners including a Pre-96 Lease.
- (c) Where a Pre-96 Lessor disputes the reasonableness of the potential cost of the non-emergency Maintenance that is the lessor's responsibility under the lease, DHA must undertake the Maintenance works and seek reimbursement from Defence for the difference between the cost of the Maintenance and the amount contributed by the Pre-96 Lessor. Defence agrees to pay the difference as a Reimbursable Expense. DHA must take all reasonable steps to recover the cost of non-emergency Maintenance from the Pre-96 Lessor.

## 2.7 **Maintenance between tenancies**

Subject to **Clause 2.4**, and where practicable, DHA may schedule Routine Maintenance work when Service Residences are vacant.

## 2.8 **Major and Minor Upgrade Works**

- (a) DHA has responsibility for vacancy risk related to Major and Minor Upgrade Works on all DHA Owned or Leased Service Residences. DHA is responsible for Vacancy Costs from the commencement of work until its completion and all costs for the re-location of Defence Tenants. In respect of Major or Minor Upgrades of Defence Owned or Annuity Service Residences, Defence bears these Vacancy Costs and all costs for the re-location of Defence Tenants.
- (b) A Service Residence is considered habitable if Maintenance would not prevent a Defence Tenant from continuing to occupy it – that is, the tenant has access to sleeping, cooking and ablution facilities, and the Service Residence has adequate security and amenity. Some Maintenance and Minor Upgrades can be carried out while a tenant occupies a Service Residence. Where a Service Residence is habitable and occupied, rent is still charged to Defence.
- (c) Where a DHA Owned or Leased Service Residence is uninhabitable due to a natural disaster, DHA will bear the Vacancy Costs and Defence will bear temporary accommodation and relocation expenses.
- (d) Where a Defence Owned and Annuity Service Residence is uninhabitable due to a natural disaster, Defence will bear the Vacancy Costs, temporary accommodation and relocation expenses.

- (e) Where a DHA Owned or Leased Service Residence is uninhabitable due to Emergency Maintenance, DHA will bear the cost of temporary accommodation and Defence will continue to pay the Rent and associated rent-related charges during the period that the Service Residence is uninhabitable. Where a Defence Owned or Annuity Service Residence is uninhabitable due to Emergency Maintenance, Defence will bear the cost of temporary accommodation.

## 2.9 Maintenance of Vacant Service Residences

- (a) DHA is responsible for all Maintenance in respect of vacant DHA Owned or Leased Service Residences including the costs of bringing a Service Residence up to a standard suitable for occupation.
- (b) DHA agrees that Defence may inspect allocated DHA Owned or Leased Service Residences by accompanying DHA staff visiting vacant Service Residences to prepare condition reports, to assess whether the Service Residence will be at an acceptable standard for occupation, including whether the external condition meets the requirements set out in **Annexure A** to this **Schedule 5 (Housing Maintenance Services)**. The Contract Manager and Service Manager may agree in writing a higher or lower percentage of Service Residences for inspection.
- (c) DHA is responsible for all Maintenance in respect of vacant Defence Owned and Annuity Service Residences necessary to ensure that the exterior, lawns and gardens of Vacant houses (Vacant Available, Vacant Allocated) are maintained in a condition suitable for occupation in accordance with the requirements set out in **Annexure A** to this **Schedule 5 (Housing Maintenance Services)**.
- (d) DHA accepts the risk for the difference between temporary accommodation costs and Assessed Rent where a Service Residence is not available for occupation on the Confirmed Delivery Date for a reason within the control of DHA.

## 3 QUALITY MAINTENANCE CHARGE

DHA must provide the Quality Maintenance Service funded by the Quality Maintenance Charge set out in **Schedule 8 (Contract Price)** consisting of the following:

- (a) the provision of a dedicated service that Responds to Defence Tenants' Maintenance requests in a responsive manner for all Maintenance requirements including Emergency and Routine Maintenance issues;
- (b) the provision of a direct telephone line to take Maintenance requests in accordance with **Clause 2.2**;
- (c) the management of Routine Maintenance in accordance with **Clause 2.4**;

- (d) subject to **Clause 2.4**, undertaking all required Maintenance (including preventative Maintenance) on Service Residences in-between tenancies in such a way as to minimise the impact on the Defence Tenant;
- (e) Maintenance of all Capital Inclusions which are listed in **Annexure B (Capital Inclusions)** to **Schedule 1 (Housing Forecast and Response)**;
- (f) maintaining a high level of presentation of Service Residences (including the Maintenance of gardens) and ensure Service Residences are fully functional at the time of commencement of each tenancy;
- (g) cleaning of gutters where they are above the height that could be reached by using a standard 1.8 metre step ladder, or the garden or structure prevents access;
- (h) lopping of trees where the cutting point of trees is above 2.5m;
- (i) changing of light fittings where lighting is above the height that could be reached by using a standard 1.8m step ladder, or a structure prevents access to the lighting; and
- (j) control/eradication of pests:
  - (i) that threaten the Service Residence (eg termites, carpet beetles);
  - (ii) where the infestation occurs due to plague movements (with the identification of a plague being determined by local government authorities); or
  - (iii) where the infestation is identified within six weeks of a Service Residence being occupied.

## **ANNEXURE A – SERVICE RESIDENCE STANDARD FOR OCCUPATION TO SCHEDULE 5 (HOUSING MAINTENANCE SERVICES)**

The minimum standard of a Service Residence to be suitable for occupation includes but is not limited to the following:

### **Lawn**

- Lawn is substantially free of weeds.
- Lawns are to be mowed, healthy and watered with a high level of grass coverage having regard to regional conditions.
- Edges to paths and fence lines are to be trimmed.
- No pet damage (holes, dog tracks, faeces, chewed irrigation equipment, etc.).
- Lawn clippings removed.
- Lawn irrigation systems working (where applicable).

### **Garden**

- Garden is substantially free of weeds.
- Gardens to be mulched (where previously mulched).
- No pet damage (holes, dog tracks, faeces, chewed irrigation equipment, etc).
- Garden bed edges are to be trimmed and defined.
- Gardens are to be healthy and watered having regard to regional conditions.
- Garden waste to be removed (eg dead trees, branches, dead flowers).
- Garden irrigation systems working (where applicable).

### **Exterior of house**

- Household rubbish removed from gardens, lawns and around the house (eg broken objects, cigarette butts, sweepings from inside the house, other debris, etc).
- Bushes trimmed away from the house, gutters, pathways and clotheslines.
- Cobwebs and dust removed.
- Gutters cleaned.
- Garbage bins to be cleaned and stored securely.
- Stains cleaned on pathways and driveways.
- Colorbond and wooden fencing to be in good condition.
- Gates move freely and latch correctly.
- Shed clean, power points and lights in operable conditions.
- Letter box clean and in good condition.

- Clothesline moves freely, pegs removed, lint, fluff, broken pegs removed from around clothesline.
- Meter boxes clean.
- Water meter intact.

