



Making maintenance manageable

Efficient maintenance, cyclical, and remedial maintenance and property improvements relies on cooperation between tenants and contractors. To contribute to this, the following Codes of Conduct have been developed for Tenants and Contractors to minimise disruption and ensure works are carried out quickly and efficiently.

Tenants, Household Members and Visitors

MRAC and our contractors appreciate you, your household members, and any visitors to:

- Be polite and courteous towards contractors;
- Advise MRAC if you have changed your telephone number;
- Respond to contractor's telephone calls and text messages;
- Keep appointments with contractors. If a contractor is delayed, allow a reasonable time before leaving your property;
- Give contractors the necessary access and freedom to do their work so it can be completed in the shortest possible time;
- Keep appointments with contractors. If a contractor is delayed, allow a reasonable time before leaving your property;
- Keep children away from the contractor, contractor's tools and work areas;
- Restrain or pen your animals or pets if they are a risk to health and safety or liable to escape from the property, or if requested by the contractor;
- Empty kitchen and bathroom cupboards if the nature of the work requires it and if you are asked to do so by the contractor;
- Move ornaments, paintings, clothing, and other personal and small item fixtures. The contractor will assist with moving furniture, appliances, and other large items;
- Respect the rights of others, including contractors, consultants and MRAC staff to feel safe. If there is real or likely damage to a contractor's property or threatening behaviour by Tenants or pets, contractors will gather their equipment and leave the property and immediately notify the Manager; and
- For scheduled maintenance and upgrade works, refer any concerns about the standard of workmanship to MRAC, not the contractor. For any concerns regarding responsive maintenance, call MRAC

Contractors

You must:

- Carry a letter of authority or a 'work order' and identify yourself;
- Be polite and courteous at all times. As far as possible, minimise noise, disruption, and inconvenience to Tenants;
- Respect and respond appropriately to the Tenants' culture and lifestyle;
- Consider Tenants' safety, health, comfort, and security;
- Ensure that any information obtained about the Tenants is kept strictly confidential and that any written information complies with the Privacy Act 1988;
- Avoid depositing mud, paint, grease, and other contaminants in occupied properties. You need to restore any item you soil or damage, to pre-maintenance condition;
- Give Tenants sufficient notice before starting work. You need to advise them of the anticipated sequence and duration of the work. If there is a change, you need to inform Tenants;
- Explain to Tenants the nature of the work, the timing of dirty or dusty work and any shut-downs of services. Advise occupants of neighbouring properties that may also be affected;
- For general maintenance and upgrade contracts, work is carried out between the hours of 8.00am and 5:00 pm Monday to Friday, and at other times by mutual agreement with Tenants;
- For maintenance and upgrade works to occupied properties, you must restore services such as cooking and sanitary facilities at the end of each working day. You must remove all work residue and off-cuts, and leave work areas in a clean, tidy, and liveable condition;
- Obtain prior permission before using Tenants' toilets;
- Consider the safety of children and young people at all times and conduct yourself in a manner which does not harm the safety or wellbeing of children or young people.

You must not:

- Use offensive language, play loud music, or engage in loud or boisterous behaviour;
- Comment on the property, the Tenants, or their lifestyles;
- Smoke indoors, consume alcohol or use prohibited substances or carry out work while under their influence;
- Eat food or leave wrappers or empty containers in occupied premises;
- Bring visitors unrelated to the work or pets to the work site, unless pets are restrained and there to guard vehicles, materials, and tools;
- Interfere with or mistreat Tenants' animals or pets;
- Ensure that properties keys or lock boxes code are safely secured at all times;
- Block private or common driveways, access paths, crossings, Tenants' parking areas or vehicles, without prior permission and for no longer than necessary;
- Leave the property unsecured or subject to damage from the elements;
- Use any part of the building or site for on-site storage, parking, or any other purpose, without prior agreement with MRAC and the Tenant, as appropriate.