

Policy Name	Maintenance Service Standards Policy
Department	Maintenance
Owner of Policy	Director, Maintenance, COO
Version #	Version 1
Effective Date	November 20, 2024

This Maintenance Service Standard Policy outlines the commitment of Circle Community LandTrust (Circle) to deliver maintenance services that ensure habitable, and well-maintained housing for all residents. It aims to establish clear expectations, procedures, and accountability for maintenance activities.

Objectives

Circle will endeavour to provide maintenance services that will achieve the following objectives:

Safety: Ensure all housing units are safe and habitable.

Timeliness: Respond promptly to maintenance requests and prioritize urgent issues affecting health and safety or which could lead to substantial damage to the asset.

Quality: Conduct maintenance work to a standard that meets building code and other safety regulation requirements. Where possible, repairs will be completed with a view to a complete solution which will prevent the need for further repair/restoration work.

Definitions

Baseline technical skills: are the minimum necessary competencies for Circle maintenance staff as defined in the maintenance technician job description.

Maintenance services: includes all day-to-day repair and preventative maintenance work which is not capital in nature. Work that is capital in nature is any work which is likely to cost more than \$10,000.

Administration of Maintenance Services

Circle will use an online property management software system (Yardi) to track, document and respond to maintenance service requests from tenants and maintenance items identified through staff inspection. All required maintenance services will be entered into Yardi as Work Orders.

Delivery of Maintenance Services

Circle will aim to deliver maintenance services via its maintenance staff. Where the work required is beyond the capability of the maintenance team or where volume and urgency dictate, an external contractor will be used.

Where external contractors are used, Circle will ensure the maintenance services delivered meet the quality defined in this policy by reviewing the work. It is preferred that the contractor's work be reviewed in-person, however, the use of technology (pictures and videos of the completed job) may be used as a substitute.

All personnel carrying out maintenance activities are expected to respect residents' living spaces, maintain cleanliness and tidiness during their activities, and ensuring the area is cleaned prior to leaving.

Notice and Scheduling:

1. **Where the maintenance service is being completed by Circle staff**, Circle will attempt to schedule the work directly with tenants. Where it is not possible, Circle will provide notice in accordance with the Residential Tenancies Act.
2. **Where the maintenance service is being completed by a contractor**, Circle will work with tenants to schedule and facilitate completion of the work. Before the work is awarded, Circle will contact the tenant to confirm the name of the contractor, approximate scheduling window, and to confirm the tenant's consent to release their contact information to the contractor.

If consent is provided, the contractor will make a minimum of 2 attempts to reach the tenant to schedule the work. Contractors are expected to report the appointment time to Circle. The work order will be updated to reflect the appointment time.

Where Circle is unable to reach a tenant to schedule the work, or where the tenant fails to provide access at the agreed scheduled time, a notice of entry will be issued, and a member of Circle staff will attend with the contractor to facilitate entry.

Circle tenants will be able to view the status of maintenance requests via the tenant portal. Tenants will be encouraged to sign up for the tenant portal to make use of this communication feature. Otherwise, tenants may contact their Tenant Services Worker to get a status update.

Maintenance Priority Categories

Maintenance service requests (whether initiated by tenants or Circle staff) will be triaged and placed into one of the 4 categories listed below. These categories will be used to prioritize and to set expectations (internally and externally) about when the service request will be attended to.

The timelines below refer to the commencement of service, not the completion of the maintenance work. The categories are as follows:

1. Urgent: maximum 90-minute response time

Urgent requests are those that could or have caused immediate major damage to the asset and/or threatens the life/safety of a tenant. *Examples* include (BUT ARE NOT LIMITED TO):

- Continuous and uncontrolled release of water inside the home due to a burst or damaged pipe or plumbing issue.
- Fire or smoking/sparking electrical
- No heat in an extreme cold event (lows > -10)
- Complete lockout

2. **High Priority:** maximum next calendar day response time

High Priority requests are those that will, if left longer than a day, cause serious damage to the asset or serious inconvenience for the tenant. *Examples* include (BUT ARE NOT LIMITED TO):

- Complete clogged/plugged of all toileting facilities
- No heat in cold weather
- Household specific power outage
- Flood with standing water > 1 inch (no active flow)
- Complete kitchen fridge and freezer failure (no additional fridge/freezer in the household)

3. **Medium Priority:** maximum 5 business day response time

Medium Priority are those that will, if left longer than, cause damage to the asset or moderate inconvenience for the tenant. *Examples* include (BUT ARE NOT LIMITED TO):

- Slow leaks
- Broken oven
- Pest control

4. **Low Priority:** maximum 10 business day response time

Low Priority maintenance requests are items that cause minor inconvenience or discomfort to the tenant or which over long periods of time, could cause damage to the asset. *Examples* include (BUT ARE NOT LIMITED TO):

- Broken closet doors
- Holes in drywall
- Broken fly screens
- Small traces of mould

- Broken bathroom fan/exhaust
- Running toilet

6. Declined

Some maintenance requests submitted by tenants may be declined where the request goes beyond Circle's requirement to keep the unit in a good state of repair and fit for habitation. Examples include:

- Improvements (not connected to a request for accommodation under the Human Rights Code that has been approved by the COO)
 - o ie. the installation of a fence, requests for new/upgraded appliances etc.
- Aesthetic changes (ie – changing the paint colour)
- Recurrent damage caused by the tenant

Where a maintenance request is declined, it will be communicated to the tenant.

Continuous Improvement

Performance Evaluation: Circle will use Yardi to evaluate maintenance service delivery against the established standards and benchmarks laid out in this document. For the first year following the introduction of this policy, the benchmarks will be reviewed against actuals monthly by the CEO and the COO. Variances will be summarized and reported to the Board at each Board meeting.

Continuing Education: Circle will train all existing and new maintenance staff on the policy and processes for providing maintenance services. Circle will provide development opportunities to enhance the technical skills and knowledge of the maintenance staff such that all maintenance staff have the Baseline Technical Skills required to deliver quality maintenance services.

Regular Review: Review and update this Maintenance Service Standard Policy bi-annually or as needed to reflect best practices, regulatory changes, and feedback from residents and staff.