



ATTACHMENT 21

FAIR WEAR AND TEAR POLICY/GUIDELINES

Policy Intent: Warrina Innisfail recognises that constant daily usage and exposure to the natural elements will result in some deterioration of residential units over time

What is considered 'fair wear and tear' and is payable from Maintenance Reserve Fund for maintenance and repair and the Capital Replacement fund for replacing items.

Fair wear and tear generally means damage that occurs through:

- The ordinary day-to-day use of the unit, fixtures and fittings by a resident; and
- The ordinary operation of natural forces (e.g., sunlight, rain)

What is considered deliberate/accelerated wear and tear and the responsibility of the resident to repair/replace:

- Deterioration caused by an act of the resident within their control and outside the normal functioning of the household;
- Deterioration to the interior of the unit by way of stains to the floor coverings, damage to walls, glass breakage etc is outside what can be considered fair wear and tear;
- Non-reporting of maintenance issues;
- Failing to keep the unit in a reasonably clean and neat condition
- Undertakes alterations to the property without permission which do not meet required building standards;
- Damages incurred as a result of actions of invited visitors.

Resident's responsibilities:

- Report maintenance issues immediately;
- Taking reasonable care to avoid any damage to the unit;
- Keeping the units in a reasonable clean and neat condition;
- Purchase/supply consumable items ie., light bulbs, fluoro tubes, batteries for smoke alarms and air conditioner remote control (***please note: these items cannot be provided by the Scheme Operator and must be purchased independently by the resident – resident can contact the Scheme Operator if unsure of size, wattage required to replace existing consumable items within their unit***);
- Ensure invited visitors to the unit do not damage any part of the internal or external areas of the units.

Scheme Operator's responsibilities:

- The scheme operator will undertake preventative maintenance and ensure all repairs and maintenance are undertaken within a reasonable time frame and by a qualified tradesperson.

Examples what could be considered fair wear and tear and what may be considered accelerated/deliberate damage:

Fair wear and tear (payable by Maintenance Reserve Fund/Capital Replacement Fund)	Accelerated/deliberate damage (Payable by resident)
Cracked window pane due to old warped frames	Cracked window pan from carelessly slamming window shut
Paint fading and discolouring over time	Paint discolouring through smoke e.g., candle/cigarettes
Plaster cracks as building settles	Plaster chipped by nails being hammered in
Worn floor coverings due to day-to-day use	Torn, stained or burnt
Fading/worn on bench tops due to age	Scratches/burns and cuts on kitchen bench tops due to cutting food on the surface
Worn out keys	Lost keys
Loose hinges or handles on doors	Damage to a door from forced entry
Carpet seam unglued	Rust or oil stains on carpet
Sticky windows	Broken windows
Sliding wardrobe doors off track	Damage wardrobe doors