It is essential for the department to maintain current and accurate information on its properties in departmental systems. This requires funded providers and department staff to work in partnership, each undertaking specific responsibilities, to achieve required outcomes.

**What maintenance activities should be reported?**

All maintenance activities undertaken on department-owned properties, including vacant, responsive and planned maintenance which significantly improve the life of a building element or component, for example full item replacement or significant works undertaken that re-life the building component for ten years.

**Why does the department need to know about maintenance undertaken?**

To maintain accurate property condition data which assists the department with portfolio management and planning, efficiently targeting limited upgrade funding and the ability of the portfolio to meet future demand.

**How to provide the department with information about maintenance undertaken on department owned properties**

The provider must submit the completed Maintenance Output Report to the department within five days after the end of each month.

**What properties should I report maintenance for?**

The Maintenance Output Report template has been prepopulated with a list of department-owned properties managed by the provider, including:

- Community Housing, including Same House Different Landlord properties
- Crisis Accommodation Program (CAP) properties

Properties under a maintenance exemption are also included in the list, noting that key reportable maintenance activities could occur at vacancy or as a result of tenant damage.

There is no requirement to report maintenance on properties that are not owned by the department, including any properties where the department only has a registered interest.
How do I report maintenance for Boarding Houses and Shared Accommodation?

Maintenance for Boarding Houses and Shared Accommodation properties is recorded against the dwelling and not the individual rooms within those dwellings. There will be a single line item in the Maintenance Output Report for each level (floor level with level one being the ground floor) of a multiple level boarding houses and providers should record any maintenance against the level where the activity occurred.

Where should I send my completed report?

Email the completed Maintenance Output Report to your Contract Officer via the email address in the next section.

The email must include:

- The subject line “Maintenance Output Report – [Month] for [Organisation Name]”
- Maintenance completed in the current reporting month only. Historical information should not be included in the reporting template as entries are reviewed and updated monthly by the department and data from previous months makes it more difficult to determine recent activity.

Where can I get more information?

The department’s website [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) has a series of resources including policies, procedures, practice guides, program specification, forms and information sheets.

Further queries should be directed to your Contract Officer via the contact details below.

<table>
<thead>
<tr>
<th>Region</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane Region</td>
<td>3007 4377</td>
<td><a href="mailto:HHSBRORD@hpw.qld.gov.au">HHSBRORD@hpw.qld.gov.au</a></td>
</tr>
<tr>
<td>South/West Qld Region</td>
<td>3437 6047</td>
<td><a href="mailto:hhs-South-West-Region@hpw.qld.gov.au">hhs-South-West-Region@hpw.qld.gov.au</a></td>
</tr>
<tr>
<td>Central Qld and North Coast Region</td>
<td>4848 7054</td>
<td><a href="mailto:hhs-contract-management-CQNCR@hpw.qld.gov.au">hhs-contract-management-CQNCR@hpw.qld.gov.au</a></td>
</tr>
<tr>
<td>North Qld Region</td>
<td>4724 8571</td>
<td><a href="mailto:HHSNQRORD@hpw.qld.gov.au">HHSNQRORD@hpw.qld.gov.au</a></td>
</tr>
<tr>
<td>Far North Qld Region</td>
<td>4036 5538</td>
<td><a href="mailto:HHSFNQRORD@hpw.qld.gov.au">HHSFNQRORD@hpw.qld.gov.au</a></td>
</tr>
</tbody>
</table>