Policy: Roof Gutter Cleaning (HN managed tenancies)		
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Approved by: CEO Endorsed by: Executive Policy and Compliance Committee		
Date developed/reviewed: December 2025	Reviewed by: Asset Manager Executive Policy and Compliance Committee	Date of next review: May 2027

Policy Context:	
National Regulatory System for Community Housing	• Performance Outcome One: Tenant and Housing Services • Performance Outcome Two: Housing Assets • Performance Outcome Seven: Financial Viability
Compliance Obligations:	• Residential Tenancy ACT (2010) (NSW) • Tenancy agreement

1. Purpose and Objectives

The purpose of this policy is to ensure that all Homes North tenants are treated equitably, and in accordance with the Residential Tenancies Act 2010 (NSW).

This policy's objectives are to demonstrate sound stewardship of resources available for repairs and maintenance of properties. It further supports a risk-based approach to roof gutter cleaning that promotes property safety, reduces the likelihood of damage and maintenance issues, and provides appropriate support for vulnerable tenants, while maintaining consistent asset management standards across Homes North managed properties.

2. Scope

This policy applies to all Homes North managed properties.

3. Policy

Homes North will clean and maintain roof guttering to properties that are:

- Split level;
- Two storeys or higher, and
- Single-storey dwellings, where a tenant meets the exception criteria outlined below.

Cleaning gutters for single-storey dwellings is the tenant's responsibility, with the following exceptions:

- Vacant properties prior to reletting.
- Where tenants are living with a disability that may limit their ability to safely maintain gutters.
- Where tenants are older (aged over 65 years) and/or in receipt of a government funded pension.

Where a tenant does not meet the exception criteria but is not physically able to or does not wish to clean their own roof guttering, any requests for assistance with gutter cleaning will be assessed by the Asset Team on a case-by-case basis.

Tenants not meeting the exception criteria may also request for Homes North to arrange the roof gutter cleaning on their behalf, and the cost will be debited to their non-rent account.

4. Process

4.1 Dwellings two storeys and above

The Asset Team will organise cyclical maintenance of gutters for dwellings of two storeys and above, split levels and single dwellings with tenancies meeting the exception criteria.

4.2 Tenancy Property Inspections – single-storey dwellings

Tenancy Client Relations Officers (CROs) must use the usual property inspection and tenant contact processes to notify the Asset Team when tenants have requested for roof gutters cleaning where they do not meet the exception criteria. These requests will be assessed on a case-by-case basis.

For case-by-case assessment, the Asset Team will consider:

- Health and safety risks
- Property design and access limitations
- Tenant capacity to carry out maintenance safely
- History of blockages or water ingress
- Preventative maintenance value

Where uncertainty exists, Asset staff will escalate to the Property Operations Performance Officers (POPO) for guidance and also consult with the Tenancy team.

4.3 Tenant maintenance requests for roof gutter cleaning (not meeting exception criteria)

Tenants not meeting the exception criteria can contact the Asset Responsive Repairs Team via the maintenance contact number at any time to arrange gutter cleaning to be charged to their account.

The cleaning of roof gutters will be arranged via a suitably qualified and insured contractor at a frequency nominated by the tenant, and the tenant must consent for this to be charged to their account before this work is arranged. This consent will be obtained and recorded in Zavanti notes by the CRO for the tenancy.

The Asset Team will liaise directly with the tenant/their representative to schedule the work as per usual maintenance processes and advise of the cost of the works to be charged to them at the time that the work order is organised.

Homes North will endeavour to obtain fair and reasonable prices for this work. If the tenant cancels work arranged by Homes North on their behalf at short notice, they will be charged an uneventful fee to cover contractor call-out charges.

4.4 Vacant Properties

All vacant properties must have their gutters cleaned as part of proactive maintenance and preparation for re-letting.

5. Expectations

All tenancy and asset team members are responsible for the effective communication and delivery of this policy.

Documents related to this policy	
Related policies	SHMT Maintenance Policy End of Tenancy
Forms, procedures, or other organisational documents	Property Inspection Report Vacant Scope Process Maintenance Requests process Cyclical Maintenance Program