

Fencing Process

Housing ACT tenant reporting:

1. Housing ACT Tenant contacts the call centre to report fencing maintenance work. The call centre will then raise the job to one of the fencing vendors as per the vendor matrix.
2. Vendor attends to make safe, repair fence and identify if the fence is or is not BER (Beyond Economical Repair). If the fence is BER, vendor is to advise of the address of the shared fence(s) that are requiring replacement and to report this information through ProMap work log and add photo's to attachments to be reviewed by Administration Support and Supervisor.

Type: Additional Works Required

Summary: Fence replacement required

Long Description: Provide details of fence(s) address that share the boundary and any other significant information.

3. Daily additional work logs report is run by the call centre team leader. Once Planned work is identified an email is sent to HACT.Fencing@programmed.com.au. Refer to 'Additional works process'.
4. Administration Support reviews Maximo locations to determine if fence(s) are Housing ACT owned or Privately owned.
5. If Housing ACT property is identified to be neighbouring another Housing ACT property, the fencing replacement will then be scheduled accordingly.
6. If Housing ACT property is identified to be neighbouring a Privately owned property, Administration Support advises vendor to complete a letter box drop and to record this in the work logs of ProMap. This is the first communication. If the Private owner makes contact within thirty (30) days, they will be advised of their options and will proceed with the below process.
7. Once the first letter drop has been completed, the Administration Support will amend the target end day to thirty (30) days later in Maximo. This will allow PFM to keep track of when/ how long it has been since the letter drop off. This is because the work order will come up as late in the system.
8. If the Private owner has not made contact within fourteen (14) days, the vendor will complete another letter drop and record this in ProMap.
9. If PFM have not received a response from the Private owner again, PFM will advise Housing ACT to take the next step as per ACAT process. Administration Support will email (housingmaintenance@act.com.au) all the information about the work order such as:
 - When the letter drop off was completed
 - The relevant work orders
 - Photos of the fence replacement
 - The neighbouring addresses
 - A cost of the fence replacement
 - A copy of the quote for PFM to undertake the fence replacement

10. CAP work order will be cancelled in the system. Housing ACT to advise PFM of the ACAT outcome via email – HACTFencing@programmed.com.au
11. PFM to then action according (Option 1 or Option 2 as per the '*Private Owner Letter of Agreement*').
12. If Private owner makes contact before the ACAT process has begun, the Private owner will be advised of the options as per the below.

Private Owner reporting:

1. Private owner contacts the call centre about fencing maintenance on 6207 1500. The call centre agent requests the below information:
 - Name of Private owner
 - Address of Private owner
 - Address of the Housing ACT property/ties
 - Contact details, including email address, of the Private owner

Call centre agent will then advise the Private owner this information has been sent to the fencing team and someone will make contact within five (5) working days to start the process. No further information will be given out by the call centre. An email will be generated by the call centre agent and sent to HACTFencing@programmed.com.au.

If the Private owner contacts Housing ACT regarding the fence replacement, Housing ACT are to request the same information from the Private owner and email HACTFencing@programmed.com.au, providing the same information that someone will be in contact with them within five (5) working days to start the process.

2. Private owner is contacted within 5 working days to discuss their options. There are 2 options that the private tenant can go with.
 - a. Option 1: Private owner to arrange own appropriately licensed/qualified tradesperson.
 - b. Option 2: Private owner to have PFM contractor complete work
3. Once Private owner has decided on which option, they would like to proceed with the following process is followed.

Option 1: Own Contractor

1. The Private owner is to provide PFM with two (2) fencing quotes and two (2) photos of the fence which is neighbouring the Housing ACT property. This information is to be sent to HACTFencing@programmed.com.au.
2. Once correct information is received by PFM, the Private owner will be sent the '*Private Owner Letter of Agreement*' to sign after PFM fill this out with the approved quote details. This will be signed by PFM as the approval for works to go ahead. Once the signed Agreement letter has been received back from the Private owner, the Private owner will be contacted within ten (10) working days with written approval to proceed with the works. The Private owner will be advised of the following information upon approval:

Once works are completed the following information needs to be provided in order to receive 50% reimbursement. To supply the below to HACTFencing@programmed.com.au:

- Bank details of the account which they would like the reimbursement paid into.
 - Photos of completed fence (2 photos per fence minimum)
 - Invoice from fencing contractor stating \$0 balance owing
 - Option 1 '*Private Owner Letter of Agreement*' signed by the Private.
3. A folder will be created per private address here (H:\Planned Works\09 Fencing Upgrades\Private Tenant information) to store appropriate documentation.
 4. Once correct information is received by PFM an email will be generated to send to (housingmaintenance@act.com.au) with the below information. This will be sent to Housing ACT within 3 working days.
 - Before and after photos of the fence
 - Invoice from fencing contractor stating \$0 balance owing
 - Option 1 '*Private Owner Letter of Agreement*' signed by the Private.
 - Bank details of the account which they would like the reimbursement paid into.
 5. Private tenant will be advised by PFM via email that the required information has been sent off on this date and to expect payment within (**Housing ACT to provide payment timeframe**) if the Private owner has not received payment during this time, they are to contact Housing ACT directly on (**Housing ACT to provide email or phone**). Any additional payment enquires will be directed to Housing ACT.
 6. Once information has been provided to Housing ACT. Administration Support will select a minimum of 75% of fences (Option 1) to be inspected by Project Supervisor. The Project supervisor will be emailed details of tenant and address to make an appointment. If fence doesn't meet standards Housing ACT to be notified of this on (**Housing ACT to provide email**).

Option 2: PFM Contractor

1. Private owner has decided to proceed with Option 2. PFM is to raise a work order to scope for fence replacement (this will be raised to the neighbouring Housing ACT property). All Private owner contact details will be added to the work order in Maximo. PFM will require access to the private yard safely (all pets secured) to scope and quote what is required.
2. After the scope has been completed the Private owner will be supplied with the quote within ten (10) working days. In addition to the quote, the Private owner will be supplied with the '*Private Owner Letter of Agreement*' to fill out accordingly.
3. If the Private owner doesn't agree with the supplied quote, they will be directed to Option 1.

4. The Private owner has now agreed to Option 2 and is required to send the signed and completed '*Private Owner Letter of Agreement*' to HACTFencing@programmed.com.au
5. Once this information has been received, administration support will make contact with the vendor to see when the next available time is.
6. The Private owner will be advised of this, if they are not satisfied with this timeframe, they will be directed back to Option 1.
7. If Private owner is satisfied with this timeframe works will proceed as per the agreed date. The signed '*Private Owner Letter of Agreement*' will be upload into ProMAP on the work order.
8. Upon completion Housing ACT will be recouping 50% of the cost. Administration Support will email (housingmaintenance@act.com.au) with the following:
 - The private letter of agreement
 - Before and after photos
 - The fencing cover letter
 - Work order number for the works completed.