



What good maintenance looks like

Regular maintenance keeps buildings safe, liveable, and valuable.

Good Maintenance Behaviour

- ✓ **Report issues early** — don't wait for small leaks or cracks to grow.
- ✓ **Follow through** — if the committee approves works, make sure they happen.
- ✓ **Budget realistically** — set aside funds for ongoing maintenance, not just emergencies.
- ✓ **Use qualified, insured contractors** — cut corners and you cut safety and quality.
- ✓ **Keep records** — photos, reports, and invoices help track history and future needs.
- ✓ **Inspect regularly** — lifts, fire systems, roofs, and plumbing need routine checks.
- ✓ **Plan ahead** — update the Maintenance Action Plan every year.

Poor Maintenance Behaviour

- ✗ Ignoring small problems, because they rarely stay small.
- ✗ Deferring repairs to “save money now” — it can cost more later.
- ✗ Using unlicensed or uninsured tradespeople.
- ✗ Failing to keep maintenance records.
- ✗ Waiting until something breaks instead of scheduling checks.



Why it matters

- Well-maintained buildings generally have lower insurance premiums and fewer claims.
- Preventative maintenance reduces disputes and tribunal cases.
- Good practice supports property values and community trust.