



## Glass Replacement Policy

### Policy Intent

The intent of this policy is to provide an equitable and consistent approach to replacement of glass due to breakage.

Limiting the number of replacements for which Housing Tasmania will pay assists in managing costs associated with this type of repair.

### Tenant Responsibilities

Tenants must notify Housing Tasmania of the need to repair glass breakages within seven (7) days of the need arising.

The tenant is responsible for the repair and cost of repairs where damage has occurred through wilful, negligent or careless actions by the tenant, member of the household, visitors, friends or children. This includes glass breakage.

This obligation to pay for the repair also includes damage caused by the tenant's failure to notify us promptly of the need to repair, as outlined in the Housing Tasmania Lease, Section 3.11 Repairs.

Tenants must make good any glass breakages within 28 calendar days.

If a glass breakage is not repaired within 28 calendar days and it results in property damage e.g. rain damage, the tenant may be responsible for the additional damage caused to the property.

Housing Tasmania will not be responsible for any personal injury that may occur as a result of a glass breakage that is the tenant's responsibility and has not been repaired within the required time.

Only under specific circumstances will Housing Tasmania make repairs due to tenant damage.

### Housing Tasmania may repair under specific circumstances

Housing Tasmania may undertake glass replacement in public housing homes in the following circumstances:

- Where the tenant has failed to undertake works requested within the required time frame
- Where there is a safety and/or health risk
- Where there is a risk to the future of the dwelling and/or a specific component if works are not undertaken.

Where Housing Tasmania has undertaken the works, the costs incurred in completing the work will be passed onto the tenant unless the Area Manager has applied discretion.

Repayment of the costs incurred by Housing Tasmania will be managed according to the conditions of the Lease Agreement.



## Exceptions

Housing Tasmania will replace glass in instances where:

- The damage was a result of illegal actions of another party or actions the tenant was unable to prevent/control (e.g. domestic violence, vandalism, break-in) and a police report has been provided
- Damages as a result of Police actions and/or other Emergency Services
- Damage due to acts of God/nature e.g. storms.

## Police reporting

If the tenant reports that the breakage occurred because of vandalism or a break in, then they should report the matter to the Tasmania Police and request a report number. If the police report number is obtained and provided to Housing Tasmania by the cost will not be passed onto the tenant.

**The tenant must provide the police report number prior to Housing Tasmania making any commitment to undertake the repairs.**

## Discretion

If the Tenancy Team Leader or Maintenance Team Leader is satisfied that a glass breakage is as a result of exceptional circumstances e.g. domestic violence, discretion may be used to remove the charges without the need for a Police report number.

## Links to other Policies / Procedures

Decisions in relation to charging, pursuing and managing cases where maintenance charges are to be applied should be made in reference to the [Outstanding Charges Policy](#) and Housing Tasmania [Decision Making Policy Framework](#).

Other documents related to this are:

[Leases](#)

Glass Replacement Procedures