



QUEENSTOWN LAKES  
**Community  
Housing Trust**

Unlocking homes in our community.

## **YOUR MAINTENANCE RESPONSIBILITIES WITH SECURE HOME**

Secure Home is a housing programme, where you buy the right to live in a home based only on its construction cost. You don't purchase the land. Instead, a 100-year lease is placed over the land in your name. Like any homeowner, you need to take care of your home and pay for things like council rates, house insurance and maintenance.

To keep these homes affordable for future generations, they are never sold on the open market. Instead, their value is adjusted for inflation (up to 2% per year) and they stay in a secondary market.

Since you can't negotiate the value of a Secure Home property, there needs to be a fair method for everyone to contribute to the home's long-term maintenance.

When you join the Secure Home program, you'll get a Maintenance Schedule. This schedule lists the larger maintenance tasks you're responsible for, along with the expected timeframes and costs.

This way, no one ends up paying for all the maintenance from previous occupants.

To do this, a pre-determined Maintenance Schedule is issued to all new households at the time they enter the Secure Home programme, outlining the various maintenance items they will be responsible for, along with anticipated timeframes and approximate costs to complete. This provides an equitable process so that no one occupant ends up wearing the full cost of maintenance from previous occupants.

## **HOW THE MAINTENANCE SCHEDULE WORKS**

The Maintenance Schedule outlines when major maintenance tasks would typically need taking care of. You need to follow the schedule and inform QLCHT of any maintenance tasks you complete, so it can be recorded. Each year on the anniversary of joining Secure Home, you'll receive an Annual Property Report that includes a record of the maintenance tasks done.

When you sell your Secure Home property back to QLCHT, an inspection will be done to check the home's condition. The maintenance record will be reviewed against the schedule, and any costs for maintenance not undertaken will be deducted from the sale price. You will only pay for maintenance based on how long you've lived in the home.

Any deducted maintenance costs will be used by QLCHT to carry out any necessary maintenance or passed on to the next occupant to undertake.



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### **KEEPING THE MAINTENANCE SCHEDULE UPDATED**

Each year the Maintenance Schedule is reviewed, and costs are adjusted for inflation (up to 2%). A full review is done periodically to ensure the schedule is accurate. The updated schedule will be included in your Annual Property Report.

### **MANAGING MAINTENANCE COSTS**

We recommend the following:

- Put some money aside each week in a separate bank account for maintenance. The Maintenance Schedule suggests a weekly amount, but you can choose what works best for you.
- Regularly clean and tidy your home and take care of maintenance items quickly, so they don't turn into larger problems.
- You can do a lot of basic maintenance yourself. Look for advice online or talk to a professional. YouTube has many helpful videos. Just make sure all maintenance is done to a professional standard.
- QLCHT will arrange an annual inspection of your home and provide you with a report. Read it carefully and address any maintenance items noted.
- Report any maintenance items you do from the Maintenance Schedule to QLCHT and keep copies of the invoices and receipts.

### **FURTHER INFORMATION**

It is important you understand your maintenance obligations, before joining Secure Home. Please get in touch with your Tenancy Manager if you have any further questions.