

## REPAIRS (RESPONSIVE MAINTENANCE)

### What to do if you need repairs or maintenance?

You should contact our Property Services Team on 1300 435 144 as soon as you become aware that repairs are needed on your property. Depending on the type of property you are in and the urgency of the repair the following will take place:

Leasehold properties – If the property you live in is rented by us through the private market, Housing Plus will contact the Agent or owner of the property to arrange to have the repairs done.

Capital properties – As this is one of our properties we will arrange for the repairs to be done directly.

### What happens next?

When you report a repair, we raise a work order for the appropriate tradesman. The tradesman is given your name, phone number and address so that he can make contact with you to arrange a suitable time to do the repairs. If the tradesman is unable to contact you by phone, he will call at your property to either do the repair at that time or arrange a suitable time to come back to do the repair.

### Will clients be charged for any repairs?

Yes, there are some instances when clients may be charged for a repair (e.g. holes in walls or ceilings; broken windows, doors, flyscreens etc). Please refer to the Client Repair Costs Fact Sheet for more information.

### Other cases where tenant charges may apply:

- Client refuses the contractor access to their dwelling to carry out essential maintenance.
- Contractor reports the problem was caused by the client (e.g. sewer choke caused by toys/items down toilet, faulty appliance etc).
- Emergency call out service for a repair that is not deemed an emergency or fails to give the emergency service access.

### How long will it take for repairs to be done?

#### **Emergency Repairs**      **Within 48 hours**

Sewer overflow, safety, security, essential services failure (e.g. HWS), dangerous roof leaks

#### **Urgent Repairs**      **Within 5 days**

Plumbing, carpentry, glazing, electrical (non-emergency), heating/cooling

#### **Routine Repairs**      **Within 28 days**

General repairs or renewal of internal fixtures and fittings, fencing repairs, roofing (non-urgent), brickwork (non-urgent), carpentry (non-urgent), painting. Some non-urgent repairs may be deferred to our Planned Maintenance program.

**Who will do the repairs?**

All our tradespeople have been through a process to be approved to work on our properties. All tradespeople should be able to show you identification that proves they are the person authorised to do the repairs. You do not have to let someone into your home if they do not have identification.

If you have any concerns or wish to make a complaint about a tradesperson you should contact the Housing Plus Property Services Team on 1300 435 144.

**After Hours Repairs**

Our dedicated repairs line (1300 435 144) is directed to the Housing Plus Property Services Team during business hours. Outside business hours the repairs line diverts to our after hours service. The after hours service is provided by Housing Plus to co-ordinate repairs for our clients in **genuine emergency situations only**.

Please do not report repairs after 4pm unless you feel that the situation is threatening the safety or security of your home or occupants. Most repairs can wait until the next business day to be reported.

If there is evidence to suggest that clients are consistently misusing the Housing Plus After Hours Service they may receive a bill from us.

*For more information please visit our website [www.housingplus.com.au](http://www.housingplus.com.au)  
or contact your local Housing Plus office.*