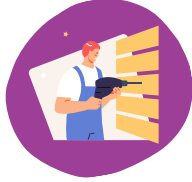


How do I report a repair?



Please do not wait until a routine inspection to raise your repairs, Housing Plus has a 24/7 phone service for all tenants through our internal call centre and an external provider for out of hours requests/emergencies.

Tenants can report maintenance via the following: -

- Calling our Report-A-Repair phone line on 1800 603 300
- Emailing repairs@housingplus.com.au
- Face to face by visiting your local office

How long will the repairs take?



Urgent - within four (4) hours of being notified.

Services required to be performed when there is a functional failure resulting in an immediate risk to safety. For example: a burst water service, a blocked toilet.

Priority - forty-eight (48) hours of being notified.

Services required to be performed when there is a functional failure of component or when action is required. For example: breakdown of an essential service for hot water, cooking, heating, cooling or laundering.

Priority - five (5) days of being notified.

Services that may pose a risk to health and safety of tenant if left unattended. For example: limited malfunctions in electrical or water supplies such as a dripping tap or GPO.

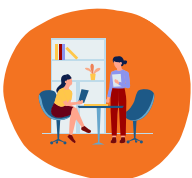
Priority - twenty-one (21) business days of being notified. Services of a minor/routine nature that pose no risk to health and safety of the tenant if left unattended. For example: appearance related repairs.

Who will do the repairs?



All our contractors have been inducted through a process to be approved to work on our properties. All tradespeople will be able to show you identification that proves they are the person authorised to do the repairs. Do not let someone into your home if they do not have identification. This identification may be a work order issued by Housing Plus for your property. If you have any concerns or wish to make a complaint about a tradesperson you should contact Housing Plus.

Will I be charged for any repairs?



Housing Plus has a legal duty to maintain its properties, to provide a repairs service to its clients, and to meet its duty of care. Clients have an obligation not to damage or neglect their property. If damage or neglect should occur, Housing Plus will recharge the client to recover the cost.

