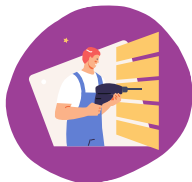


## How do I report a repair?



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](mailto:repairs@housingplus.com.au)
- Face to face by visiting your local office

## How long will the repairs take?



### Urgent - response 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. For urgent repairs, a contractor will aim to attend and wherever possible complete all necessary work within 4 hours.

### 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.

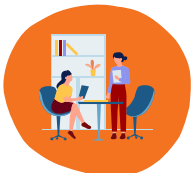
**Priority - twenty-one (21) business days of being notified.** Services of a minor/routine nature that pose no risk to health and safety of the tenant if left unattended. For example: appearance related repairs.

## Who will do the repairs?



Our team is made up of qualified tradespeople and approved contractors. All our contractors have been inducted through a process to be approved to work on our properties. Housing Plus is responsible for engaging suitably licensed and insured contractors.

## Will I be charged for any repairs?



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

## Will I be charged for any repairs?



There are some instances when tenants may be charged for a repair when it is not deemed as normal wear and tear, you will be notified of this (e.g. holes in walls or ceilings; broken windows, damaged doors or flyscreens etc.)

A tenant may also be charged if they refuse to allow a contractor access to their home to carry out essential maintenance or if a contractor reports the problem was caused by the tenant or other persons within the property that the tenant is responsible for (e.g. sewer choke caused by toys or other items down the toilet, a faulty electrical appliances causing power to trip etc.). For more information about repairs charging, please refer to the Repair Costs fact sheet.

## How are repairs and maintenance completed?



Depending on the type of property you are residing in and the urgency of the repair the following will take place;

### Leasehold properties

If the property you reside in is rented by Housing Plus through the private market; we will contact the agent or owner of the property to arrange for the repairs to be carried out.

### All other properties

As this is one of our properties we will arrange for the repairs to be carried out directly. When reporting a repair, Housing Plus staff will be able to confirm the type of property you are in.

## What happens if I have an emergency repair?



Outside of business hours, Housing Plus repairs line (1800 603 300) is diverted to our after hours service team. This means that if you believe your home requires emergency repairs, we can be reached after hours and will aim to respond within 4 hours of being notified.

The type of problems that we class as an emergency will usually mean that your safety or security is in danger or that your home could be seriously damaged within a short time. When you report cases such as these, the after-hours service team will take action to start the repair process immediately.

Please note that we are providing this service for you to report emergency repairs only. General enquiries or questions about your tenancy cannot be dealt with after hours, please call your local Housing Plus branch during business hours on 1800 603 300 and follow the prompts.

## Cyclical Maintenance

Cyclical maintenance works are completed at regular intervals to keep our properties safe for tenants to occupy and meet requirements under the NSW Residential Tenancies Act 2010. The below table outlines examples of cyclical maintenance and scheduling.

Cyclical Maintenance	Schedule
Smoke alarms, Residual Current Device (RCD) and general electrical testing	Annual
Grounds maintenance	Scheduled as required by the property
Cleaning maintenance	Scheduled as required by the property
Thermostatic Mixing Valve (TMV)	Reviewed under two categories: either tested Annual or Serviced every 5 years
Pest inspection	Interval determined by the properties thermal zone

## Pest Control

During a tenancy, the tenant is responsible for maintaining a clean environment to prevent the possibility of an infestation within the home. The tenant is also responsible for attempting to remove pests from the home at the first sign of certain types of pests, including rats, mice, cockroaches, fleas, bed bugs, wasps and ants.

