



## Damage to your property

Tenants are responsible for the full cost of repairs for any damage done by you, any household member, or any person you allow onto your property, such as visitors.

**If your property is damaged**, immediately report any damage to your nearest Department of Communities (Housing and Homelessness Services) office or call our after hours emergency number (**1800 808 107**).

We will arrange for an officer to inspect the damage or send a contractor to your property to repair the damage.

We will advise you in writing of the repairs that were completed and the costs. We will charge your rental account with the costs of repairing the damage. This cost is charged as a maintenance debt on your account.

### **Paying for the damage**

If your rental account is charged the costs of repairs for any damage, you can repay this debt by:

- using EasyPay (see the fact sheet *How to pay your rent*) or
- your Maintenance Payment Card issued by your nearest Housing Services office. You can make payments at any Australia Post Office or agency using your Payment Card.

### **Fixing the damage yourself**

You can fix the damage yourself, however you must advise your Housing Services office that you intend to repair the damage yourself or arrange your own contractor.

We will inspect the repairs to ensure they are completed to an acceptable standard. If the repairs are unacceptable, we will arrange for the repairs to be redone and charge the costs to your rental account.

### **If you do not fix the damage**

When you leave your social housing property, the department completes an Exit Condition Report which compares the condition of your property when you began your tenancy to the condition of the property when you left.

If there is any damage to your property which is not considered 'fair wear and tear', you will be charged for the repair costs.

We refer debts to a debt collection agency, so you must repay any outstanding debt before you are offered any housing assistance in the future.

### **If you did not cause the damage**

If you are the legal tenant of the property (i.e. you signed the tenancy agreement), you are responsible for **any** damage caused by you, your household members and all visitors to your property.

If you are unsure how the damage occurred or if the damage was caused by a break-in, contact the Police and lodge a report. You must also report the incident to your nearest Housing Services office.

### **Further information**

Please contact your nearest Housing Services office. Also refer to the fact sheets, *Maintenance of your property* and *Maintenance hints*.