

## Maintenance of your property

The Department of Communities (Housing and Homelessness Services) is responsible for maintaining all standard inclusions in your home to ensure:

- the property remains fit for you to live in
- the property and inclusions are maintained in good repair, and
- compliance with laws regarding your health and safety while living in the property.

### The department's maintenance service

Maintenance is carried out as required, for example, if you have leaking taps or blocked drains. We provide a maintenance service during office hours and an emergency out of hours service.

- Maintenance service or emergencies during office hours - call your nearest Housing Services office's maintenance number.
- Emergency after hours maintenance service - call 1800 808 107.

### Maintenance response times

Below are examples of the response times for different types of maintenance.

<b>Immediate 1hr response</b>	<b>Urgent 4hr response</b>	<b>Priority 24hr response</b>	<b>Normal 14 day response</b>
<ul style="list-style-type: none"> <li>• gas leaks</li> <li>• fire</li> <li>• live bare wires in an accessible location</li> <li>• lock out of seniors and incapacitated tenants - <b>night time</b> hours</li> <li>• burst pipes within the building</li> </ul>	<ul style="list-style-type: none"> <li>• building unsecure after forced entry</li> <li>• no lights or power</li> <li>• serious water penetration</li> <li>• serious storm damage</li> <li>• burst water pipes outside the building</li> <li>• fully blocked sewerage</li> <li>• major structural damage endangering occupants</li> <li>• lock out of seniors and incapacitated tenants - <b>daytime</b> hours</li> </ul>	<ul style="list-style-type: none"> <li>• blocked drains (minor, not a health hazard)</li> <li>• toilet cistern not working or overflowing</li> <li>• broken locks (external doors)</li> <li>• broken windows</li> <li>• no hot water</li> <li>• no power to multiple power points</li> <li>• security lights not working</li> </ul>	<ul style="list-style-type: none"> <li>• slow dripping taps</li> <li>• element not working on stove</li> <li>• water hammer</li> <li>• doors jamming</li> <li>• tree lopping (not dangerous)</li> <li>• leaking gutters or downpipes</li> <li>• power and lights not working (single points)</li> <li>• faulty internal door locks</li> </ul>

## **What is considered an emergency?**

An emergency is a situation when:

- people's lives or health are at risk, or
- when the property may be at risk of damage.

Examples of emergencies include blocked sewerage pipes causing a toilet to overflow or damage caused by fire, flood or storm. In emergencies call your nearest Housing Services office or after hours call **1800 808 107**.

## **Maintenance the department does not carry out**

We will not carry out the following types of maintenance as these are the responsibility of the tenant:

- mowing lawns
- changing light bulbs (unless in a common area of a building complex)
- maintaining items you have installed yourself (e.g. screens, fans, pergolas, etc.).

## **Planned maintenance/update work**

Planned maintenance is work that can be scheduled for completion in the near future, for example, repainting, repairing rusting downpipes or leaking roof guttering. Upgrade work is improvements done to replace old or unsafe areas, for example, kitchen, bathroom or laundry upgrades and painting the inside and outside of homes. You will be advised when upgrade work is scheduled for your home and approximately how long this may take.

## **Painting**

If you think your home needs painting, you can either:

- contact the maintenance section of your nearest Housing Services office who will advise you if your home is to be repainted and when this is scheduled, or
- ask for our approval to repaint the inside of your home at your cost. We will advise you about approved paints, colours and conditions. You can discuss your colour preferences with us.

## **Maintenance staff in your home**

Depending on the work to be completed, maintenance staff may have to gain access into your home. We do not keep copies of keys so you will need to arrange for someone to be home or leave your keys with a trusted neighbour. **Do not leave your keys under mats or pot plants.**

Please also secure any dogs you have. If you are not at home when work is to commence, this may delay the maintenance work on your home.

We can only enter your home when there is an emergency, for example, fire, serious water damage, gas leak or storm damage etc.

## **Further information**

Please contact your nearest Housing Services office. Also refer to the fact sheet, *Maintenance hints*.