Annual Property Inspections

Information for Community Housing

and

Crisis Accommodation

Providers

Queensland Government

Table of Contents

Annual Property Inspections (API) 3
Definition of terms 3
Property ID 3
Site 3
Building Unit 4
Rental Unit 4
Detached House 5
Annual Property Inspection Composition 5
Completing the API Checklist 5
Annual Property Inspection assessment and responsibilities 5
Other maintenance works / assessment required 6
API assessment information 7
Yard 7
Common areas 7
Termite issues 8
Playground equipment: department-owned 8
Access 9
Residual Current Devices 10
Smoke detectors/alarms 10
Stove anti-tilt bracket 11
Stickers/plans present 12
Security screens 13
Electrical/gas fittings 13
Possible structural failure 13
Possible environmental issues 13
Section 2 - This section must be completed for any: 14
Attachment 1: Warning Stickers 15

Annual Property Inspections (API)

Providers managing department-owned properties must inspect them on a regular basis to ensure that they are being kept in accordance with the provider's obligations under section 7.3(b) of the lease. The provider must maintain records of inspecting the premises as supporting evidence of meeting this obligation.

To assist providers to meet their obligations, the department has developed an app called QhIC (Queensland Housing Inspection Checklist). QhIC is used to record information on particular features of a property to determine if the property is in good condition operationally and is safe and free from potential or foreseeable hazards. This identification process includes a risk analysis of issues related to health and safety, in particular:

- how likely an incident will occur?
- what the consequences of an incident may be
- the determination by risk level (low/medium/high) to accept or fix the identified issue
- if the decision is to fix the issue, determine what action and priority is applicable.

If providers choose to use QhIC as evidence of completing their inspection obligations, both the provider and the department will be provided with an email on completion of the inspection. The email sent to the department will only have basic information allowing it to update our system to record the completed inspection whilst, the email to the provider will detail all information noted during the inspection, including any photos taken.

The department will provide a Help Desk function through the following email address - HSCAAssetManagement@chde.qld.gov.au - please ensure that you detail the app (QhIC) in the subject line of the email.

Definition of terms

Property ID

The Property ID number is the Department of Communities, Housing and Digital Economy (DCHDE) unique property identifier. Using the Property ID ensures the accuracy of property condition data supplied by the funded provider and recorded by the department.

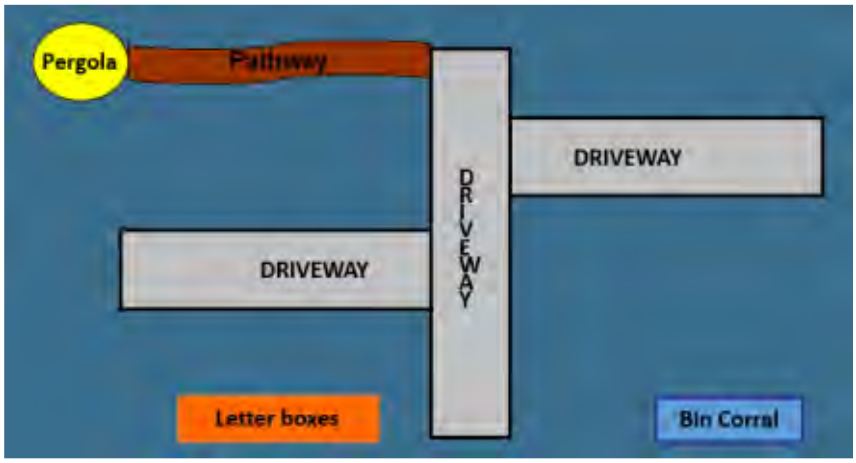
Below is an example of a DCHDE Property ID:

- Site – **S**1001231
- Building – **B**1001231
- Rental Unit & Detached House – 10012312

The Property ID for each property managed by your organisation can be found in your Maintenance Output Report. When completing the Property Inspection Details screen in QhIC, the following information must be recorded, Inspectors Name, DCHDE Property ID, street address, suburb and your organisations property ID (if applicable).

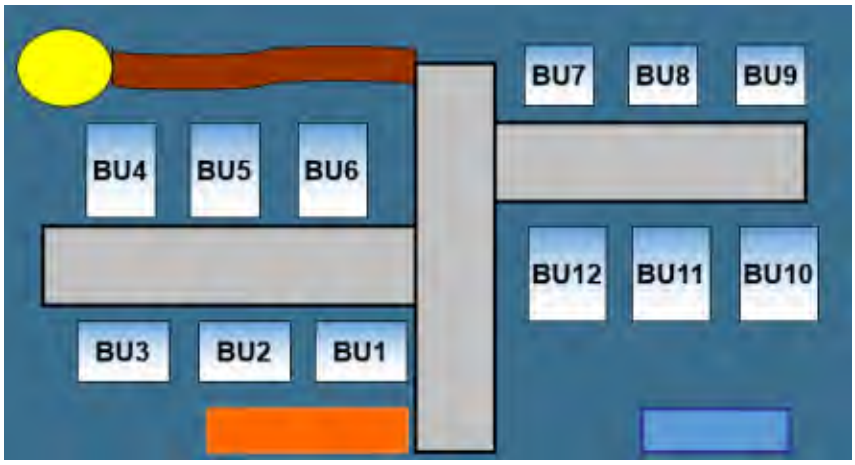
Site

The site relates to a single block of land, and anything on it, aside from the building unit/s. In particular, it means those services and infrastructure such as fencing, retaining walls, driveway/s, pathways, letter boxes and bin corrals or attributes that relate to the site. The **Site** is a way of grouping properties and related buildings to a single site. As a general rule Site can be considered the communal areas of a block of land. See the example below.



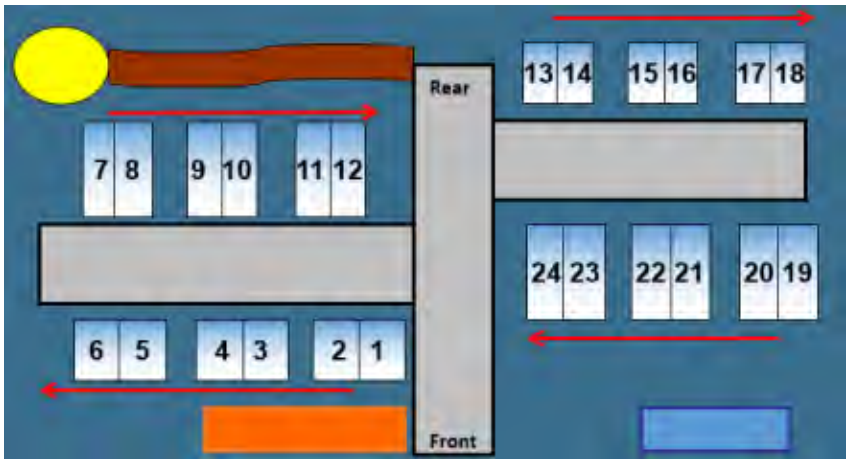
Building Unit

Building Unit (Building) relates to the physical structure such as a block of units or a townhouse containing one or more Rental Units (RU). A Building includes building components such as the roof, guttering, external walls and common entrances to the building. The Building excludes information related to the internal RUs e.g. kitchens, bathrooms, bedrooms etc and the site. In the diagram below there are 10 separate buildings on the site - see BUILDING 1 to BUILDING 10.



Rental Unit

Rental Unit (RU) relates to a single unit of accommodation within a Building and includes the windows, doors, security screen and internal components such as kitchen, bathroom and bedroom(s). In the example below, Building 1 to 10 are duplexes which contain two rental units in each building. Building 1 (Building 1) has two rental units 1 and 2.



Detached House

Detached House (DH) is a single dwelling on a single block of land. The DH includes all components: Site + Building + RU = DH. For example, the driveway, fencing, house, windows, doors, security screens and internal rooms such as bedrooms, the kitchen and bathroom/s.

Annual Property Inspection Composition

Annual property inspections should be completed at each property level Site, Building, Rental Unit and detached house once a year. As an example, a property that includes six, two-bedroom rental units (assuming the department owns all six apartments) would have one API at the Site level, one at the Building level and six RU inspections, one for each of the six units, so eight APIs (Annual Property Inspections) in total. If the department only owned one apartment in a privately managed body corporate, we would only perform an API on the one RU, as the external building and site would be the body corporates' responsibility. A DH has a single API each year.

If you perform an API inspection at the Site, you would provide the Site number as the DCHDE property id. If you perform an API inspection at the Building you would provide the Site number – Building Number as the DCHDE property id as detailed on your Maintenance Output Report.

Please note: when completing the API Checklist through the QhIC app you will need to answer all questions, the app has built-in validation rules to ensure that a user completes the inspection completely.

Completing the API Checklist

Annual Property Inspection assessment and responsibilities

While conducting an annual property inspection, it is recommended the following points are considered and appropriate action taken:

- Identify safety issues, in particular slip/trip hazards to regular thoroughfares, insecure handrails, slippery or uneven surfaces, insecure fencing etc. Other safety issues are to be prioritised with the appropriate Response Priority Time. Please note: All issues identified, and any corresponding actions, can be recorded in the QhIC app.
- If life-threatening issues such as gas leaks or live bare electrical wires are found, the inspecting officer must arrange for an immediate response in accordance with the organisation's responsive maintenance responsibilities and processes. Immediate maintenance items should be recorded in the QhIC app and monitored for completion.
- If the organisation has an exemption from maintenance responsibilities, a record of urgent maintenance reported to Housing and Homelessness Services' maintenance provider, QBuild, should be recorded in the QhIC app.
- Routine maintenance, that may not have been previously identified, or has been reported by the tenant, can also be recorded in the QhIC app for follow up. For example, signs of water leaks to showers, rusted roof gutters etc.
- If general upgrade/refurbishment works are identified as a priority, take photos with the app and refer to the local Housing Service Centre (HSC).
- Severe structural defects should be recorded in the QhIC app and referred to the HSC with photos.
- Inspect termite prevention barriers and building perimeter for signs of breaches or termite activity/infestation. If breached, record in the QhIC app, and refer to the HSC with photographs. Advise tenants about termite prevention i.e. plants, gardens objects or structures that may breach the termite prevention barrier.
- Interior finishing timbers should also be checked for signs of infestation. If there are signs of infestation, initiate a request to the maintenance service provider to undertake further investigation and treatment as necessary. Please note: There is no expectation for staff to crawl under a lowset timber floored building or in ceiling/roof spaces. For buildings with a full perimeter sub-floor/base, a torch should be used to view the underside from the access gate.

- Check there are hard-wired, interconnected smoke alarms, that are in a clean condition and the alarm is working. Check to ensure that the smoke alarm operation instruction sticker is present and is in good condition. If not, arrange for a replacement.
- If warning stickers are not present, please install them prior to leaving the property. The department has the following warning stickers available from the HSCs (Housing Service Centres).
    - Health Warning Sticker (installed on all storage hot water units)
    - Smoke Alarm Sticker (installed to the inner face of a hall or pantry cupboard door)
    - Asbestos (ACM) Sticker (installed adjacent the Smoke Alarm Sticker and also inside the electrical meter box)
    - No Smoking Sticker (installed to communal areas of unit complexes only)
- Electrical inspections are not required on occupied dwellings unless there is a report of a suspected safety risk provided by a licensed electrical contractor or supply authority.
- The department will **not approve** tenant installations of swimming pools. If a swimming pool is installed by a tenant, instruct the tenant to remove the pool. Advise the local government authority of the pool being installed at the property and contact the HSC for further advice.
- Make an assessment of each asset/building/complex to ensure that the appropriate comments are entered in the Comments field (in the Property Inspection screen) with respect to an overall Asset Management strategy.

Other maintenance works / assessment required

Visually inspect gutters and drains (from the ground) to see if they are obstructed. If obstructed, record it in the 'Were any non-urgent maintenance actions identified' section of 'Immediate Maintenance Actions' screen.

Examples of other routine maintenance, that is not specifically identified in the QhIC app, but could be assessed as part of the API may include:

- rusted roof gutters,
- cracked glass in windows or doors (urgent if broken edges are exposed),
- electrical fittings not working (urgent if an apparent risk of shock or fire),
- internal doors and fixtures that do not work properly,
- windows that do not latch properly,
- fittings that are not working properly,
- taps or showers leaking or not working,
- holes in linings or cladding,
- vermiculite ceilings that are powdering or flaking,
- peeling paintwork,
- insect screening not in reasonable condition (minor wear and tear is acceptable),
- floor coverings with holes, tears, or otherwise not in sound condition,
- kitchen cupboards that are not in sound condition,
- bathroom floor covering, tub, shower, basin or wet area walls not in sound condition,
- laundry wash tub not in sound condition,
- clothesline not working properly.

API assessment information

Yard

Fencing free of apparent defects

All inspection types:

Check all fencing at the property to ensure it is structurally sound with no visible hazards (standing upright and straight) and is safe. There should be no gaps (greater then 125mm) in fences, and gates should shut properly.

Swimming pool present

All inspection types:

Swimming pools include wading pools, spas, and other similar structures that can hold water at least 300mm deep. If an unauthorised swimming pool is present the inspecting officer should direct the tenant to empty the pool immediately and follow-up with a breach notice or notice of remedy to empty and remove the pool. The inspector is strongly advised to also take photographs of the pool and fencing. If a tenant states that they have approval for the pool, record this on the API, and verify this with your local HSC.

Hard paving free of apparent defects

All inspection types:

Identify any safety issues, in particular, slip/trip hazards or uneven surfaces to thoroughfares.

Lawn areas free of ponding

All inspection types:

Identify any safety issues, in particular, slip/trip hazards and uneven ground. Check site drainage to ensure that there is no ponding of water occurring under buildings, and around the yard and grounds.

Tree hazard observed

Site, Building and DH inspection:

Visually inspect trees for safety hazards such as sharp protruding branches at head height or branches that could force someone off a path. Ensure trees are alive, healthy and do not pose any safety risks.

Tree canopy 2m clear of roof

Building and DH inspection:

Check that tree canopies are two (2) metres clear of roofs (i.e. 2m away horizontally from the roof gutter), in particular large trees that pose a threat to persons or structure.

RU (Unit) inspection:

Not applicable for RU (Unit) inspections as it has already been identified during the Building inspection.

Common areas

Gardens appear regularly maintained

Site and Building inspection:

Check that gardens appear to have been regularly maintained, as per service requirements and are clean and tidy.

DH and RU (Unit) inspection:

Not applicable for DH or RU (Unit) inspections as it has already been identified during the Building inspection.

Note: If it appears that maintenance is not being performed, the inspector should follow-up based on provider's maintenance arrangements.

Communal hose taps checked

Site and Building inspection:

If there are hose taps in common areas that are unlikely to be used, or appear to be rarely used, turn them on for 5-10 seconds to drain stagnant water from the line.

DH and RU (Unit) inspection:

Not applicable for DH or RU (Unit) inspections as it has already been identified during the Building inspection.

Termite issues

Site Inspection:

Check for small mud trails on fence posts or retaining walls as well as to posts and walls of communal structures such as gazebos, carports, bin corrals etc. Check for objects placed against walls that could provide a path for termites to get past the termite barrier. In particular, materials made from wood should not be stored against the property.

Building, DH and RU (unit) inspection:

Check for small mud trails against the walls and paths, or trails leading up the foundation posts or brick walls into the dwelling.

Check for objects placed against walls that could provide a path for termites to get past the termite barrier. In particular, materials made from wood should not be stored against or under the property, if it can be avoided.

Weep holes should not be covered by garden fill or materials.

Also, look for blistered or bubbled paint to external timbers, and or rippled or bulging wall linings, this could indicate the presence of Termites.

NOTE: If you suspect the presence of termites, take photos of the suspect area and contact your maintenance service provider to arrange an inspection by a qualified trades person.

Playground equipment: department-owned

Adequate soft-fall under playground equipment

Site Inspection:

Check for the presence of soft-fall under playground equipment. If there is no soft-fall present, or it is not spread evenly, record the presence of playground equipment without soft-fall in the comments. For HSC managed sites, the landscape contractor is required to rake over the soft-fall and remove foreign objects during each mowing visit.

Playground equipment free of defects

Site Inspection:

Visually inspect the playground equipment to ensure it appears to be in good condition and free of any defects such as damaged components, sharp edges, cracks or splinters and any objects that could harm users.

Building, DH and RU (unit) inspection:

Not applicable for DH, RU (Unit) or Building inspection, assessed as part of Site inspection.

Access

Site Inspection:

Visually inspect the stairs and handrails to communal stairs on pathways to ensure that they are free of defects, such as broken edges to the front of the steps that could cause a trip hazard. Handrails must also be free of sharp edges. Stairs must also be free of foreign objects that could prevent persons from freedom of movement on the stairs.

Building and DH inspections:

Ramps and stairs free of apparent defects

Check stairs and ramps to ensure they are secure.

Check for:

- Loose floorboards and steps including ones that have too much give (flex) in them
- Signs of rot, rust or termites etc.
- Slip or trip hazards.

If stairs or ramps are unsafe, follow the procedure for immediate maintenance action.

Balustrades free of apparent defects

Check all balustrades (also called railings), including on stairs, ramps, balconies, patios and porches, to make sure they are secure and have little or no movement. Check for signs of rot, rust or termites etc.

Balustrades more than 1 metre above the ground must not have gaps greater than 125mm.

For decks, balconies or stairs more than four metres above the ground, a balustrade must not have any climbable elements, such as horizontal rails, located between 150 millimetres and 760 millimetres from the floor.

If balustrades are unsafe, follow the procedure for immediate maintenance action.

Patio / porch / landing floors

Check for:

- Loose floorboards including ones that have too much give (flex) in them
- Signs of rot, rust or termites etc.
- Slip or trip hazards.

If Patio / Porch / Landing Floors are unsafe, follow the procedure for immediate maintenance action.

RU (Unit) inspection:

Relates to the internal stairs only - check stairs to ensure they are secure. Apply above criteria to assessment of the internal stairs including the landings.

Residual Current Devices

All inspection types:

Individual Residual Current Devices (RCDs) must be installed to each communal power circuit

Check that individual RCDs are installed to every circuit.

If there are any circuits without an RCD, follow the procedure for ‘faults that pose significant health and safety risks’.

Site Inspection:

The RCDs that are tested as part of the Site inspection are fitted to communal light and power circuits for the communal security lights, Local Alarm Panel if fitted, and the TV amplifier, therefore should not affect the tenants during the testing process.

Building Inspection:

The RCDs that are tested as part of the Building inspection are those that are located to the sub-board of communal facilities such as communal rooms and laundries.

DH & RU (Unit) inspections:

If there is no RCD installed to a tenant owned air-conditioner the inspecting officer should record this on the API and issue a remedy to breach. It is a condition of approval for an air conditioner that the tenant installs an RCD.

Inform the tenant of the below testing procedure ad unless the tenant raises a serious reason (e.g. medical equipment that must run continually), allow the tenant reasonable time to turn off any computers or other equipment, and proceed with the test by pressing the ‘test button’.

For hot water systems on a night-time off-peak tariff, it may not be possible to effectively test the RCD. All hot water systems, equal to and above 250 litres, will be on night-time off peak.

RCD Testing procedure

All inspection types:

The inspecting officer needs to consider and where relevant inform the tenant that:

- there is a safety requirement to test the RCDs
- this means that the power supply will be briefly interrupted
- the test must proceed unless there is a serious reason against interrupting the power. If a test is not completed the reason should be recorded in the comment field

To test the RCD, all the inspecting officer needs to do is press the ‘test button’.

If the RCD is working properly, the circuit breaker switch should switch to the ‘off’ position, shutting off power to that circuit when the test button is pressed. If the RCD does not turn off, it is faulty, requiring urgent electrical inspection and repair.

Smoke detectors/alarms

Site Inspection:

Not applicable for Site inspection.

Present

Building inspection:

At the Building inspection the smoke alarms that are tested are those that are located within communal facilities and spaces such as meeting rooms, laundries, landings and foyers. Please note that alarms are not required to be fitted in communal facilities, however, if they are fitted, they must be tested.

Check that smoke alarms are in a clean condition. If the smoke detector is missing or unserviceable, contact the maintenance service provider to have this rectified.

DH and RU (Unit) inspection:

Check that smoke alarms are installed for the dwelling and that they are in a clean condition. If smoke alarms are missing or inoperable, contact your maintenance service provider to have this rectified.

Operational

Building, DH and RU (Unit) inspection:

Check that all smoke alarms appear in good condition and are operable with no loose or unconnected wires and covers are firmly secured.

If the smoke detector is not operational, contact the maintenance service provider to have this rectified.

Tested

Building, DH and RU (Unit) inspection:

All smoke alarms must be tested by pressing the test button on the face of the alarm. If the alarm does not sound contact your maintenance service provider to have this rectified.

Advise the tenant that the alarm will chirp every minute for up to an hour after testing. This chirping means that the battery is recharging and functioning correctly.

Smoke alarm sticker present

Building inspection:

Check that the smoke alarm operation instruction sticker is present and is in good condition. It should be firmly attached to the back of the entry door. If this is not practical, then it must be installed in a prominent position within the facility. Sticker should be present, undamaged and legible.

DH and RU (Unit) inspection:

Check that the smoke alarm operation instruction sticker is present, in good condition and legible. It should be firmly attached to the back of the linen cupboard door or, if this is not practical, to the back of the pantry door.

Stove anti-tilt bracket

Site inspection:

Not applicable for Site inspection.

Installed

Building, DH and RU (Unit) inspection:

Check that anti-tilt brackets are installed.

Check an anti-tilt bracket is installed by pulling the top of the stove towards you – it should only tilt about 10 degrees. If it tilts more than 10 degrees, the anti-tilt bracket is either not installed or not engaged.

Within the Building inspection this will only apply to communal rooms where an upright stove is installed.

Engaged

Building, DH and RU (Unit) inspection:

Check that anti-tilt brackets have been correctly engaged to the stove. If not engaged the inspecting officer should attempt to re-engage the anti-tilt bracket where possible and if this is not possible, arrange for a contractor to re-engage the bracket.

Stickers/plans present

See 'Attachment 1' for illustrations of stickers.

Asbestos Containing Material (ACM) sticker

All inspection types:

Buildings constructed prior to 1 January 1990 must have an ACM sticker.

The sticker must be located:

- inside of ALL electrical meter box doors including those in common areas, and/or
- inside ALL rental units, adjacent to the smoke alarm sticker.

Sticker should be present, undamaged and legible. See figure 1, Attachment 1.

Health Warning sticker (for hot water system)

Site inspection:

Not applicable for Site inspection.

Check that the health warning sticker is adhered to the hot water system. This sticker is only required to storage type hot water units.

Sticker should be present, undamaged and legible. See figure 5, Attachment 1.

No Smoking sticker (multi-unit complexes only)

All inspection types:

Check that 'No Smoking' stickers are installed on walls or doors of enclosed communal areas in the building such as foyers, laundries/rooms etc.

The sticker should be present, undamaged and legible. See figure 2, Attachment 1.

Fire door (where an automatic door closer is fitted)

Site or DH inspection:

Not applicable for Site or DH inspection.

Building and RU (Unit) inspection:

Entrance doors that have an automatic closer (fire prevention requirement) should have a 'Keep Door Closed' sticker adhered to the inside of the door, approximately 150mm above the door lock and 25mm in from the door edge. Sticker should be present, undamaged and legible. See figure 3, Attachment 1.

Doors with an automatic door closer should also have a 'Do not install Security Door' sticker (see attachment 1 figure 4) on the door jamb. See figure 4, Attachment 1.

Security screens

Site inspection:

Not applicable for Site inspection.

Building, DH or RU (Unit) inspection:

Installed to all external windows

Visually check security screens are securely installed to all external windows that can be opened. If security screens are damaged, non –operational, or missing make arrangements for their replacement or installation.

Installed to ALL external door openings (except fire doors)

Visually check security screens are securely installed to all external doors (except to fire doors). If security screens are damaged, non –operational, or missing make arrangements for their replacement or installation.

Security screens at the BU (Building) inspection are only those that are fitted to stand alone buildings that are used as communal rooms. See figure 4, Attachment 1.

Electrical/gas fittings

All inspection types:

Visually check for any gas leaks or unsafe electrical fittings including unsecure, damaged, or bare or exposed wires. If unsafe, the inspecting officer must immediately contact their maintenance service provider for immediate make safe works or complete repair.

If a dangerous situation is identified, the inspecting officer must also make the tenants aware of the danger and instruct them to keep clear until the situation is made safe, or repairs completed.

Possible structural failure

Site inspection:

Structural failure to the Site relates to retaining walls and communal structures such as gazebos and carports.

Retaining walls – should appear as their originally constructed form, free from significant cracks or warping, backfill should not be able to be seen and are standing straight and not leaning in a dangerous position.

Building, DH or RU (Unit) inspection:

Visually check for the existence of cracks (greater than 5mm) in buildings, walls and ceilings. Floors should not have a noticeable slope and internal doors should all close. Internal doors that do not close may indicate potential structure failure.

The inspecting officer is encouraged to capture photographs of possible structure failures. For possible structural failure to buildings managed by providers, they should notify their contract officer in Service Delivery.

Possible environmental issues

All inspection types:

Visually check for environmental issues around and within the site. For example, the presence of significant quantities of non-household chemicals, existence of mould, motor oil drained onto the ground, excessive use of herbicides or insecticides. Erosion of topsoil onto footpath/street or into stormwater/sewer systems etc.

Section 2 - This section must be completed for any:

All inspection types:

Immediate or urgent maintenance

This section must be completed for any immediate, urgent or priority maintenance works that were sent through to the maintenance service provider during the inspection. In these cases, the API must be retained by the inspecting officer and signed off once it is verified that the maintenance works have been completed

Non urgent maintenance

Record if any non-urgent maintenance or immediate maintenance is required, including inspection reports.

Tenancy issues

Record if any tenant damage was observed and or if any tenancy-related issues were identified during inspection e.g. hoarding, over or under occupancy, damage to property.

Attachment 1: Warning Stickers

FIGURE 1 – 'ASBESTOS' STICKER

FIGURE 2 – 'NO SMOKING' STICKER

FIGURE 3 – 'FIRE DOOR' STICKER

FIGURE 4 – 'DO NOT INSTALL SECURITY DOOR' STICKER

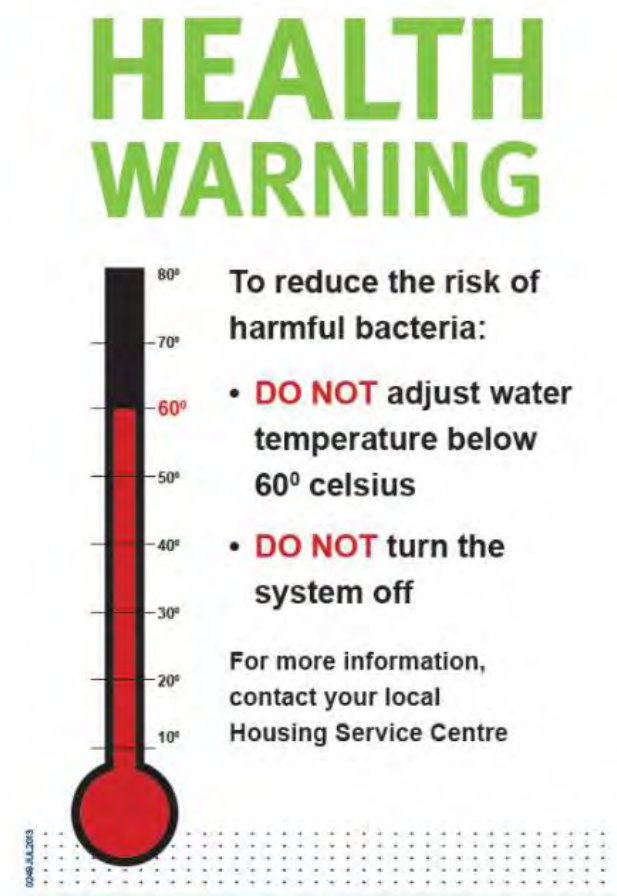


FIGURE 5 – 'HOT WATER' STICKER

Smoke Alarms

Interconnected smoke alarms save lives

How to use smoke alarms

If a smoke alarm goes off, check for a fire.

If there is a fire, leave your house or unit complex immediately and then report the fire to the Fire Brigade by calling triple zero (000).

If there is no fire, a smoke alarm has gone off accidentally.

This could be caused by:

- smoke from cooking, burnt toast or cigarettes
- steam/vapour from the bathroom or laundry
- electrical surges or
- insect infestations.

In such cases, you should follow the steps below:

1. If more than one smoke alarm is installed, locate the smoke alarm with the rapidly flashing red light. This indicates which smoke alarm has gone off. **In unit complexes, this may also cause the central alarm (local fire alarm panel) system to sound.**
2. Ventilate the room/s by opening windows and doors and fan the area around the smoke alarm with a newspaper, tea towel, or something similar.
3. Some smoke alarms may have a hush button on the alarm, or be connected to a wall mounted isolating switch The hush button has a positive tactile feel and a small click can be heard and felt when the test/hush button is pressed. The isolating switch can be pressed for 5 seconds which will temporarily stop the smoke alarm from sounding. **You must then ventilate the room/s as in step 2 above.**
4. If the smoke alarm continues to sound after you have completed steps 1 to 3, contact your local maintenance service number or phone 13QGOV (13 7468) for advice and assistance.

How to care for smoke alarms

Test smoke alarm/s once a month.

1. Check that the light on the cover flashes at least once every 60 seconds.
2. Press the 'test' button on the face of the smoke alarm until the alarm sounds and immediately release the 'test' button. The smoke alarm will stop sounding when the 'test' button is released. The alarm will then 'chirp' at regular intervals until the battery has recharged.
3. In most **unit complexes** the smoke alarms are connected to a **local fire alarm panel** – a central monitoring panel primarily located on an external wall of a building within the complex, usually adjacent to the meterbox. **Do not tamper with or adjust any controls on the panel.**

Clean the smoke alarm/s every 6 months.

1. Vacuum lightly to remove dust, insects and cobwebs from the face and surrounding surface of the alarm.
2. Wipe over the smoke alarm with a clean damp cloth.
3. Dry the smoke alarm with a clean lint free cloth.

Do not allow paint, water or dust to contaminate the alarm/s. Avoid spraying aerosols or using solvents near the alarm/s.

Never open or tamper with an alarm. This could result in an electrical shock as the smoke alarms are connected to the mains power supply.

Battery back up is built into the smoke alarm/s, so they will still operate in the event of power failure. For safety reasons **do not attempt to change or replace the batteries.**

You should contact the department's Call Centre or your local maintenance service if:

- a smoke alarm is disconnected or defective or
- you are unable to clean the smoke alarm/s at the recommended intervals due to your health and/or safety concerns.

What happens if my smoke alarm is damaged?

As the tenant, you are **responsible** for paying the full cost of repairing any damage caused to the smoke alarm/s. For example, you are required to pay for repairs if a smoke alarm is deliberately removed or damaged by you, a household member or a visitor allowed onto the property. The Department of Housing and Public Works is only responsible for repairs resulting from wear and tear.

Translated Information

Department of Housing and Public Works

Queensland Government

FIGURE 6 – 'SMOKE ALARM' STICKER