

# Repairs and Maintenance

## Taking Care of our Homes

The Women's Housing Company (WHC) believes providing a safe, healthy and functioning living environment contributes to improved wellbeing of tenants and ensures that the amenity and value of our properties is retained.

We are committed to providing an efficient and effective repairs and maintenance service, to keep our properties at a benchmark standard for safety, function and appearance.

## Tenant Responsibilities

Tenants are responsible for the following:

- Replacing light bulbs and smoke alarm batteries during their tenancy, and
- Replacing lost keys / changing locks when keys are lost

Tenants are responsible for general upkeep and property care, including private outdoor spaces.

When repairs are required, you should advise our office as soon as possible. You must be available to provide access to maintenance contractors.

Tenants are responsible for the cost of repairs that are caused by neglect, misuse, wilful or accidental damage by a resident or a visitor.

## WHC Responsibilities

The WHC has an obligation under the *Residential Tenancies Act 2010* to maintain properties and common areas, to ensure they are safe and in working order.

Maintenance is defined under these categories:

- Responsive Repairs (3 priority levels)
- Cyclical Maintenance
- Planned Preventative Maintenance



## Responsive Repairs

We assess responsive repair issues into three priority levels, based on the situation and the impact to tenants and properties.

Once prioritised, the issue will be responded to by a qualified maintenance contractor within a set timeframe, as follows:

### 1. Emergencies – within 24 hours

Issues that cause serious health or safety risk to the tenant and / or property.

Some examples of emergency repairs are:

- Gas leak or dangerous electrical fault
- Broken sewer pipes
- Serious flooding

In these circumstances, during business hours, call our office on **9281 1764** or if outside Sydney, call **1300 942 111**.

On weekends, public holidays and after hours when our office is closed, if something happens to make your home unsafe, call the **out-of-hours emergency repairs line on 1300 556 057**.

In life threatening situations, first **call 000**.

## 2. Urgent Repairs – within 5 days

Issues that may pose a risk to health and safety if left unattended for some time, such as inconvenient malfunctions in electrical and water supplies.

Some examples of urgent repairs are:

- Leaking or dripping tap
- Failure of hot water supply
- Oven or stove not working
- Electrical plug socket not working

For Urgent Repairs, during business hours, please call our office. Alternatively, email us anytime [Repairs@womenshousingcompany.org](mailto:Repairs@womenshousingcompany.org)

## 3. Routine Repairs – within 28 days

Issues that do not cause a health or safety risk.

Some examples of routine repairs are:

- Cupboard hinges, internal door handles, curtain rods require fixing
- Tiling repairs
- Minor fencing repairs

For Routine Repairs, during business hours, please call our office. Alternatively, email us anytime [Repairs@womenshousingcompany.org](mailto:Repairs@womenshousingcompany.org)

## Cyclical Maintenance

A series of regular checks, inspections and maintenance to ensure properties comply with health and safety, legislative and duty of care obligations.

Some examples of cyclical maintenance are:

- Annual smoke detector / fire safety checks
- Pest inspections
- Roof and gutter inspections
- Hot water mixing valve monitoring
- Common area lawns, gardens and cleaning

We provide advance notice of these inspections and works and it is very important that you are available to provide access to your property, if required.

## Planned Preventative Maintenance

A scheduled program to replace, upgrade or renovate major items in a property that are at the end of their usable life or to avoid breakdown and deterioration.

Some examples are:

- Kitchen component replacement
- Bathroom refurbishment
- Carpets and other flooring replacement

These works are scheduled based on the life cycle upgrade timeframes as identified through the technical scoping inspections conducted every three years and the budget allocation of our 20-year Asset Maintenance Plan.

Where possible, we will involve you in decisions about works proposed for your home, such as choice of colours and materials.

We provide advance notice of these works and it is very important that you are available to provide access to your property.

## Maintenance Contractors

We engage individuals and companies qualified to undertake all maintenance works. All of our contractors are part of a performance panel, which means they hold statutory licences and qualifications that we regularly review.

A maintenance contractor will call you directly to organise a suitable date and time to attend your property. When they arrive, they should show identification and a copy of the work order issued by our office.

The contractor should be respectful and clean up any mess they have made. You may be asked to sign a work order to confirm the completed job.

As part of our quality assurance program, we survey tenants and inspect some completed jobs.

## Keeping in touch

We communicate with you and our contractors throughout the maintenance process to ensure the work is completed timely and professionally.