

Repairs and Maintenance

Taking Care of Our Homes

The Women's Housing Company (WHC) is committed to providing an efficient and effective repairs and maintenance service, to keep our properties up to standard.

We believe providing safe, well maintained homes contributes to the wellbeing of tenants.

Tenant Responsibilities

You are responsible for keeping your home clean and tidy, including private outdoor spaces, and any damage to the property caused by you or your visitors.

We do not hold spare keys, so consider giving a spare to a friend or neighbour in case you get locked out.

You must provide access for scheduled property inspections and cyclical maintenance, such as checking smoke alarms.

When repairs are needed, let us know as soon as possible. You will need to provide access to tradespeople so they can fix issues promptly.

If you need any alterations or modifications, you must first seek permission.

At the end of your tenancy, you should leave the property in the same condition as at the start of your tenancy, allowing for fair wear and tear. This includes making sure light fittings have working light globes, your belongings and any rubbish is removed, and the property is thoroughly clean.

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



WHC Responsibilities

We have an obligation under the *Residential Tenancies Act 2010* to maintain properties to ensure they are safe and in working order.

Maintenance is defined under three categories:

- Planned Maintenance
- Responsive Repairs (4 priority levels)
- Cyclical Maintenance

Planned Maintenance

A scheduled program to replace, upgrade or renovate major items in a property that are at the end of their usable life, such as:

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

These works are scheduled based on our 20-year Asset Maintenance Plan.

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

Responsive Repairs

Depending on the situation and the impact to tenants and properties, responsive repairs are categorised into four priority levels.

1. Emergency Repairs – within 4 hours

Issues that can cause imminent and significant risk to health and safety, such as:

- Live exposed electrical wires
- Gas, water, or sewerage incidents that cannot be turned off by the tenant
- Significant storm damage involving structural damage
- Break-in where the property cannot be secured

2. Priority Repairs – within 24 hours

Issues that need to be addressed promptly to avoid a high threat to safety, security, or health, such as:

- Power or lights affected that cannot be reset at the power board or by replacing a globe
- Gas, water, or sewerage incidents where the tenant can turn off the service
- Sewer overflow outside the dwelling
- Sewer blockage
- Break-in where the property can be secured

3. Routine Repairs – within 5 days

Repairing critical property elements or functional failures, such as:

- Oven
- Cooktop (where all hot plates are affected)
- Hot water system

4. Routine Repairs – within 21 days

Minor repairs to address faults and to stop future failures, such as:

- Easing of doors and windows
- Tiling repairs
- Minor fencing repairs

Cyclical Maintenance

A series of regular checks, inspections, and maintenance to ensure properties comply with health and safety, such as:

- Smoke detector / fire safety checks
- Pest inspections
- Roof and gutter inspections
- Hot water mixing valve monitoring
- Common area lawns, gardens, and cleaning
- Technical scoping inspections to plan for property upgrades and renovations



How Do I Request Repairs?

In life threatening situations, first call 000.

Weekdays 9am – 4:30pm call 9281 1764.

If outside Sydney, call **1300 942 111**.

For After-hour Emergencies call 1300 556 057.

If the repair is not urgent, email us at Repairs@womenshousingcompany.org or complete the Repairs Request Online Form. <https://womenshousingcompany.org.au/tenants/maintenance/3>

When Will We Respond?

For Emergencies and Priority Repairs, a contractor will attend **within 4 or 24 hours to make the site safe**. Another appointment may be made to complete the works, if required.

For Routine Repairs, a contractor will contact you to make an appointment to attend the property **within 5 or 21 days**.

More Information

This factsheet provides a general summary only. For full details, please check the policies on our website: www.womenshousingcompany.org.au