

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

You are responsible for keeping your property good, clean and tidy condition including private outdoor spaces maintained.

When repairs are needed, you should tell 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.

Our maintenance is defined under these categories:

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

Reporting Repairs

You can report a repair by:

- Calling our Repairs line on: **(02) 9281 1764**
- Emailing: Repairs@womenshousingcompany.org
- Online [Repairs Request Form](#)
- After Hours Emergencies Only: 1300 556 057
- **In life threatening situations, first call 000 for fire, ambulance or police first.**

Responsive Repairs

We assess responsive repair issues into four priority levels based on the situation and the impact to tenants and properties:

1. Emergency within 4 hours
2. Urgent within 24 hours
3. Routine within 5 days
4. General (non-urgent) within 14 days

Once prioritised, the issue is responded to by a qualified maintenance contractor within the set timeframe.

For emergency repairs, a contractor will aim to attend and complete all necessary work within four hours. Where this is not possible, the contractor will make sure the fault is made safe and arrange for the permanent maintenance to be undertaken within the appropriate timeframe.

For further information on responsive repairs please refer to the WHC Repairs & Maintenance Policy.

Tenant Recharges

We recognise there are times when repairs or locksmiths are needed due to the actions of tenants or their visitors. These are not the responsibility of WHC. In these cases we can arrange for the repair to be completed by our contractors, and we will recharge the costs back to you.

If you confirm a contractor appointment for an inspection or maintenance repair and you are not at home at the agreed time when the contractor attends, we will recharge the call out fee to you.

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Inspections and Cyclical Maintenance

WHC conducts regular inspections and maintenance to ensure properties comply with health and safety, legislative and duty of care obligations:

- Annual fire safety inspections
- Roof and gutter inspections
- Termite inspections
- Hot water mixing valve inspections
- Common area lawns, gardens and cleaning
- A technical scope of properties will be conducted at least every three years

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

Fire Safety

Landlords are responsible for ensuring that adequate fire safety measures are in place in their properties and tested. Essential fire safety measures include smoke alarms, fire doors, emergency and exit signage and lighting, fire extinguishers etc. The requirements vary from building to building.

Significant penalties apply for tampering or removing any fire safety measures, if there are issues with any fire safety measures in your home, please report to Repairs immediately.

We will advise and confirm your fire inspection date and time. If you are not at home at the agreed time when the contractor attends, we will re-charge the call out fee to you.

Pest

We will ensure that all properties are free from pest infestations at the start of a tenancy, you are then responsible for controlling pests within your home or garden after moving in.

We expect tenants to take reasonable action to prevent pest infestation. This includes keeping your home and garden clean, tidy, removing household rubbish and routinely using pest prevention treatments such as mouse traps, powders, sprays and baits if required.

Planned Preventative Maintenance

WHC conduct 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.

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.

We provide advance notice of this work 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 work. All 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.

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.

Compliments, Complaints and Appeals

If a tenant is not satisfied with a repair service provided by WHC or does not agree with a decision it has made, they can ask for a formal review.

[Our Compliments, Complaints and Appeals Policy](#) outlines how we will undertake a review of our decision. A copy of our policy is available on our website www.womenshousingcompany.org.au

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