



Repairs & Maintenance

Repairs and maintenance can be reported to your Tenant Support Worker or any member of the Housing Team on [9220 1288](tel:92201288). This service operates Monday to Friday, 8:30am-4:30pm.

Response times to Maintenance

UnitingCare West will assess your maintenance requirement based on the information you provide. Below is a guide on the estimated response times to expect when reporting repairs and maintenance.

Urgent (1-3 Hours)	High (same day)	Medium (3 - days)	Low (7-10 days)	Non Urgent (14+ days)
Gas leak	Major water leak	Leaking tap	Fix blinds	Torn fly screen
Burst water pipe	Blocked toilet	Low water pressure	Pest control	Property Alteration requests
	No hot water		Broken towel rail	
	Faulty smoke detector			

Routine Maintenance

Repairs that do not cause a risk to tenants or are unlikely to lead to damage to the building are ordinary day to day routine repairs.

Examples:

- Leaking taps and tap washers
- Torn fly screens
- Repairs to door and cupboards

Emergency Maintenance

Any event which may affect the safety of the residents or lead to property damage may be considered an emergency.

Examples:

- Gas leaks/electrical faults
- Fire damage/burst water pipes or blocked drains
- Broken external doors or windows



After Hours Maintenance (Emergencies only)

If there is an emergency situation after hours please phone [1300 663 298](tel:1300663298) to be directed to a member of staff to assist you. This number can be called outside business hours and is to be used in case of an emergency only.

Examples:

- Gas leak
- Burst water pipe or damaged water fitting that causes a large water loss
- Electricity, gas or water supply loss/fault
- Faulty smoke alarm/s or RCDs

Long Term Maintenance

Properties will need long term maintenance work from time to time.

Examples:

- Renovating bathrooms or kitchens
- Replacing floor coverings
- Replacing hot water systems or stoves

If this type of work needs to be carried out, our staff will work with you to organise a time that is most convenient to you.

Home Improvements and Property Alterations

Tenants are not permitted to carry out structural changes or alterations without the permission of UnitingCare West. Please contact your Tenant Support Worker if you wish to alter something in your property. Property Alterations include but are not limited to installing picture hooks, shelving, air conditioning, a garden shed or something more significant such as painting a room.

If permission is granted for the alteration, it would be at your cost and will need to be carried out by a qualified contractor. You may also be required to restore the property to its original condition at the end of your tenancy.

Lock Outs or Lost Keys

If you have accidentally locked yourself out of your property or lost your keys please contact your Tenant Support Worker or a member of the Housing Team on 9220 1288.

Arrangements can be made to provide a replacement set of keys. This may be at your cost.

Tenant Liability

You must pay for repairs to the property which are caused by neglect, misuse, or accidental or wilful damage. If there is an insurance claim the tenant may be asked to pay for any excess payable on the claim.



A tenant does not have to pay for fair wear and tear such as fading paint or normal wear on floor coverings.

Pests and Vermin

UnitingCare West Housing is responsible for the treatment of white ants (termites), Singapore ants and bees in all of its properties. You are responsible for the eradication of mice, rats, fleas and cockroaches except where an infestation occurs within one month of moving into the property or when there is a general plague situation.