

# Repairs and maintenance

## Response times to maintenance requests

Your maintenance request will be assessed based on the information you provide. Below is a guide on the estimated response times to expect when reporting repairs or making a maintenance request.

<b>Urgent (1-3 hours)</b>	Gas leak, burst water pipe
<b>High (same day)</b>	Major water leak, blocked toilet, no hot water, faulty smoke detector
<b>Medium (3 days)</b>	Leaking tap, low water pressure
<b>Low (7-10 days)</b>	Broken blinds, pest control, broken towel rail
<b>Non-urgent (14+ days)</b>	Torn fly screen, property alteration requests.



## Emergency maintenance

Any event or repair needed that might affect the safety of residents or lead to property damage could be considered an emergency maintenance request.

Examples of emergency maintenance requests:

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

## After hours maintenance (emergencies only)

If there's an emergency situation after hours please phone 1300 663 298 for assistance.

Examples of emergency after hours situations:

- Gas leak
- Burst water pipe or damaged water fitting that causes a large water loss
- Electricity, gas or water supply loss or fault
- Faulty smoke alarms or Residual Current Devices (RCDs).

## Regular maintenance

If you need a repair that doesn't cause a risk to tenants or is unlikely to lead to damage to the building, it's considered a regular maintenance request.

Examples of regular maintenance requests:

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

## Long-term maintenance

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

Examples of long-term maintenance work:

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

If this type of work needs to be carried out in your home, our team will work with you to organise a time that best suits you.

## Home improvements and property alterations

Tenants aren't permitted to carry out any structural changes or alterations to their property without the permission of Uniting. Please contact your Tenant Support Worker beforehand if you want to alter something in your home.

Things like installing picture hooks and shelving, air-conditioning, a garden shed or painting a room would all be considered property alterations. Please remember that these are just some examples - please get in touch with us before you make any alterations.

If you get permission to go ahead with the property alteration, it will be at your cost and the work will need to be done by a qualified contractor. You might also have to restore the property to its original condition at the end of your tenancy, at your own cost.

## Lock outs or lost keys

If you accidentally lock yourself out of your property or you lose your keys, please contact your Tenant Support Worker or a member of the Housing Team on 1300 663 298. If you lock yourself out and it's on a weekend or before 8:30am or after 4:30pm on a weekday, please contact the After Hours Service on 1300 663 298.

Arrangements can be made to provide you with a new set of keys if you need them, but please note that this could be at your own cost.

## Tenant liability

You pay for any repairs to the property that are caused by neglect, misuse, accidental or wilful damage. If there's an insurance claim associated with repairs, you could be asked to pay any excess payable on the claim.

As a tenant, you don't have to pay for fair wear and tear such as fading paint or normal wear on floor coverings.

## Pests and vermin

Uniting 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, bed bugs and cockroaches, except where an infestation occurs within one month of moving into the property.