



Repairs and maintenance

As a tenant, you will need to make sure your home is kept clean, safe and fit to live in. It is important that you tell us about anything that is broken or not working as sometimes problems can get worse if they are left untreated or unresolved. You must also notify us of any damage that occurs to the property as soon as possible.

Requesting repairs and maintenance

To request repairs, you should contact Wesley Community Housing by phone or email, using the contact details below.

When you request repairs you need to provide us with enough information to be able to assess and complete the work, including:

- your name
- your address
- a phone number that we can contact you on a description and location of the problem
- whether you have reported the problem before
- when a tradesperson can access your property to assess and fix the problem.

When repairs are required, you will need to allow access to your home by Wesley Community Housing staff or a contracted tradesperson between 8 am and 5 pm to ensure the repairs can be done as soon as possible. If you are not able to be home to provide access, Wesley Community Housing staff will need to access your home so that they can complete the repairs. If this is necessary we will let you know.

Categories of repairs and maintenance

Emergency repairs will be attended to within 24 hours. This includes threat of immediate injury and/or severe damage to the property that means the dwelling is not habitable and/or is a tenant safety issue. If an emergency repair is required after business hours you may need to contact the service provider directly.

Urgent repairs will be attended to within two days. These include repairs that, if not completed, could put your or another person's health, safety or security at immediate risk. Examples of urgent maintenance include:

- burst water service
- blocked or broken toilet
- severe storm damage
- serious roof leak
- gas leak
- major fault with electricity supply
- unsafe electricity fittings
- breaches of security to external doors and windows

- flooding or serious flood damage
- failure or breakdown of the gas, electricity or water supply to the premises
- failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering
- fault or damage that causes the premises to be unsafe or not secure.

Priority repairs will be attended to within seven days. These include repairs that, if not completed, could put your or another person's health, safety or security at risk. Examples of priority maintenance include:

- minor plumbing leaks/defects
- defective toilet cistern or overflow
- hot water faults
- minor electrical faults
- roof leaks
- blocked gutters
- severe dampness
- offensive or racist graffiti.

Routine maintenance will be attended to within 28 days unless deferred to the planned maintenance program. This includes defects that can be deferred without serious discomfort, inconvenience or nuisance to you or another person. Examples of routine maintenance include:

- general joinery repairs
- repairs to internal doors, floors and windows
- repairs to walls (external and internal), brickwork and slate/tiles
- repairs to gutters and downpipes
- repairs to kitchen fittings
- repairs to plasterwork
- dripping/leaking taps or shower units
- other minor plumbing repairs
- repairs to tiling
- easing doors and windows
- other minor day-to-day repairs/replacement as required.

Responsibility of repair cost

If a repair is not deemed to be due to fair wear and tear, that is, where the property has been damaged accidentally or maliciously, you will need to pay for the repair. In this instance, we will arrange for the repairs to be done and provide you with copies of the invoices, quotes, or receipts with a statement of the cost of repairs. These repairs could include:

- damage to walls and doors by furniture, wall posters or careless picture hanging
- damage to floor coverings, window treatments or furnishings by burns, stains etc.
- cost of clearing blocked drains, should they become blocked through misuse
- electrical fuses or circuits damaged by the tenant using faulty electrical appliances
- eradication of household pests and vermin such as mice, cockroaches, ants and fleas that can be directly attributed to tenant standards or pets
- replacement of lost keys.

Emergency and after hours repairs and maintenance

If you require emergency repairs outside of our business hours (Monday to Friday 8.30 am – 4.30 pm) you should arrange the repair directly with the service provider. For emergency plumbing or electrical repairs see your Residential Tenancy Agreement for contact information. You must let us know about the repairs as soon as possible.

In case of other emergencies, please contact the following:

Police/Fire/Ambulance 000

State Emergency Service (SES) 132 500

Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

fairtrading.nsw.gov.au

tenants.org.au

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

rch.nsw.gov.au

nrsch.gov.au

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing communityhousing@wesleymission.org.au



Contact us

General enquiries 1800 770 602

Maintenance and repairs 1800 770 602

Wesley Community Housing

communityhousing@wesleymission.org.au

wesleymission.org.au

ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

Do all the good you can
because every life matters