

REPAIRS and MAINTENANCE

Notifying Repairs and Maintenance

Please report any repairs or damages promptly after the need arises by emailing admin@advancehousing.com.au, or submitting an online form on AHL's website <https://advancehousing.com.au/tenants>

To report an emergency or urgent repair please call us on **9845 9697**.

For emergency repairs outside business hours please contact one of AHL's contractors directly. Our emergency contractor contact details are listed in the tenant's handbook or on our website <https://advancehousing.com.au/tenants>

When you are explaining what needs repairing or replacing, try to give us as much detail as you can. The more we know about the problem, the easier it will be for our contractors to resolve your issue on their first visit.

If the damage has been caused by another party and has been reported to the Police, please have your Police Offence Report Number ready to provide to our staff.

What qualifies as an emergency, urgent or non-urgent repair?

Emergency or urgency repairs apply to repairs that, if not fixed, might expose a person to injury, expose the property to damage, or cause the tenant undue hardship/ inconvenience.

An **emergency** repair is for a life threatening situation, or is affecting tenants' health/ safety right now, or is causing serious damage to the property. Examples of emergency situations include,

- gas leak
- sewerage leaks
- burst water pipe
- dangerous electrical faults
- storm, fire or flooding damage

An **urgent** repair is for a situation that is a major inconvenience, or repairs that are necessary for the supply/ restoration of an essential service. Examples are:

- roof leak
- loss of power
- badly leaking tap
- blocked toilet
- cistern overflowing
- faulty hot water system

A **non-urgent** repair is organised for a situation that needs to be fixed to keep the property in good condition, but does not include refurbishments or additions. Examples are:

- damaged tiling
- damaged fence
- loose towel rails
- deteriorated door handle

Response Time

Once notified of the need for an emergency or urgent repair, AHL will take action to contact a suitable repairer (authorised tradesperson or contractor) and make necessary arrangements within the following timeframes:

- 24 hours for an **emergency** service
- 48 hours for an **urgent** repair
- 28 days for any other **non-urgent** repairs

The repair may not be fixed within the above timeframes, but AHL will make an appointment with the repairer to ensure that it is carried out as soon as practicable depending on availability and location. At times, the repairer may have to temporarily make good or safe until a permanent repair is undertaken.

Note: If the work is deemed tenant liability, the costs of the call out, making good and repairs will be charged to the tenant.