


Repairs to your home

This information sheet explains how to request a repair to your home and how we prioritise repair requests. It also explains what you are responsible for maintaining and what Foundation Housing are responsible for maintaining in your home.

Reporting your repairs

We aim to provide homes that people choose to live in and that are safe. When things stop working or need to be repaired, we want you to be confident that they will be repaired quickly and effectively.

You can report your repair in any of these ways:

 **1300 895 205**
Monday - Fri 8.30am - 4.30pm
Outside of these hours are for emergencies only

 **repairs@foundationhousing.org.au**

 **foundationhousing.org.au**

When reporting your repair, please provide as much information as possible so we can assess its urgency and arrange to get it fixed for you. Please let us know your:

- name
- address
- best contact number.

Repair priority

We aim to respond to maintenance requests as soon as possible. We prioritise maintenance work that poses a health and safety risk to tenants or where there is a risk of damage to the property.

Repair type	Description	Response time
Urgent (Emergency)	Threat to the immediate safety or health or people or serious damage to the property.	24 hours
Priority	A failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering	48 hours
Normal	All other repairs of no threat to the security or safety of the tenants	20 working days

Dealing with a property emergency

If you experience a life threatening emergency at your home, you should contact the appropriate emergency service no matter what time of day. This includes gas leaks, dangerous electrical faults, burst water pipes, hazardous materials and a fault or damage that causes the property to be unsafe and not secure.

Report the emergency to us as soon as possible.

Here are some of the emergency numbers you might want to take note of.

Life threatening emergencies

Emergency Services 000

Gas Leaks

ATCO Gas Australia 13 13 52

Electrical faults and emergencies

Western Power 13 13 51

Storm damage

State Emergency Services (SES) 13 2500

Repairs to your home

Tenant responsibilities

The following are examples of items that you are responsible as a tenant to maintain. Please seek the appropriate advice before attempting any work in your home.

- Clearing blocked bath, basin, sink, shower or toilet caused by items you have introduced such as grease, hair etc.
- Replacing or re-fixing broken toilet seats
- Replacing sink and bath plugs
- Replacing shower curtains
- Replacing power plugs on free standing electrical appliances (that you own)
- Replacing light globes and fluorescent tubes and starters
- Maintaining any fixture you have fitted such as ceiling fans or shelves
- Replacing or providing any curtain rails, poles, and tracks
- Resetting tripped fuse boxes with no underlying cause
- Resetting or programming reticulation controls (when instruction manuals have been issued)
- Fitting or replacing a doorbell and battery
- Replacing missing or lost keys
- Re-fixing loose handles, latches and catches to doors and cupboards
- Maintaining TV aerial point and satellite dishes that you have fitted
- Plumbing and fitting your own domestic appliances. This may be completed by a registered plumber/gasfitter or electrician
- Providing or replacing a rubbish bin unless provided by the council.

Arranging your own repairs

You can arrange for a tradesperson to carry out a repair at your home, however, it will be at your own cost. You will need to pay the tradesperson at the time of the repair.

Urgent repairs due to a genuine failure of an essential function at the property will be reimbursed by us. Please provide your Housing Coordinator with the receipt for us to arrange payment. This policy reflects our obligations to you as your landlord under the Residential Tenancies Act 1987.

Foundation Housing's responsibilities

We are responsible for maintaining:

- Any communal areas
- The structure and outside of your home
- The fixtures and fittings we have provided (except those which you have accepted written responsibility for). This includes drains, gutters and outside pipes, the roof, outside walls and doors, window catches and window frames (including necessary external painting)
- Inside walls, floors and ceilings, doors and frames and door hinges
- Maintaining and replacing basins, sinks, baths, showers, toilets as well as the water supply and water pipes
- Unblocking waste pipes, except where you have caused the blockage
- Electrical wiring including power points and switches
- Water heaters
- Gas pipes and appliances provide by us
- Pathways and steps
- Permanent external structures such as garages and stores
- Boundary walls and fences
- Smoke alarms

Damage caused by you to the property

As the tenant you are responsible for repairing or replacing and damage caused by anyone living or visiting the property. This includes damage to any common areas.

It's a Foundation Housing policy that we will only repair damage caused by you during a tenancy if the damage is considered a health and safety issue. These include:

- Blocked internal waste
- Uncontainable leak from water pipe, sink or toilet cistern
- Gas leak
- Damage to an external window or door leaving property unsecured
- Lock changes that are required due to damage to external door
- Lost keys
- Unsafe electrics
- Garden clearance following council notice
- Boundary fencing
- Smoke alarms

Foundation Housing acknowledges and pays respect to the Traditional Custodians, past, present and emerging, of the country on which we live and work.