

Types of repairs

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

URGENT REPAIRS (WITHIN 24 HOURS)

When there is a threat to the immediate safety or health of people or there is serious property damage.

Examples of emergency repairs are:

- total loss of electricity (not caused by electricity service provider) or a dangerous electrical incident or fault
- total loss of water or a serious water leak (not caused by water supplier).

PRIORITY REPAIRS (WITHIN 48 HOURS)

When there is a failure or breakdown of any essential service on the premises (including cooking, heating, and laundering).

Examples of priority repairs are:

- blocked drains that are likely to cause flooding or more damage
- blocked toilet.

NORMAL REPAIRS (UP TO 10 BUSINESS DAYS)

All other repairs that are of no immediate threat to the security or safety of the resident.

Examples of normal repairs are:

- broken cupboard doors
- small water leaks
- electrical faults that are not high risk
- repairs to the roof or loose wall bricks.

We may not always carry out routine repairs, depending on the availability of contractors, budget availability and whether there are other repairs needed that we can group together. If this is the case, you will be told this when you call.

Please note - if urgent repairs are incorrectly reported and a contractor attends as an emergency, you may be liable for the cost of the call out fee.



**OUT OF HOURS EMERGENCIES - CALL 1300 895 205
FOR LIFE THREATENING EMERGENCIES - DIAL 000**

Repairs reported to this line that are not emergencies will be dealt with on the next business day.