

Repairs and maintenance



As your landlord, Foundation Housing is responsible for property repairs, except where you or your visitors have caused the damage (this is referred to as Tenant Liability). Whether it is a small repair like a leaking tap, or a larger one like replacing a faulty oven, please let us know as soon as possible so we can assess the need and attend to it before the damage becomes worse.

REPORTING REPAIRS

To report a repair, please call the 24-hour repairs line on 1300 895 205, submit a request online on our website, through the Maintenance Manager app or email repairs@foundationhousing.org.au

Maintenance Manager is our preferred system for managing repairs and can be downloaded via the app store. Email repairs@foundationhousing.org.au to request your personal log-in details to get started.

HOW TO REPORT A REPAIR

- 1 Report repair via phone, Maintenance Manager app or email
- 2 Provide as much detail as possible as well as your address and contact number
- 3 We will confirm details and issue a work order to a contractor if the repair is our responsibility to fix
- 4 Contractor will contact you to make a time to visit the property and assess the repair
- 5 Timeframe for repair agreed with contractor depending on urgency
- 6 Contractor will carry out repair
- 7 Once repair is completed we may contact you to confirm the work has been done
- 8 Repair closed

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.