

Report a Repair

INFORMATION SHEET

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 is responsible for maintaining in your home.

REPORTING YOUR REPAIRS

You can report a repair in one of the following ways:

-  Complete an online form [here](#).
-  Send an email to: repairs@foundationhousing.org.au
-  Call 1300 895 205
(Mon - Fri, 8:30am - 4:30pm)
-  Contact Bricks and Agent via:
 - maintenance@bricksandagent.com
 - SMS: +61 480 019 119
 - Whatsapp: +61 480 019 292
 - [facebook.com/automatedmaintenance](https://www.facebook.com/automatedmaintenance)

When reporting a repair, please:

- Let us know if there are any items that may be a danger to contractors or if there are special directions for access.
- Provide us with a Police Report Number (PRN) if the damage has been caused by you or another party and reported to the police.
- Provide your best contact details and advise us of any times that you may or may not be available.
- Include photos of the issue if possible.

TYPES OF REPAIRS

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

Repair type	Description
Urgent (24 hours)	When there is a threat to the immediate safety or health of people or there is serious damage to property.
Priority (48 hours)	When there is a failure or breakdown of any essential services on the premises for cooking, heating or laundering.
Normal (10 working days)	All other repairs that are of no immediate threat to the security or safety of the resident.

EMERGENCIES

If you are experiencing a life-threatening emergency at your home, you should contact the appropriate emergency service.

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) 132 500

EXAMPLES OF EMERGENCIES

Examples of emergency repairs include:

- burst water pipe or no hot water
- broken toilet system
- report of electrical shock
- faulty smoke alarm
- faults or damage that are causing the property to be unsafe or not secure.

Please note, charges may be applied if your property is attended to after-hours and your repair is NOT considered an emergency.

HOW WE PROCESS REQUESTS

We will give you a timeframe for the repair to be completed and send a work order to the relevant contractor.

Our contractor will contact you directly to arrange a convenient appointment time to complete the work. The timeframe in which the contractor will contact you will be dependent on contractor availability and the urgency of the repair.

