

# REPAIRS AND MAINTENANCE

## Factsheet

### Homes North Repairs & Maintenance Service

Homes North is committed to providing a professional repair and maintenance service to our tenants. We will:

- Provide properties in a reasonable state of cleanliness, and ensure that they are fit for habitation at the start of your tenancy.
- Maintain properties in a reasonable state of repair, considering the age, prospective life of the property and property care.

### Requesting Non-urgent Maintenance and Repairs

You can request a non-urgent repair or maintenance in the following ways:

- Contact your local Homes North office by phone or in person
- Complete the online Repairs & Maintenance Form on our website: [homesnorth.org/repairs-and-maintenance](https://homesnorth.org/repairs-and-maintenance)

### Urgent & Emergency Repairs

Urgent and emergency repairs are classified under the Residential Tenancies Act 2010 as any of the following:

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak, flooding or flood damage
- A gas leak
- A dangerous electrical fault
- Serious storm or fire damage
- A failure or breakdown of:
  - The gas, electricity or water supply to the premises
  - Any essential service on the premises for hot water, cooking, heating/cooling or laundering
  - Any fault or damage that causes the premises to be unsafe or unsecure

### Emergency repairs during office opening hours

Contact your local Homes North office by phone or in person.

### After Hours Emergency repairs

Call 1300 662 721 for our Emergency Out of Hours Repairs service.

### Repair Timeframes

**Emergency repairs:** depending on the nature of the emergency, within 4 to 24 hours of report.

**Urgent repairs:** depending on the nature of the repairs, within 24 hours to 5 working days of report.

**Non-urgent repairs:** non urgent repairs and maintenance, within 28 days of report.

Once reported our contractors will be in touch to arrange a time for the repairs to be completed. Please help us by making yourself available or notifying us in good time if you cannot keep an appointment.

### Leasehold properties Repairs and Maintenance

Homes North rents private rental properties to supply homes to applicants on the social housing waiting list.

If you are in a leasehold property please refer all repair and maintenance requests directly to Homes North. We will arrange for the relevant real estate agent or landlord of the property to engage their own contractor and set a timeframe for the repair to be carried out.

**PLEASE NOTE: Tenants are responsible for the cost of repairs for any damage caused by themselves or their visitors.**

#### Want to know more?

- 📍 Contact your local office
- 🌐 Visit: [homesnorth.org.au](https://homesnorth.org.au)
- ☎️ Emergency after hours: 1300 662 721