

# TIMEFRAMES FOR REPAIRS

## Factsheet

### Emergency (4 hours)

Maintenance issues that cause a risk of imminent danger such as:

- exposed electrical wires and no power to property
- sewerage overflowing or sewer choke to toilet, major water leak
- unable to secure premises (generally large broken windows or doors)
- exposed asbestos, gas leak
- serious storm damage such as flooding and fire damage



### Urgent (24 hours)

Maintenance issues that create a significant loss of amenity to the property and may create health issues:

- A major roof leak has occurred
- No water to premises
- No hot water
- Sewer choke to kitchen sink, laundry tub and shower
- No gas



### High Priority (2 days)

Maintenance issues that cause a significant inconvenience:

- stove/oven not working
- minor water leak
- fence fallen over or insecure
- non-functioning individual power points or light fittings



### Priority (5 days)

Maintenance issues that cause minor inconvenience or can cause further damage to a property if not addressed promptly:

Urgent or minor vacant properties, partial repair to stove/oven when the majority of the stove is still working. Also included are dripping taps.



### Routine (28 days)

Maintenance issues that are non-urgent and routine in nature such as:

- Non-urgent work where maintenance is planned between Tenant, the Asset team and Contractor.
- Some routine matters include adjusting of doors and windows.



**Emergency after hours: 1300 662 721**

Want to know more?

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