

Fact Sheet

TIMEFRAME FOR REPAIRS

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

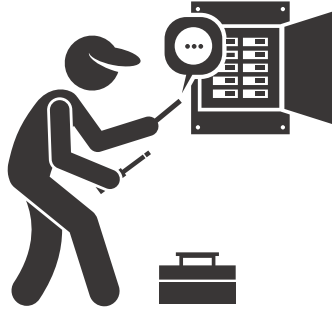
PRIORITY (5 DAYS)

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. Dripping taps are also included.

**EMERGENCY REPAIRS
(4 HOURS)**

MAINTENANCE ISSUES THAT CAUSE A RISK OF IMMINENT DANGER LIKE EXPOSED ELECTRICAL WIRES, NO POWER, OVERFLOWING SEWERAGE, GAS LEAK, FLOODING, FIRE DAMAGE...



URGENT REPAIRS (24 HOURS)

MAINTENANCE ISSUES THAT CREATE A SIGNIFICANT LOSS OF AMENITY TO THE PROPERTY AND MAY CREATE HEALTH ISSUES LIKE A MAJOR ROOF LEAK, NO WATER, NO HOT WATER, SEWER CHOKE (KITCHEN, LAUNDRY OR SHOWER), NO GAS...



HIGH PRIORITY REPAIRS (2 DAYS)

MAINTENANCE ISSUES THAT CAUSE SIGNIFICANT INCONVENIENCE LIKE A BROKEN STOVE AND/OR OVEN, A MINOR WATER LEAK, FALLEN OR INSECURE FENCE, NON-FUNCTIONING POWER UNITS OR LIGHT FITTINGS...

PRIORITY REPAIRS (5 DAYS)

MAINTENANCE ISSUES THAT CAUSE MINOR INCONVENIENCE OR FURTHER DAMAGE TO A PROPERTY IF NOT ADDRESSED PROMPTLY LIKE DRIPPING TAPS...



ROUTINE (WILL BE ADVISED)

MAINTENANCE ISSUES THAT ARE NON-URGENT AND ROUTINE IN NATURE SUCH AS NON-URGENT WORK WHERE MAINTENANCE IS PLANNED BETWEEN THE TENANT, ASSET TEAM AND CONTRACTOR OR ROUTINE DOOR AND WINDOW ADJUSTMENTS...

ROUTINE (WILL BE ADVISED)

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

- Non-urgent work where maintenance is planned between the tenant, asset team and contractor.
- Some routine matters include adjusting of doors and windows.

NEED TO CONTACT HOMES NORTH?

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