

Tenants' Guide to Repairs & Maintenance

Guide for maintenance needs of Housing ACT clients

Telephone 6207 1500 for urgent and non urgent Maintenance Work

For non urgent maintenance you may also:

- Email: 62071500@act.gov.au or
- SMS: 0438 100 500



About the Tenants' Guide to Repairs & Maintenance

This guide should be used as a reference whenever you ring the Maintenance Call Centre to request that maintenance be carried out on your property.

The Guide is divided into two sections:

Section 1 Questions and Answers

This section outlines how maintenance is arranged through the Maintenance Call Centre, the process for ordering work and the priorities which will be applied to the various maintenance requests. Please read this section carefully. The questions and answers address general questions that you may have about the repair process.

Section 2 Repair Guide

This section lists the maintenance requests most frequently reported and should be referred to before you ring the Maintenance Call Centre. Please check whether the repair you are requesting is listed in the tables to ensure that you have all the necessary information.

If you have any further queries about maintenance, or wish to make a comment on the maintenance services provided by Housing ACT, please contact your Housing Manager on 13 34 27. If you have a complaint, please contact the Housing ACT Complaints Management Unit on 6207 1515 during business hours.

Accessibility

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If English is not your first language and you require the **translating and interpreting service** — please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service** — please telephone **(02) 6205 0888**.

CONTACT ARRANGEMENTS FOR HOUSING ACT

Maintenance

For any maintenance queries please contact the Maintenance Call Centre on: 6207 1500

You can also email maintenance to: 62071500@act.gov.au

or by SMS to: 0438 100 500

Complaints

Complaints regarding maintenance can be lodged through the Call Centre on: 6207 1500
(you will be transferred to the Total Facilities Management Complaints Unit).

Housing ACT also have a Complaints Management Unit who can be contacted on: 6207 1515

by email at: housing.customerservice@act.gov.au

General Contact

For all other enquiries regarding Housing ACT please call: 13 34 27

For all other general ACT Government enquiries please contact Canberra Connect on: 13 22 81

SECTION 1

QUESTIONS AND ANSWERS



What is Housing ACT's Maintenance Call Centre and what does it do?

The Maintenance Call Centre has been set up to respond to requests for repairs and maintenance on Housing ACT properties. The Maintenance Call Centre operates 24 hours a day, seven days a week, and can be contacted by ringing **6207 1500**. Call Centre Operators will answer your call as quickly as possible. If there is a delay you will be placed in a queue. Your call will be answered as soon as possible.

What can I expect when I ring the Maintenance Call Centre?

When you ring the Maintenance Call Centre, an Operator will ask you a series of questions about the repair you are requesting. The Operator will either arrange for work to be done or for an inspection by a maintenance supervisor to visit your home, assess the work required and determine a priority, depending on the urgency and complexity of the repair request you have made. If a Work Order is raised, the Operator will let you know how long it will take for the repair to be attended to and the operator will provide you with a 'work order reference number' sometimes called a 'job number'. Section 2 of this Guide gives indicative times within which various repairs can be expected to be carried out.

What information should I have ready when I ring the Maintenance Call Centre?

When you ring the Maintenance Call Centre, the Operator will ask for your name, address and telephone number. You will also be asked to provide some details about the repair you are reporting. For example:

- If you are reporting that you have no hot water, or that the stove does not work, you will be asked if the appliance is electric or gas.
- If your door lock is broken, you will be asked what type of lock it is (snib, push button, etc).

Section 2 of this guide shows you the information you will need to have when requesting specific repair work, as well as including some general diagrams to make it easier for you to identify the item that you are referring to.



What happens to my repairs request after I have reported it to the Maintenance Call Centre?

The Maintenance Call Centre will evaluate the work required and either raise a Work Order, or arrange for an inspection to be carried out.

A request for urgent work should be made as soon as the problem occurs.

If a Work Order has been raised, a maintenance contractor will be directed to attend to the repair. The contractor will contact you to make an appointment to carry out the work. If you are not contactable by telephone, the contractor will call at your home to do the work.

If an inspection is required, a maintenance supervisor will make an appointment to meet you at your home to assess what work is required and assess the priority for carrying out the work.

What happens if the reported repair problem gets worse?

If this happens, please ring the Maintenance Call Centre and advise them of what is happening, when the situation worsened and why (if known). The Work Order may then be reprioritised to be attended to in a shorter period of time.

PLEASE NOTE: All of Housing ACT's maintenance contractors are required to carry photographic Identification Cards. You should ask to see this identification prior to allowing anyone access into your dwelling.

At times, contractors may need to take photographs of the works at various stages of completion. The contractors have been instructed not to include tenants or their personal belongings in these pictures.



What if I can't be home for an appointment with a maintenance contractor?

If for any reason you or another responsible adult will not be home for an appointment you have arranged with a maintenance contractor, please call the Maintenance Call Centre urgently. The Maintenance Call Centre will advise the contractor so that any unnecessary costs are avoided.

If you are not home for the first scheduled appointment, a card will be left with details of the time the maintenance contractor called at your home. You should then call the Maintenance Call Centre within 24 hours to make alternative arrangements.

If you do not do this, the contractor will call again to your property. If you are still not available the contractor will leave a second card. You are then required to contact the Maintenance Call Centre within the time indicated on the calling card to make arrangements for the work to be completed. If you are not at home after the second appointment has been made, and two cards have been left at your home, the contractor will advise Housing ACT. The Work Order will be cancelled unless work is required for health, safety or security reasons, in which case formal entry procedures under the Residential Tenancies Act will be considered.

PLEASE NOTE: If you are unable to be home, and the repair is urgent, please arrange for a trusted neighbour, adult family member or friend to be at your home when the contractor arrives.

If a contractor attends your home and suspects that there is not someone who is at least 18 years of age present, the contractor will not undertake the works and the work will need to be rescheduled.



What can I expect once the maintenance contractor arrives at my home?

The contractor will carry out the repair and when finished, ask you to sign an acknowledgment at the bottom of the Work Order, to say that the work is complete and when it was done. In signing the receipt, you are verifying that the contractor attended to the repair and the problem you reported has been fixed. If a repair cannot be finished on the same day, the contractor will return as soon as possible to complete it. The contractor will advise you how long the repair will take.

If you are not satisfied with the work performed by the contractor or the time it has taken to complete the work, report this to the Maintenance Call Centre. If you feel that a contractor's behaviour is inappropriate, you may ask him/her to leave and report this to the Maintenance Call Centre. The Call Centre will arrange for the repair to be completed and refer the matter for investigation.

Where a contractor's health or personal safety is in any way threatened at your home, the contractor is required to collect their belongings and leave the premises. The contractor will report the matter to the Maintenance Call Centre for investigation.

Pets which might hinder a contractor must be restrained while the work is being carried out.

Children must also be kept away from the area where the contractor is working.

What if a contractor has left rubbish behind after completing repairs?

Contractors are required to clean up when the work is completed. Rubbish should not be left in your home or yard by a contractor. If this happens, please report it to the Maintenance Call Centre. The contractor will be contacted and asked to return to the property as soon as possible to attend to this.

On some occasions the maintenance contractor may need to return the next day to dispose of rubbish. The contractor will advise you of this and the reasons. However, the maintenance contractor is still required to clean up dust and debris and leave the property in a safe, functional and tidy state at the completion of each day's work.



What do I do if my property has been entered or damaged by vandals?

Immediately report all damage not caused by you, your family members or invited guests to the Australian Federal Police (AFP) on 131 444 so that action can be taken to identify and if necessary, to charge the person who is responsible. For repairs to be undertaken phone the Maintenance Call Centre and advise the Operator that the matter has been reported to the AFP. All work will be charged to you in the first instance. However, upon providing your Housing Manager with a Statutory Declaration about the damage and a police report or Police Incident Number stating that the damage was not caused by you, a member of your family or invited guests the charge will be removed from your account.

Is there any repair that the Maintenance Call Centre will not carry out?

Yes.

The Maintenance Call Centre will not raise a Work Order for items that Housing ACT did not install - eg, ceiling fans, air-conditioners, washing machines, dish washers and dryers installed by you.

The Maintenance Call Centre will not generally raise Work Orders for non-urgent repairs resulting from damage caused by you, a family member or invited guests. You should arrange for the repairs to be carried out at your expense, by a qualified person. If you believe there are extenuating circumstances as to why this is not possible, please contact your Housing Manager who may on a case by case basis arrange for the works to be undertaken by Housing ACT. When the work is undertaken by Housing ACT, you will need to agree to enter into a repayment agreement.

What do I do if I have been locked out of my home, lost my keys or need extra keys?

If you are locked out of your home you may either call a locksmith to unlock the door at your cost or call the Maintenance Call Centre who will arrange a Locksmith for you. Housing ACT will invoice you for this service.

If you require keys contact the Maintenance Call Centre for information on where you can have keys cut at your cost. Housing ACT does not hold duplicate keys for tenanted properties. This policy has been put in place to protect tenants and their belongings.



Can I be charged for any repairs?

Yes. These are usually instances where damage has been caused by you, a family member, a guest or where usual wear and tear does not seem likely to be the cause. If you have been advised that you may be charged for a repair you may elect to have the work carried out by a qualified tradesperson at your expense. Alternatively, on a case by case basis, Housing ACT will authorise the Maintenance Call Centre to undertake the work. In this instance you must first agree to enter into a repayment agreement.

If the Maintenance Call Centre arranges for the work you do not have to pay the maintenance contractor. Instead, the amount will be charged to your account and you will receive written notification of the cost of the repair. In most cases, broken glass will be charged to you. If a window was broken by someone other than you, a household member, or a guest, it may be a case of vandalism which should be reported to the police. When you report it the police will issue you with an Incident Number. You will need to quote the number to Housing ACT for verification.

Other cases where tenant charges may apply include:

- If the contractor arrives at your home within the timeframe assigned by the Maintenance Call Centre and the work has already been carried out by you or a tradesperson arranged by you, without advising the Call Centre.
- If you request an urgent (U4) repair and are not at home when the maintenance contractor attends within the prescribed 4 hour response time.
- If you have made arrangements for a contractor to call at a specified time and you fail to keep the appointment.

Is there anywhere I can call about the services of the Maintenance Call Centre?

If you are not satisfied with the service you have received from the Maintenance Call Centre or the maintenance contractor carrying out the work, you should contact the Housing ACT **Complaints Management Unit**. The CMU can be contacted on **6207 1515** during business hours.

SECTION 2

REPAIRS GUIDE



Repairs Service Charter

This Charter explains what we will do, and what you are expected to do when repairs or maintenance are needed.

Housing ACT will:

- Comply with the provisions of the Residential Tenancies Act 1997 by keeping your home in a reasonable state of repair having regard to its condition at the commencement of the tenancy.
- Ensure your home is capable of being secured.
- Prioritise some repairs to ensure they are carried out as soon as necessary having regard to the nature of the problem, including:
 - ◆ A burst water pipe / a blocked or broken lavatory system / a serious roof leak / a gas leak / a dangerous electrical fault
 - ◆ Flooding or serious flood damage / serious storm or fire damage / a failure of gas, electricity or water supply
 - ◆ Failure or breakdown of any service essential for hot water, cooking, heating or laundering
 - ◆ A fault or damage that causes the premises to be unsafe or insecure or likely to cause injury.
- Ensure all other repairs are undertaken within 28 days.
- Ensure repairs are consistent with community standards.
- Let you know what repairs have been arranged and when you can expect the work to take place.
- Operate the Maintenance Call Centre 24 hours a day, 7 days a week.

You are expected to:

- Let Housing ACT know when repairs are needed, or damage has occurred.
- Keep your property reasonably clean and tidy (for example - mow lawns, trim edges and look after gardens).
- Replace light globes.
- Repair at your expense any damage caused by you, your household members or guests.
- Allow reasonable access to your property:
 - ◆ to inspect the property for routine maintenance
 - ◆ when repairs or maintenance are to be carried out. Note: Your Tenancy Agreement provides for access for these purposes.
- Let the Maintenance Call Centre know of any unsatisfactory work carried out. The matter will be investigated and remedial action taken.



Repairs Priorities

The tables on the following pages give examples of the most frequently requested maintenance issues reported to the Maintenance Call Centre. They have been divided into various categories and give you an indication of the information to have ready when you ring the Maintenance Call Centre. The last column of each table gives you an indication of the priority that is usually assigned to the repair. Please note that if any maintenance issue worsens once you have reported it to the Maintenance Call Centre, you should ring them back and tell them what is happening. As a result, the Work Order may be reprioritised and the repair attended to in a shorter period of time.

U4 Where there is an immediate health, safety or security risk or where the property will be further damaged if work is not carried out immediately the contractor will be directed to attend to the repair **within four hours**. Examples include: burst water service; gas leak; dangerous electrical fault; loss of only toilet facility; and serious storm or fire damage.

PND When there is a failure of an essential service such as hot water, heating, cooking or when lights do not work in single rooms, the contractor will be directed to attend to the repair by **6pm the next business day (Monday to Friday)**

P96 Where there is a need to fix a problem that is not a health, safety or security problem but is causing inconvenience and could develop into a health, safety or security risk if not fixed promptly the contractor will be directed to attend to the problem **within four days**. Examples include: hot water slow to heat; most of the stove not working; toilet pan loose; and taps which can't be turned on.

N20 Other identified repairs will either be attended to **within twenty days**, or placed on **Planned Maintenance Program** depending on the extent of the works and the priority relative to other work within available funds. To enable decisions to be made, it may be necessary to have the fault inspected to determine the extent of work required and the priority to complete the work.

The times shown in the tables are indicative only and the aim of Housing ACT and its contractors is to where possible carry out all work in the shortest time possible. The Maintenance Call Centre will advise you how long the repair is expected to take when you call.

PLEASE NOTE: The Maintenance Call Centre will be able to give an indication of what is happening with work placed on the planned maintenance program when the program has been finalised.



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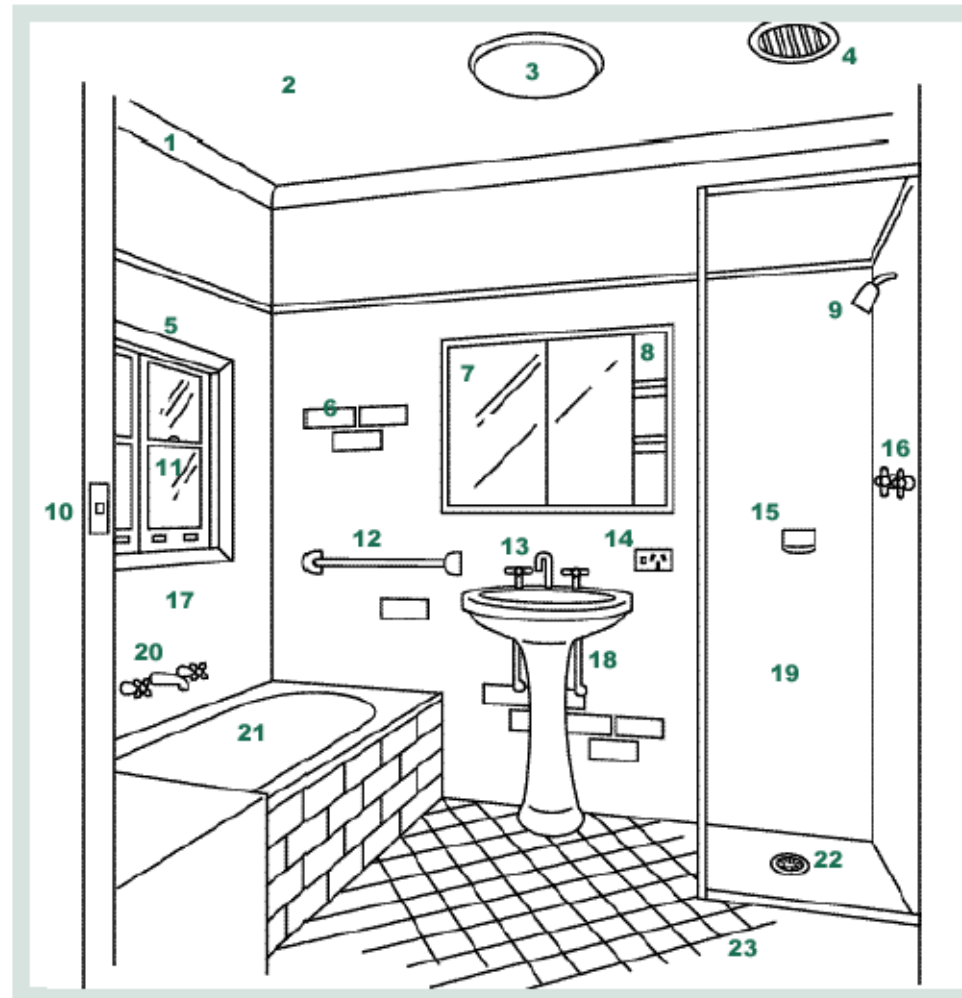
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- Bathroom**
- 1 Ceiling – wall join
 - 2 Ceiling
 - 3 Light/light fitting
 - 4 Ceiling fan
 - 5 Window frame
 - 6 Wall tiles
 - 7 Mirror
 - 8 Cabinet
 - 9 Shower rose
 - 10 Light switch
 - 11 Window glass
 - 12 Towel rail
 - 13 Basin taps – hot/cold
 - 14 Power point
 - 15 Soap holder
 - 16 Shower taps – hot/cold
 - 17 Sheet wall
 - 18 Pipes
 - 19 Shower screen
 - 20 Bath taps – hot/cold
 - 21 Bath
 - 22 Shower drain
 - 23 Floor tiles



Bathroom Maintenance - Bath

Your Problem	The Operator will ask you	Usual Status
Tap running constantly at full pressure – can't be turned off.	Is it the hot or cold water tap running? Have you turned off the water mains? How long has this been happening for?	U4 Will be attended to within four hours where the leak cannot be controlled.
No water comes out when tap turned on.	Is this the only tap not working? Is it the hot or cold water tap? Do you have a separate shower as well as a bath tub?	P96 Will be attended to within four days, unless you do not have a separate shower. In this case, U4 will be attended to within four hours.
Tap leaking.	Is it the hot or cold water tap leaking? How bad is the leak? How long has this been happening?	N20 Will be attended to within 20 days. If situation worsens and tap begins to run constantly, please advise the Maintenance Call Centre and the order may be reprioritised.
Drain blocked.	Is this the only drain that is blocked? When did you first notice this? Do you have a shower as well as a bath tub?	P96 Will be attended to within four days, unless you do not have a separate shower. In this case, U4 will be attended to within four hours.
Broken or dislodged soap holder.	How did this break? Are there any sharp edges?	P96 Will be attended to within four days if there are sharp edges. If there are no sharp edges, N20 will be attended to within 20 days.
Grouting coming out.	When did you first notice this? Where is the grouting coming out from (eg – behind tub).	Inspection by the maintenance supervisor.

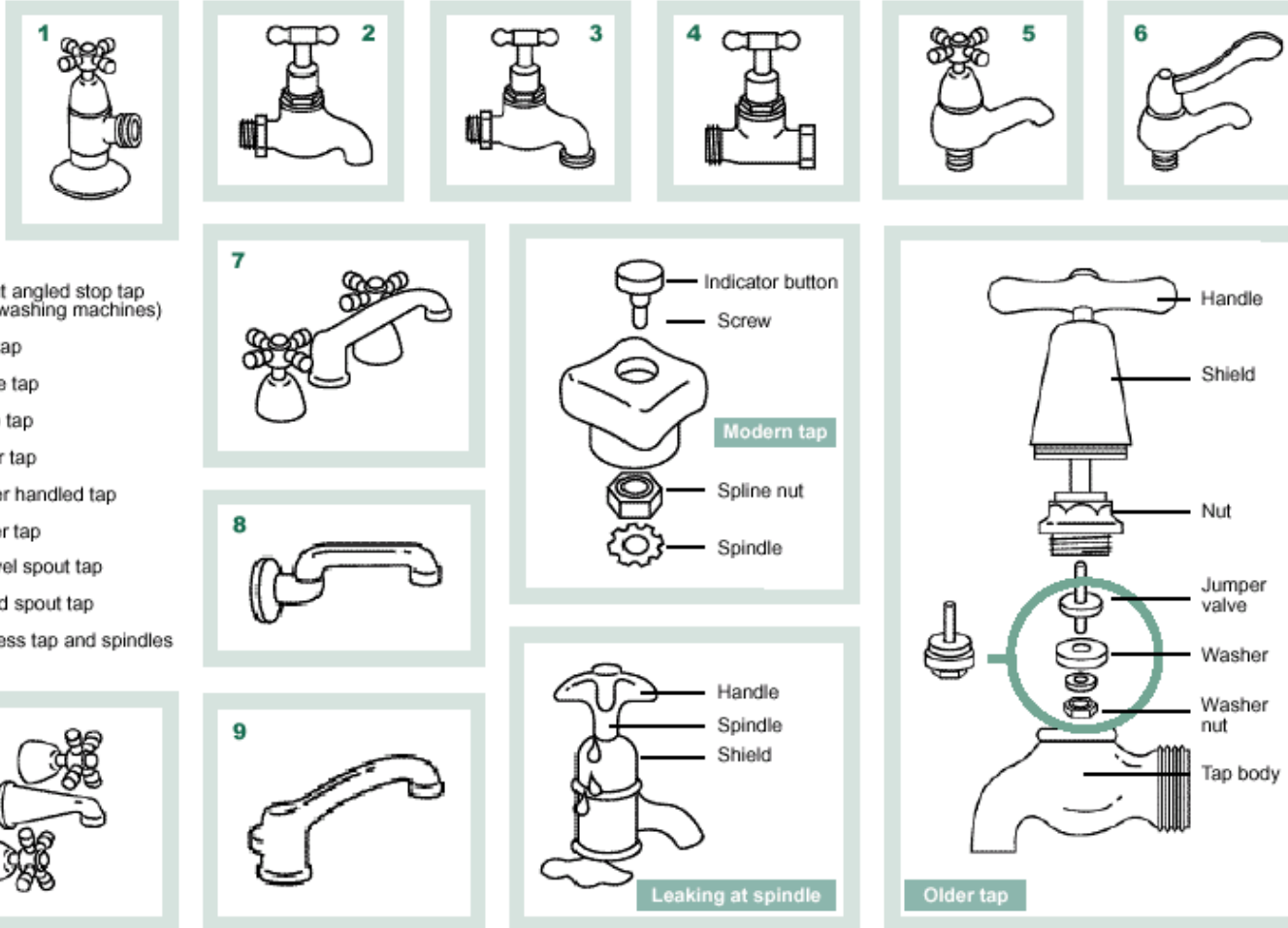
Bathroom Maintenance - Handbasin

Your Problem	The Operator will ask you	Usual Status
Tap running constantly at full pressure – can't be turned off.	Is it the hot or cold water tap running? Have you turned off the water mains? How long has this been happening for?	U4 Will be attended to within four hours where the leak cannot be controlled.
No water comes out when tap turned on.	Is this the only tap not working? Is it the hot or cold water tap?	P96 Will be attended to within four days.
Tap leaking.	Is it the hot or cold water tap leaking? How bad is the leak? How long has this been happening?	N20 Will be attended to within 20 days. If situation worsens please advise the Maintenance Call Centre and the work may be reprioritised.
Basin blocked.	How long has it been blocked for? Is this the only drain that is blocked?	P96 Will be attended to within four days, unless other drains are also blocked. In this case, U4 will be attended to within four hours.
Leak under basin/pipe.	Where is the leak coming from? Is it hot or cold water leaking? How bad is the leak? How long has this been happening for? Does this only happen when taps are used?	P96 Will be attended to within four days.
Basin coming away from wall.	How did this happen? What is holding basin to wall at present?	Inspection by the maintenance supervisor.
Tiles loose or have fallen off wall.	How did this happen? Is there any dampness on wall where tiles are missing? How many tiles are missing?	N20 Will be attended to within 20 days if only a few tiles are loose or have fallen off. In significant cases, an inspection will be carried out by the maintenance supervisor to determine the work to be carried out.

Bathroom Maintenance - Shower

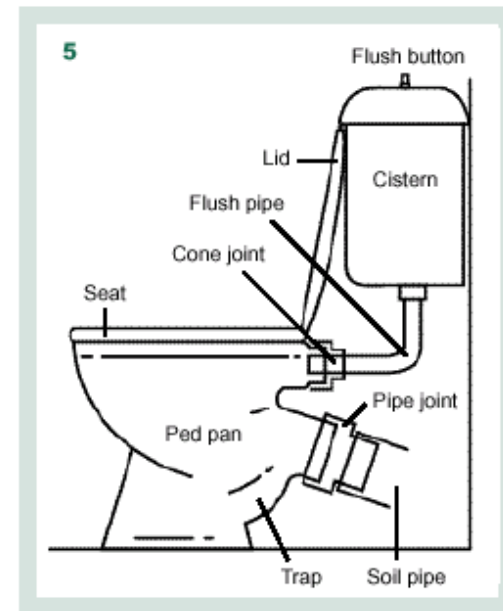
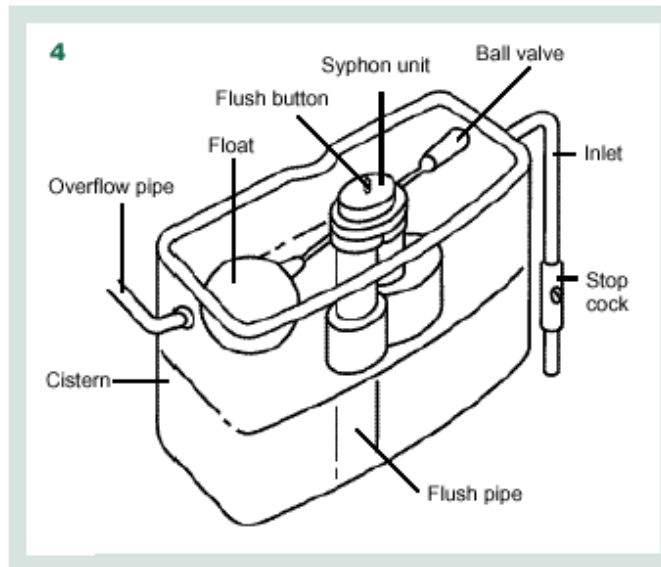
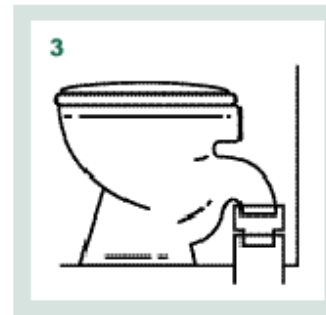
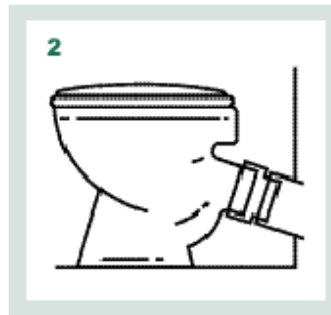
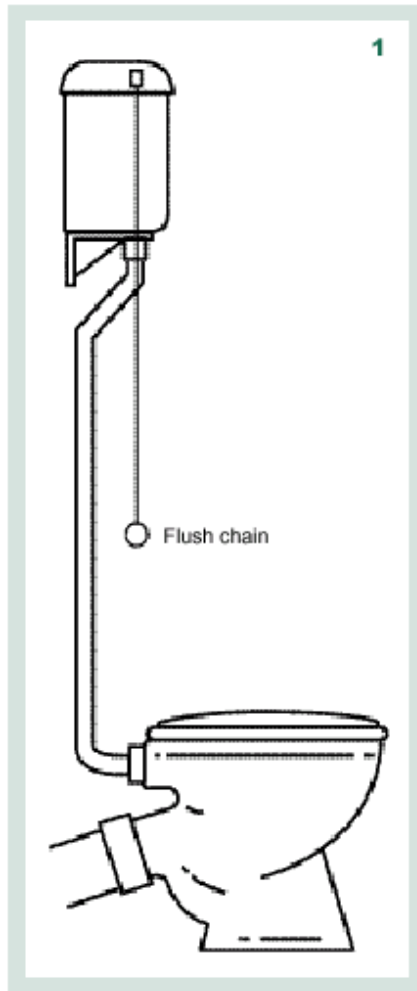
Your Problem	The Operator will ask you	Usual Status
Can't turn off tap – full pressure.	Is it the hot or cold water tap? Is the water main turned off? How long has this been happening for?	U4 Will be attended to within four hours.
No water comes out when tap turned on.	Is it the hot or cold water? Do you have a bath tub as well as a separate shower?	P96 Will be attended to within four days, unless you do not have a separate bath tub. In this case, U4 will be attended to within four hours.
Tap leaking.	Is it the hot or cold water tap? How bad is the leak? How many taps are affected? How long has this been happening?	N20 Will be attended to within 20 days. If situation worsens and tap begins to run constantly, please advise the Maintenance Call Centre and the work may be reprioritised.
Drain blocked.	Is this the only drain that is blocked? When did you first notice this? Do you have a separate shower as well as a bath tub?	P96 Will be attended to within four days, unless you do not have a separate bath. In this case, will be attended to sooner.
Leaking into room below/next to bathroom.	How long has this been happening? Does it leak only when shower is being used? Is leak near electrical/light fittings? Where is it leaking into?	Inspection by the maintenance supervisor. In the case of a serious leak or electrical danger, will be attended to within four hours.
Burst pipe behind wall.	What room is next to shower? How rapidly is water penetrating wall? When did you notice this?	U4 Will be attended to within four hours. TURN OFF THE WATER MAIN
Broken or dislodged soap holder.	How did this break? Are there any sharp edges?	P96 Will be attended to within four days if there are sharp edges. If there are no sharp edges, N20 will be attended to within 20 days.
Shower screen broken.	How did this happen? Is the screen cracked or shattered? Do you also have a bath tub?	N20 Will be attended to within 20 days, unless dangerous in which case P96 will be attended to within four days.
Shower rose/arm fallen off or broken.	How did this happen?	P96 Will be attended to within four days.

Taps



Bathroom Maintenance – Shower continued

Your Problem	The Operator will ask you	Usual Status
Floor/wall tiles loose or have fallen off.	Are tiles from floor or walls? How many have fallen off? How/when did this happen?	N20 If only a few tiles are loose or have fallen off will be attended to within 20 days or placed on Planned Maintenance Program. In serious cases an inspection will be carried out by the maintenance supervisor to determine work to be carried out.
Shower curtain rod off/loose.	Is rod off or loose? How/when did this happen?	N20 Will be attended to within 20 days.
Bathroom Maintenance – Taps		
Can't turn off tap – full pressure.	Is it the hot or cold water tap? Is the water mains turned off? How many taps are affected? How long has this been happening for?	U4 Will be attended to within four hours.
Tap leaking.	Is it the hot or cold water tap? How bad is the leak? How many taps are affected? How long has this been happening?	N20 Will be attended to within 20 days. If situation worsens please advise the Maintenance Call Centre and the work may be reprioritised.
No water comes out when tap turned on.	Which tap is it? How many taps are affected?	P96 Will be attended to within four days.
Tap handle stuck – cannot be turned on.	Which tap is it? How many taps are affected?	P96 Will be attended to within four days.
Handle/body broken.	Which part of tap is broken? How did this happen? Is there any water leaking?	P96 Will be attended to within four days.

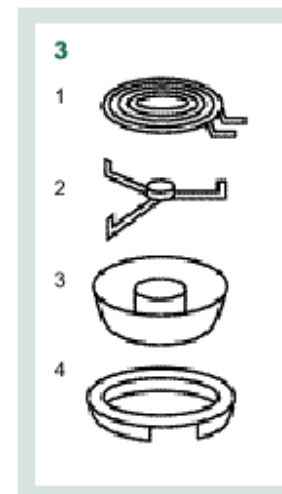
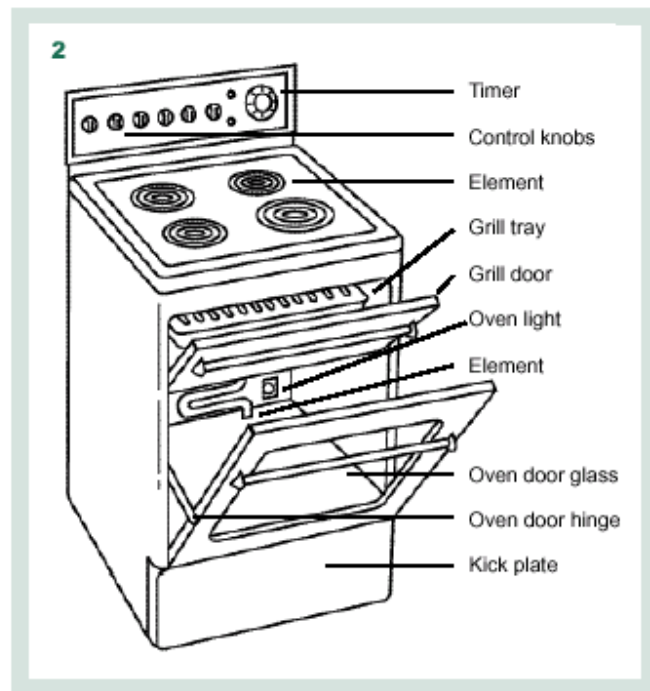
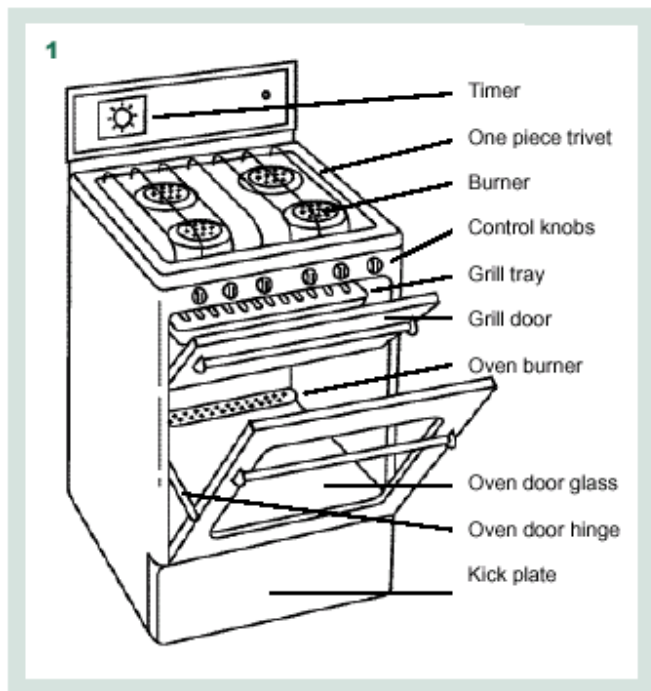


Toilet

- 1** Only in external toilets
- 2** 'P' type trap (usually in units)
- 3** 'S' type trap (usually in houses)
- 4** Toilet cistern
- 5** Complete toilet system

Toilet Repairs

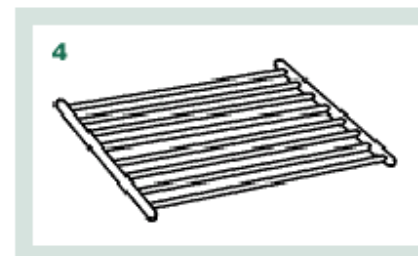
Your Problem	The Operator will ask you	Usual Status
Total Blocked toilet.	Are other drains also blocked? When did this start? Is this the only toilet you have?	U4 Will be attended to within four hours.
Slow draining toilet.	Are other drains also blocked? When did this start?	P96 Will be attended to within four days.
Pan cracked or broken.	When/how did this happen?	U4 Will be attended to within four hours.
Pan loose from floor.	When did you first notice this? How did it happen?	P96 Will be attended to within four days.
Leak from pipe or base of toilet.	Which pipe is leaking? How bad is the leak? When did you first notice this? Have you turned off the tap behind the toilet?	P96 Will be attended to within four days. If situation gets significantly worse please notify the call centre and they will re-prioritise the order.
Cistern not flushing.	When did you first notice this? Have you turned off the tap behind the toilet? Is there any leak outside the cistern or toilet itself? If so, where from?	U4 Will be attended to within four hours. Please note that Maintenance Call Centre Operator will be able to give you instructions to ensure that you are able to flush toilet whilst waiting for repair to be carried out.
Cistern running constantly into bowl.	When did you first notice this? Have you turned off the tap behind the toilet? Is there any leak outside the cistern or toilet itself? If so, where from?	P96 Will be attended to within four days.
Seat broken or loose.	How did this break?	P96 Will be attended to within four days.



- 1 Element
- 2 Element support (trivet/spider)
- 3 Spillage bowl
- 4 Dress ring

Stoves

- 1 Four burner gas stove
- 2 Four hot plate electric stove
- 3 Electric hot plate assembly
- 4 Oven tray





Kitchen Maintenance – Gas Stoves

Your Problem	The Operator will ask you	Usual Status
Stove (hotplates <i>and</i> oven) not working at all.	What is the type and make of stove? How long have you had this stove?	PND Will be attended to by 6pm next business day.
Gas jets not lighting.	How many jets are not working? How long has this been happening for?	PND Will be attended to by 6pm next business day if no jets working. Otherwise, N20 will be attended to within 20 days.
Gas leaking.	PLEASE TURN GAS OFF AT METER	U4 Will be attended to within four hours.
Oven not heating properly.	Is the rest of the stove working? Are the oven door seals intact?	N20 Will be raised to be attended to within 20 days.
Oven door broken.	Type of stove, if known. What is wrong with door?	N20 Will be attended to within 20 days.
Oven/griller door hinges/seal broken or need adjusting.	How did this happen? Which hinges/seals are broken? How long have you had the stove?	N20 Will be attended to within 20 days.
Griller not lighting.	How long has this been happening for? Is the rest of the stove working?	N20 Will be attended to within 20 days.
Knob/control broken.	How many are broken? Type of stove, if known.	N20 Will be attended to within 20 days.

FOR ALL REPAIRS: Please indicate make and model of stove, if known - this information is usually on the front of the stove.



Kitchen Maintenance – Electric Stoves

Your Problem	The Operator will ask you	Usual Status
Stove (hotplates <i>and</i> stove) not working.	What is the type and make of stove? How long have you had this stove? Have you checked the fuse box and/or isolation switch?	PND Will be attended to by 6pm next business day.
Unable to turn hotplates off.	How long has the hotplate been on for?	U4 Will be attended to within four hours.
Hotplate/griller element not working.	How long have you had this stove? How many hotplates fail? Which hotplates fail?	PND Will be attended to by 6pm next business day if all hotplates are not working. Otherwise, N20 will be attended to within 20 days.
Oven not heating properly.	Is rest of stove working? Are door seals intact? How long has this been happening? Do you have a separate wall oven, or is it part of stove?	N20 Will be attended to within 20 days.
Oven door broken.	Type of stove, if known. What is wrong with door?	N20 Will be attended to within 20 days.
Hinges/seal broken or need adjusting.	How did this happen? Which hinges/seals are broken? How long have you had the stove?	N20 Will be attended to within 20 days.
Frame/spillage bowl rusts/corrodes.	How many of these are rusted/corroded?	N20 Will be attended to within 20 days.
Knob/control broken.	How many are broken? Type of stove, if known.	N20 Will be attended to within 20 days.

FOR ALL REPAIRS: Please indicate make and model of stove, if known - this information is usually on the front of the stove.



Kitchen Maintenance - Sink

Your Problem	The Operator will ask you	Usual Status
Sink blocked.	How long has it been blocked? Are any other drains blocked? Have you tried to clear the blockage? If yes, how?	P96 Will be attended to within four days, unless other drains are also blocked. In this case, U4 will be attended to within four hours.
Pipe under sink leaks.	Where is leak coming from? How bad is the leak? Does this happen when taps are used?	P96 Will be attended to within four days.
Sink loose/coming away from wall/bench.	Where is it loose from? When/how did this happen? What is holding the sink at present?	Inspection by the maintenance supervisor.
Kitchen Maintenance – Kitchen Taps		
Can't turn off tap – full pressure.	Which tap is it? How many taps are affected? How long has this been happening for? Is the water mains turned off?	U4 Will be attended to within four hours.
Tap leaking.	Which tap is it? How many taps are affected? How bad is the leak? How long has this been happening?	N20 Will be attended to within 20 days. If situation worsens please advise the Maintenance Call Centre and the work may be reprioritised.
No water comes out when tap turned on.	Which tap is it? How many taps are affected?	P96 Will be attended to within four days.
Tap handles stuck – cannot be turned on.	Which tap is it? How many taps are affected?	P96 Will be attended to within four days.
Tap handle/body broken.	Which part of tap is broken? How did this happen? Is there any water leaking?	P96 Will be attended to within four days.

Kitchen Maintenance – Cupboards / Drawers / Benchtops

Your Problem	The Operator will ask you	Usual Status
Cupboards loose from wall.	How did this happen? Have you removed the contents?	P96 If this is an overhead cupboard, remove contents. Will be attended to within four days.
Drawers will not slide/front fallen off.	How many drawers?	N20 Will be attended to within 20 days.
Cupboard doors unhinged.	How many doors? How did this happen? If cupboard is an overhead one, please remove the door.	N20 Will be attended to within 20 days.
Cupboard doors broken.	How many doors? How did this happen?	N20 Will be attended to within 20 days.
Cupboard door catch broken/door not closing.	How many doors? How did this happen?	N20 Will be attended to within 20 days.
Cupboard/drawer handles fallen off.	How many doors/drawers? How did this happen?	N20 Will be attended to within 20 days.



Kitchen Maintenance – Ventilation

Your Problem	The Operator will ask you	Usual Status
Exhaust fans.	Where is it situated? Have you tried cleaning this yourself? Does the exhaust fan make a noise when used?	N20 Will be attended to within 20 days.
Rangehoods.	Are there other appliances not working? Have you cleaned the filters yourself? Is the rangehood making a noise? Are the lights working?	N20 Will be attended to within 20 days.



Hot Water Maintenance

Your Problem	The Operator will ask you	Usual Status
No hot water.	Do you have gas or electric hot water service? Where is it located – inside – outside – roof? Have you checked fuse box if electric and/or pilot light if gas?	PND Will be attended to by 6pm next business day.
Unable to relight pilot light. (Gas hot water services only).	Have you followed instructions on cover plate of hot water service?	PND Will be attended to by 6pm next business day.
Cannot turn off hot water (full pressure) in any part of dwelling.	Do you have gas or electric hot water service? Are all hot water taps leaking, or just one, do the other hot water taps work?	U4 Will be attended to within four hours.
Slow to reheat.	Do you have gas or electric hot water service? Do you know how many litres it holds? How many people use this? Do you have off-peak hot water? Has this always been the case, or has it just recently started to occur?	PND Will be attended to by 6pm next business day. If situation worsens and you run out of hot water.
Hot water service leaking.	Do you have gas or electric hot water service? Where is it located? Where is it leaking from? How bad is the leak? How long has this been happening? If located in roof, is water coming through close to a light fitting?	P96 Will be attended to within four days, unless leak is severe – water is coming through near electrical fitting for roof model hot water services – or you do not have hot water. In these cases, will be attended to sooner.

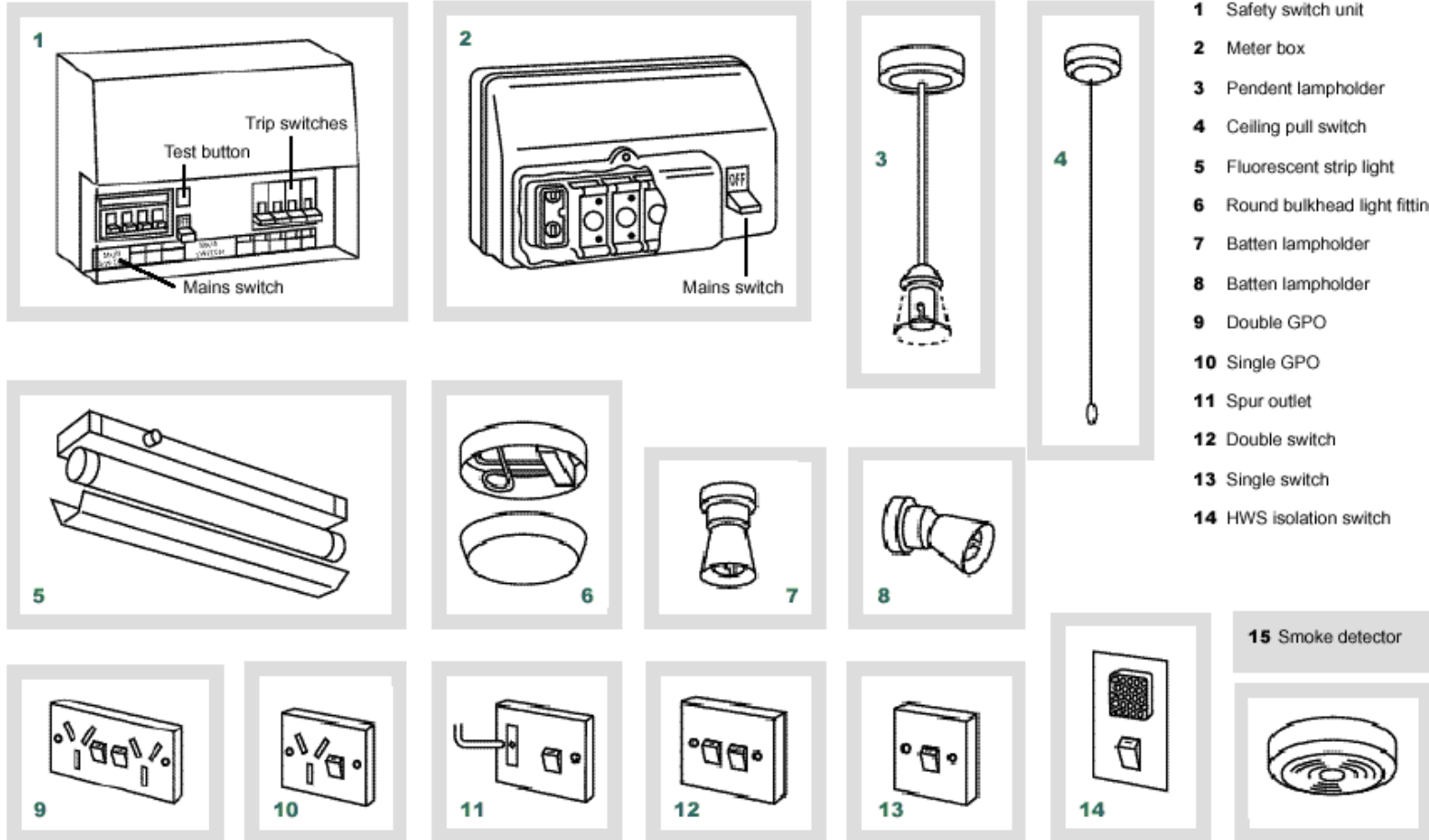


Laundry Maintenance – Clothes Dryers – Housing ACT owned only

Your Problem	The Operator will ask you	Usual Status
Won't turn on.	Is the dryer in your home or common area? How long has this been happening? Have you checked the fuse box? Is this the only working machine in the common area?	P96 Will be attended to within four days. If this is the only machine the call centre will re-prioritise.
Can hear motor running but tumbler not working.	Is the dryer in your home or common area? How long has this been happening? Is the dryer still heating?	P96 Will be attended to within four days.
Runs OK but seems to take too long to dry.	Is the dryer in your home or common area? When was the last time the dryer was cleaned? How old do you think the dryer is?	P96 Will be attended to within four days.
Laundry Maintenance – Washing Machines – Housing ACT owned only		
Not working at all.	Is the washing machine in your home or common area? How long has this been happening?	P96 Will be attended to within four days. If this is the only machine the call centre will re-prioritise.
Will not spin or pump water out.	Is the washing machine in your home or common area? How long has this been happening?	P96 Will be attended to within four days.
Water leaking from machine.	Is the washing machine in your home or common area? How long has this been happening? Where is the leak coming from? How bad is the leak?	P96 Will be attended to within four days.

PLEASE NOTE: Clothes Dryers & Washing Machines will only be serviced if they belong to Housing ACT.

Electrical





Electrical Repairs / Maintenance – Power Points

Your Problem	The Operator will ask you	Usual Status
All power points not working.	Have you checked the switchboard? When did this happen? What appliances were plugged in at the time? Have you checked circuit breaker to ensure it is not in 'OFF' position?	U4 Will be attended to within 4 hours.
Some power points not working.	How many are not working? Which rooms are they in? How did you notice this? Have you checked fuses?	P96 Will be attended to within four days.
Power point will not turn on or off.	How many power points is this happening to? Which rooms are they in? When did you notice this?	P96 Will be attended to within four days.
Power points loose or coming away from wall.	How many power points is this happening to? Which rooms are they in? When did you notice this? How did this happen? Are there any exposed wires?	P96 Will be attended to within four days, unless there are exposed wires. In this case, U4 will be attended to within four hours. DO NOT USE THE POWER POINT
Power point cracked or broken.	How many power points is this happening to? Which rooms are they in? When did you notice this? How did this happen? Are there any exposed wires?	P96 Will be attended to within four days, unless there are exposed wires. In this case, U4 will be attended to within four hours. DO NOT USE THE POWER POINT

Electrical Repairs / Maintenance – Lights Inside Dwelling

Your Problem	The Operator will ask you	Usual Status
Wires hanging from ceiling.	How long has this been like this? Which rooms is this in? How did this happen?	U4 Will be attended to within four hours.
No lights working.	Have you checked the switchboard? When did this happen?	U4 Will be attended to within four hours.
Water in light globe.	Which room is this in? Where is water coming from? Have you removed fuse for lights?	U4 Will be attended to within four hours.
Light switch loose or coming away from wall.	How many switches is this happening to? Which rooms are they in? When did you first notice this? How did this happen? Are there exposed wires?	P96 Will be attended to within four days, unless there are exposed wires. In this case, U4 will be attended to within four hours.
Light switch cracked or broken.	How many switches is this happening to? Which rooms are they in? When did you first notice this? How did this happen? Are there any exposed wires?	P96 Will be attended to within four days, unless there are exposed wires. In this case, U4 will be attended to within four hours.
Batten holder (light fitting) coming away from ceiling.	How many lights is this happening to? Which rooms are they in? When did you first notice this?	P96 Will be attended to within four days.
Light will not turn off or on.	How many lights is this happening to? Which rooms are they in? When did you first notice this? Have you checked the fuse box?	P96 Will be attended to within four days.



Electrical Repairs / Maintenance – Common Area Lights

Your Problem	The Operator will ask you	Usual Status
No lights working.	When did this happen?	U4 Will be attended to within four hours.
Some lights not working.	When did you first notice this? Where are the lights that are not working located (eg. outside which units, near driveway, etc)?	P96 Will be attended to within four days, unless the lights not working provide security. In this case, PND will be attended to by 6:00pm the next business day.
Lights coming on/turning off at wrong times.	When did you first notice this? Are lights on during the night?	P96 Will be attended to within four days.

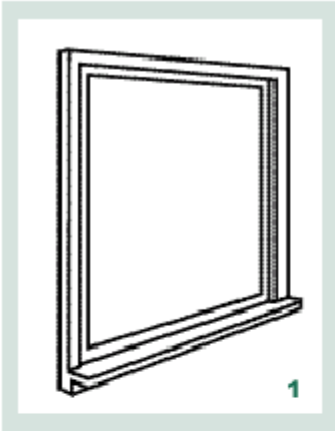
General Maintenance – Ceiling

Your Problem	The Operator will ask you	Usual Status
Leaking.	Which room is it? Where is the leak coming from? Is the water coming through or close to a light or electrical fitting?	P96 Will be attended to within four days, unless the leak is close to an electrical fitting. If this is the case, U4 will be attended to within four hours.
Severe or excessive mould.	What room is it in? Is there adequate ventilation in the room? How long has this problem existed?	Inspection by the maintenance supervisor.
Sagging.	What room is it in? Is there dampness in the area where it is sagging? Is the sagging in an area where there are light fittings?	Inspection by the maintenance supervisor, unless there is a serious water leak forcing the sagging to occur. If this is the case, U4 will be attended to within four hours.
Hole in ceiling.	What room is it in? How did this happen?	Inspection by the maintenance supervisor.

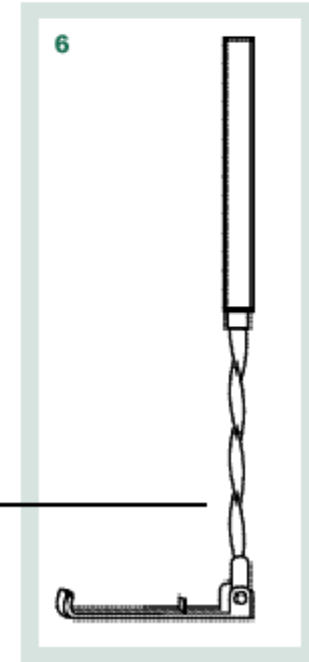
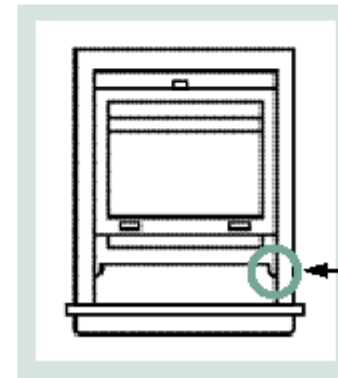
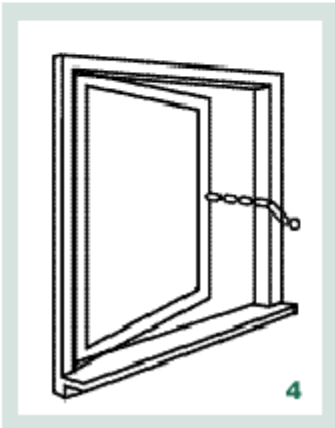
General Maintenance – Flooring

Your Problem	The Operator will ask you	Usual Status
Warped, buckled, damaged or cracked.	Which room is it? How did it happen? How much damage is there? What type of floor is it?	Inspection by the maintenance supervisor.
Tiles broken or missing.	Which room is it? How many tiles are broken or missing?	N20 If only a few tiles are loose or have fallen off will be attended to within 20 days. In serious cases, inspection by the maintenance supervisor.
Possible rotten or pest infected timber floors.	Which room is it? How large is the area that is damaged? Can you see termites, etc? Is there a hole in the floor?	Inspection by the maintenance supervisor.
General Maintenance – Carpets		
Internal Sewage spillage/flooding.	Which room is it? How badly soaked is the carpet? Is there sewage on the carpet?	U4 Will be attended to within four hours.
Damp carpet from minor leak.	Which room is it? How damp is the carpet?	P96 Will be attended to within four days.
Flooded or soaked carpet by burst hot water service or pipe.	Which room is it? How soaked is the carpet?	U4 Will be attended to within four hours. However, noise restrictions in night may require the work to be completed next morning.

Windows



- 1 Fixed window
- 2 Double hung window
- 3 Aluminium horizontal sliding window
- 4 Casement (Side-hung) window
- 5 Hopper window
- 6 Sash balance construction





General Maintenance / Repairs – Windows

Your Problem	The Operator will ask you	Usual Status
Broken glass panes.	Is the window timber or aluminium frame? How did this happen? Have you reported it to the Police? Which room is it? Approximately how big is the window?	U4 Will be attended to within four hours. NOTE: THE COST ASSOCIATED WITH BROKEN GLASS WILL NORMALLY BE CHARGED TO YOU – By providing a statutory declaration and police incident to you Housing Manager, the charge is likely to be removed.
Latches broken.	Is the window timber or aluminium frame? How did this happen? Which room is it? Can you secure the window?	U4 If unable to be secured, will be attended to within four hours. Otherwise, N20 will be attended to within 20 days.
Frame / sashcord / balances broken.	Is the window timber or aluminium frame? How did this happen? Which room is it? Can the window be closed and secured by any other means?	P96 Will be attended to within four days, unless window cannot be secured by other means. In this case, U4 will be attended to within four hours.
Difficult to open / close.	Is the window timber or aluminium frame? Which room is it? What type of window is it?	N20 Will be attended to within 20 days.
Weather getting in.	Is the window timber or aluminium frame? Which room is it? What type of window is it?	N20 Will be attended to within 20 days.

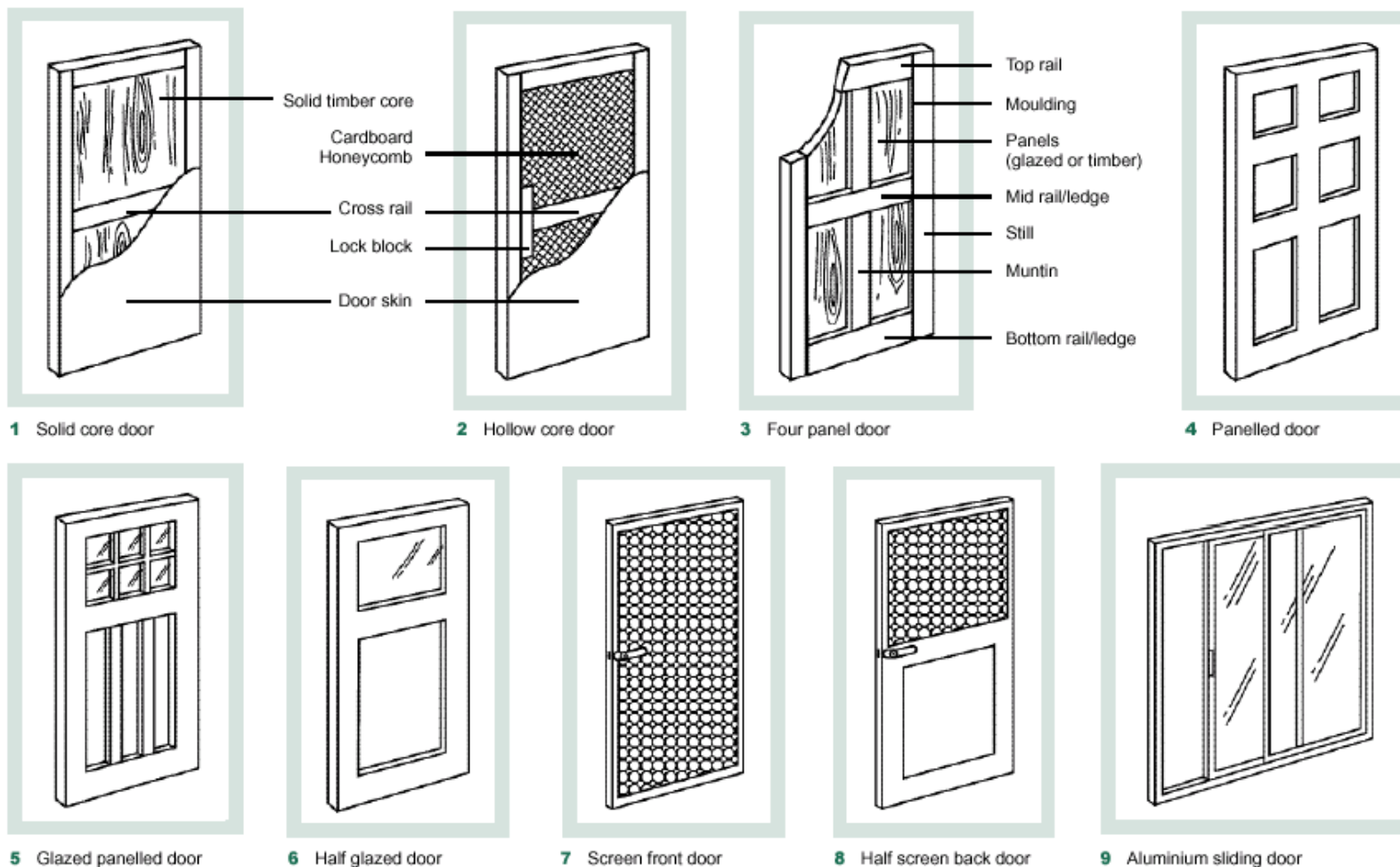
General Maintenance – Cupboards

Your Problem	The Operator will ask you	Usual Status
Loose from wall.	How did this happen? How loose are they? If the cupboard is an overhead one, please remove all items from it.	P96 If this is an overhead cupboard, remove contents. Will be attended to within four days.
Doors unhinged.	How many doors? How did it happen? If the cupboard is an overhead one, please remove the doors.	N20 Will be attended to within 20 days.
Doors broken.	How many doors? How did it happen?	N20 Will be attended to within 20 days.
Door catch broken/not closing.	How many doors? How did it happen?	N20 Will be attended to within 20 days.
Handles fallen off.	How many doors/drawers? How did it happen?	N20 Will be attended to within 20 days.
General Maintenance – Ventilation		
Exhaust fans.	Where is it located? Have you tried cleaning it? Does it make a noise when using it? Are the dwelling lights working?	N20 Will be attended to within 20 days.

General Maintenance – Walls

Your Problem	The Operator will ask you	Usual Status
Cracks in walls.	How did this happen?	Inspection by the maintenance supervisor.
Paint finish badly deteriorated.	Is the paint peeling/flaking? Which room is it? Do you know when the wall was painted? Have you tried to wash the wall down?	Inspection by the maintenance supervisor.
General Maintenance – Gas and Electric Heaters		
Gas leaking.	When did you notice this? Have you turned gas off at meter? DO NOT USE HEATER IN THIS CONDITION	U4 Will be attended to within four hours. TURN GAS OFF AT METER
Smoke escaping into dwelling.	Is heater gas or electric? Which room is it? How much smoke is there? Can you see where smoke is coming from?	U4 Will be attended to within four hours. TURN HEATER OFF AND DO NOT USE IT
No heating.	Is heater gas or electric? Which room is it? How long has this been happening? Have you tried to clean it? If electric, have you checked fuses?	PND Will be attended to by 6pm next business day. If no alternate heating is available, temporary heating may be provided sooner.
Not heating properly.	Is heater gas or electric? Which room is it? How long has this been happening? Have you tried to clean it? If electric, have you checked fuses?	P96 Will be attended to within four days.
Noisy/not working fan.	Is heater gas or electric? Which room is it? How long has this been happening? Have you tried to clean it? If electric, have you checked fuses?	P96 Will be attended to within four days.

Doors





General Maintenance – Wood and Combustion Heaters – These will be replaced on fail with electric heating or gas heating if gas already connected to the property.

Your Problem	The Operator will ask you	Usual Status
Smoke escaping into dwelling.	Which room is it? How much smoke is there? Can you see where smoke is coming from?	U4 Will be attended to within four hours. PUT OUT FIRE IN HEATER IF SMOKE IS ESCAPING INTO HOUSE & CALL THE FIRE BRIGADE
Glass panel in door or handle broken	How did this happen? Which room is it? Can you use the heater?	PND Will be attended to by 6pm next business day. DO NOT USE HEATER UNTIL REPAIRED
Bricks in heat box breaking up.	Which room is it? How old are the bricks? Is there smoke coming out of heater?	PND Will be attended to by 6pm next business day. DO NOT USE HEATER UNTIL REPAIRED
General Maintenance – Doors		
Will not lock/unlock.	Which door? What kind of lock is fitted? Have you got access to/from dwelling?	U4 External Doors - Will be attended to within four hours N20 Internal Doors - Will be attended to within 20 days.
Front/rear door coming off hinges.	Which door? Is the dwelling secure? Are locks intact? How did this happen?	U4 If external door can not be secured - Will be attended to within four hours. P96 If door can be secured – Will be attended to within four days.
Sliding glass door broken.	Which door? Can the dwelling be secured? How did this happen? Have you reported it to the Police?	U4 Will be attended to within four hours. NOTE:THE COST ASSOCIATED WITH BROKEN GLASS WILL NORMALLY BE CHARGED TO YOU
Broken glass panel in door.	Which door? Can the dwelling be secured? How did this happen? Have you reported to the Police?	P96 Will be attended to within four days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
Sliding glass door off runners.	Which door? Can the dwelling be secured? How did this happen?	P96 Will be attended to within one week, unless property cannot be secured. In this case, U4 will be attended to within four hours.

General Maintenance – Doors continued

Your Problem	The Operator will ask you	Usual Status
Door jam split.	Is it an internal or external door? Which door is it? Can dwelling be secured?	N20 Will be attended to within 20 days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
Closer not working.	Which door? Can door be opened/closed easily?	N20 Will be attended to within 20 days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
External door handle broken/loose.	Which handle? Does door have another lock? Can dwelling be secured? Have you got access to/from the dwelling?	P96 Will be attended to within four days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
External door handle hard to open/close.	Which handle is it? Does door have another lock? Can dwelling be secured? Have you got access to/from the dwelling?	P96 Will be attended to within four days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
Screen door will not lock/hinges loose.	Is door at front or rear of dwelling? Has lock come off? Is the external wooden door secure?	P96 Will be attended to within four days, unless property cannot be secured. In this case, U4 will be attended to within four hours.
Internal handle loose/coming off.	Which door? How did this happen?	N20 Will be attended to within 20 days.
Internal door hard to open/close.	Which door? Is door coming unhinged? How did this happen?	N20 Will be attended to within 20 days.

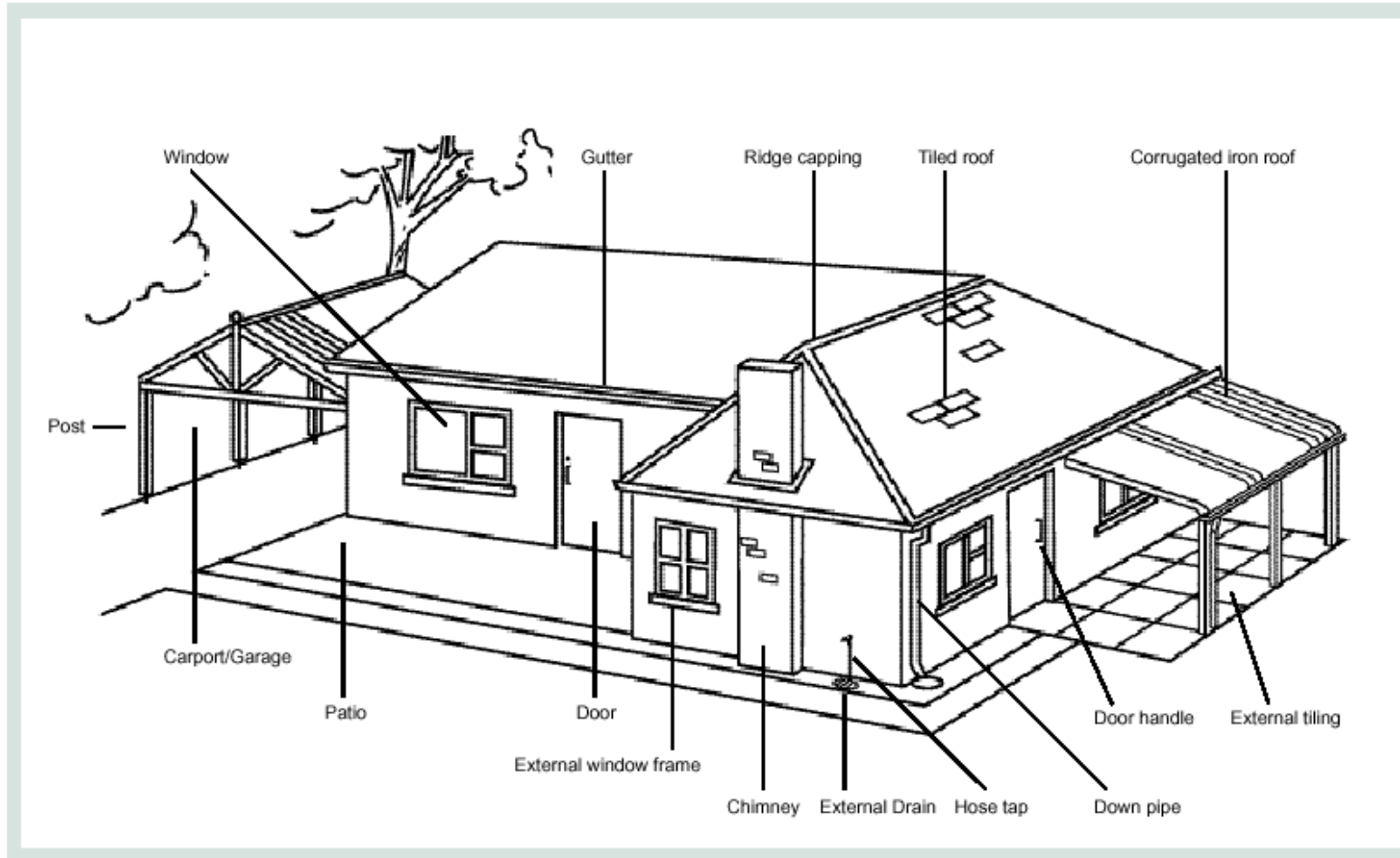
General Maintenance – Smoke Alarms

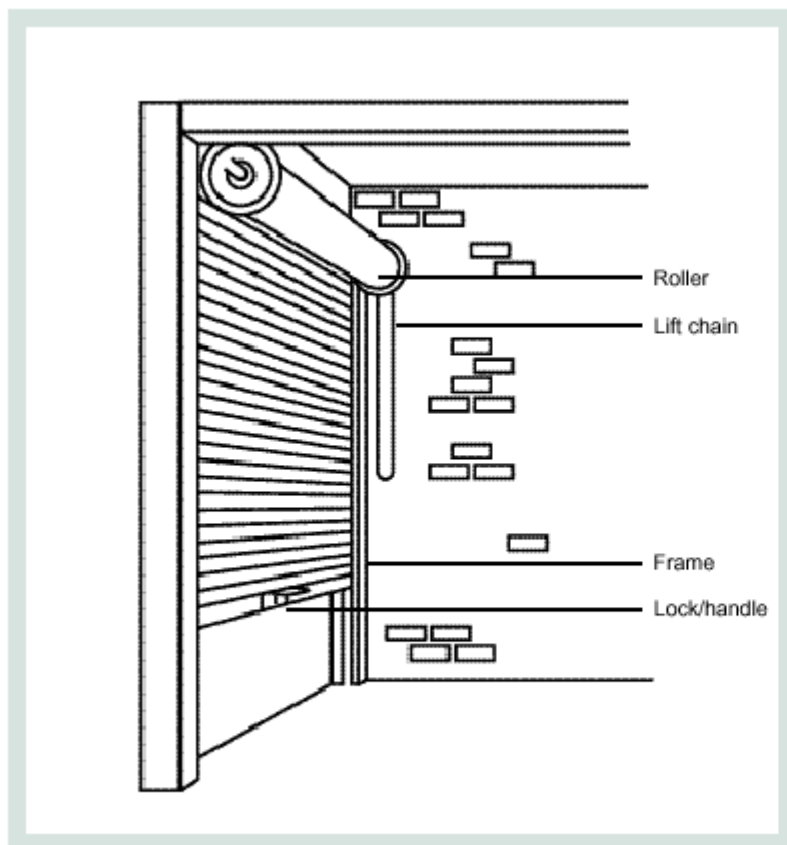
Your Problem	The Operator will ask you	Usual Status
Smoke alarm buzzing or beeping.	Is the alarm hard wired or battery powered? Which lights are on the alarm? How often is it buzzing/beeping? Which room? How long has this been happening? Do you know what first started this happening? Have you tried vacuuming around the alarm?	U4 Will be attended to within four hours.
Smoke alarm not working.	Is the alarm hard wired or battery powered? If battery operated, have you tried changing batteries? If hard wired, have you checked fuses? When did you first notice this? Do you know what first started this happening? How do you know it is not working?	PND Will be attended to by 6pm next business day.

General Maintenance – Steps / Handrails

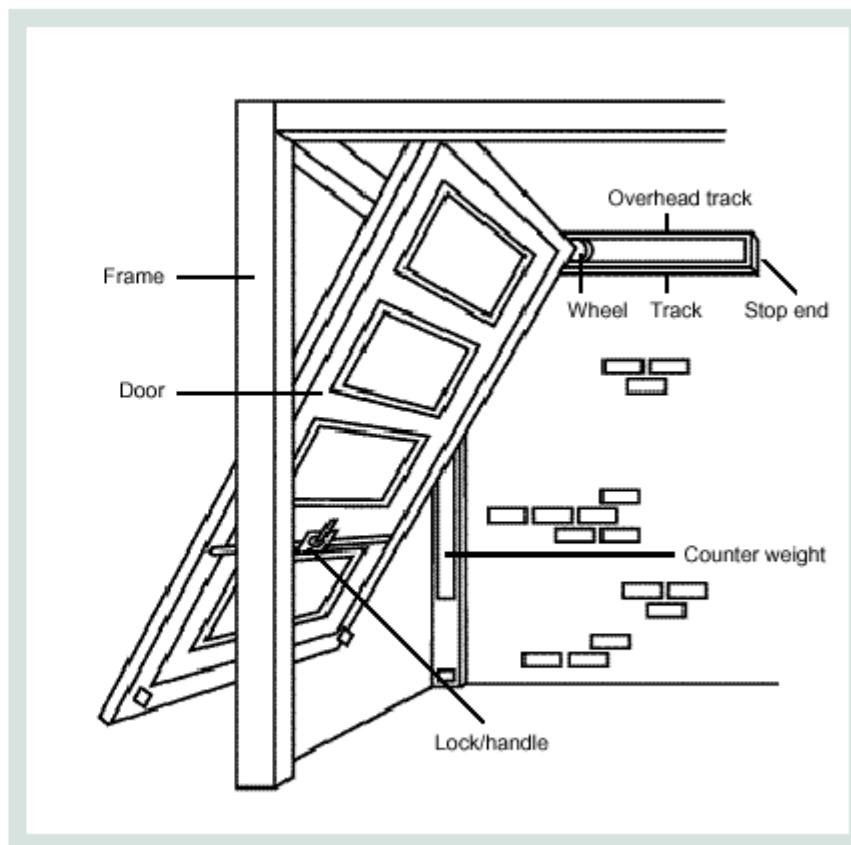
Loose / cracked / broken.	Are steps/handrails inside or outside? Are these safe to use? How long have they been like this? If handrail broken, do you know when/how this happened?	<p>Depending on trade required, will either be P96 attended to within four days, or an inspection will be carried out by the maintenance supervisor to determine the scope of work required.</p> <p>For example:</p> <ul style="list-style-type: none"> • If wooden handrail has come loose inside dwelling, will be attended to within four days. • If concrete steps are badly cracked, an inspection will be carried out to determine remedy.
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Exterior of Dwelling





Roller door



Tilt-a-door

**External Maintenance – Garage Doors – Housing ACT owned only**

Your Problem	The Operator will ask you	Usual Status
Lock/handle faulty.	How did this happen? How long has it been faulty? Can door be locked?	P96 Will be attended to within four days.
Door not opening/closing.	How long has this been happening? Is door stuck open or closed?	P96 Will be attended to within four days.
External Maintenance – Letterbox		
No letter box.	How did this happen? How long has it been missing?	N20 Will be attended to within 20 days.
Lid broken off.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
No street or unit number on it.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Fallen off post/gate.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
External Maintenance – Gates & Fences		
Faulty gate latch, or gate wont open/close properly.	What type of gate? What type of latch? Can gate be shut?	N20 Will be attended to within 20 days. However, if the household includes children, the Maintenance Call Centre may reprioritise the work to P96 and attend within four days.
Fence line problems	Maintenance Call Centre will identify issues (eg – any risks to safety & security, nature of repair required).	An inspection by the maintenance supervisor will be carried out. If children or dogs reside at the premises, P96, temporary repairs within four days will be undertaken, pending a more permanent solution.

External Maintenance – Clothes Hoist - Rotary

Your Problem	The Operator will ask you	Usual Status
Won't wind up/down.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Arm/wire/handle broken.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Fallen over.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Frame broken.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Post broken.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.

External Maintenance – Clothes Hoist – Fixed

Coming away from Wall.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.
Broken wire.	How did this happen? How long has it been like this?	N20 Will be attended to within 20 days.

External Maintenance – Roofing

Leak in roof.	Is it a metal or tile roof? Which room is affected? Is the leak coming into any light/electrical fitting? Is there a chimney or flue close to leak?	P96 Will be attended to within four days, unless there is a leak coming through roof into light/electrical fittings. In this case, U4 will be attended to within four hours.
Pests/animals in roof.	Is it a metal or tile roof? What do you think is in the roof?	PND Will be attended to by 6:00pm the next day.
Damaged roof.	How is the roof damaged? How did it happen?	P96 Will be attended to within four days.

External Maintenance – Pest Control

Bees/Wasps within wall cavity, ceiling.	Where are the bees/wasps nesting? Are there a large amount? Have they attacked/injured any household member or guest? When did they first arrive on site?	PND Will be attended to by 6pm next business day. KEEP AWAY FROM THE SWARM AND/OR NEST
European Wasps anywhere on premises.	Where are the European Wasps? How many? Have they attacked/injured any household member or guest? When did they first arrive on site?	PND Will be attended to by 6pm next business day. KEEP AWAY FROM THE SWARM AND/OR NEST
Termite infestation suspected on site.	Where is the infestation located? How/when did you notice this? How much damage is there?	Inspection by the maintenance supervisor.

If you have any further queries about maintenance, or wish to make a comment on the maintenance services provided by Housing ACT, please contact your Housing Manager on 13 34 27.

If you have a complaint regarding maintenance services please contact the Maintenance Call Centre on 6207 1500 in the first instance. If you are unable to achieve a satisfactory outcome, please call Housing ACT Complaints Management Unit on 6207 1515 during business hours.

Additional information is available from the DHCS website: www.dhcs.act.gov.au

Other important Phone Numbers:

Emergency (Fire/Ambulance/Police)	-	000
Australian Federal Police	-	131 444
State Emergency Services	-	132 500
Poisons Information Centre	-	131 126