



## Repairs & Maintenance – important information from Housing ACT

### Who will do the maintenance work?

Housing ACT has appointed one Facility Manager, Spotless P&F Pty Ltd to undertake property maintenance.

### How do I request repairs and maintenance?

- Ring the Maintenance Helpdesk on 6207 1500.
- Provide the Operator with your name, address and telephone number.
- Describe the problem using the *Tenants' Guide To Repairs & Maintenance* to ensure you have all the necessary information.

**Note:** If you are reporting damage resulting from vandalism, you are required to call the Australian Federal Police (AFP) on 131444 and report the matter before contacting the Maintenance Helpdesk.

The cost of repairing all damage will initially be charged to you. However, if you provide your Housing Manager with a Statutory Declaration as to how the damage occurred and a police report or police Incident Number indicating that it is not your responsibility, Housing ACT may remove the charges from your account.

### What is the Maintenance Helpdesk?

Spotless P&F has set up the Maintenance Helpdesk to respond to requests for repairs and maintenance on Housing ACT properties. It operates 24 hours a day, 7 days a week.

### What can I expect when I ring the Maintenance Helpdesk?

An Operator will:

- ask you a series of questions about your repair request.
- raise either a Works Order or an Inspection to be carried out by a maintenance supervisor, depending on the urgency and complexity of the issue.
- let you know a timeframe in which you can expect the work to be attended to.



## What is the Tenants' Guide to Repairs & Maintenance?

The Guide is a reference that should be used before you ring the Maintenance Helpdesk to report a maintenance issue.

The Guide has been divided into two sections:

### Section 1 – Questions & Answers

This section outlines:

- how repairs and maintenance are arranged through the Maintenance Helpdesk
- the process for ordering work
- the priorities which will normally be applied to the various maintenance requests
- answers to general questions tenants may have about the repairs process and how we address this.

### Section 2 – Repairs Guide

This section lists the maintenance requests most frequently reported.

## What happens after I have requested repairs?

If a Works Order has been raised - a maintenance contractor will contact you to arrange a suitable time to do the work.

Appointments must be kept to ensure the work is completed promptly and no unnecessary costs are incurred.

If an Inspection has been requested – a maintenance supervisor will contact you to arrange a suitable time to assess the work needed and determine a priority for it to be completed.

## What happens if I can't keep my appointment with the maintenance contractor?

Please advise the Maintenance Helpdesk urgently. If you are not home for the first scheduled appointment, a card will be left with details of the time the contractor called. You should call the Maintenance Helpdesk within 24 hours to make alternative arrangements.

If you do not do this, the contractor will call again. If you are still not available a second card will be left. You are then required to contact the Maintenance Helpdesk 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 and two cards have been left, the contractor will advise Housing ACT. The Works Order or Inspection will be cancelled unless work is required for health, safety or security reasons.

## How quickly will the work be completed?

Any work classified as urgent will be attended to within 4 hours.

Any work classified as priority will be attended to within one week.

Any work classified as normal will be either attended to within one month or placed on the planned maintenance program, depending on the nature and complexity of the work.

## Urgent Works

Urgent works are attended to and repaired or made safe within 4 hours. When reporting urgent works, you will be asked to be at home for the 4 hour period. If you are not at home, when the contractor arrives, you may be charged for the contractor's time.

## What are Urgent repairs?

Urgent repairs are where there is an immediate health, safety or security risk or where the property will be further damaged if work is not carried out. Examples include:

- a burst water service
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- damage that causes the premises to be unsafe/insecure
- damage likely to cause injury to person or property.

## What are Priority repairs?

Priority repairs are work needed to fix a problem that is not urgent (or emergency), but is causing inconvenience and may develop into a health, safety or security risk if not fixed promptly. Examples include:

- hot water is slow to heat or external hot water service is leaking
- heater is not heating properly
- other electrical fault
- toilet pan is loose
- leak from pipe or base of toilet



## What happens if the problem I reported gets worse?

Ring the Maintenance Helpdesk and describe what is happening, when and why it got worse.

## What can I expect once the contractor arrives?

The Contractor will:

- identify themselves to you with a photographic identification card.
- remove all rubbish resulting from the work and leave the area in its original state.
- ask you to sign an acknowledgment to say the work is complete and the reported problem has been fixed.

## How are contractors expected to behave?

Contractors are required to behave in a respectful and courteous manner.

## What are my responsibilities to contractors?

You should extend courtesy and respect to the contractor. Children should be kept away from the area in which the contractor is working.

Pets should be restrained to prevent them from interfering with the contractor.

## What can I do if I am unhappy with the standard of work or the contractor's behaviour?

- Advise the Maintenance Helpdesk on 6207 1500 and the matter will be investigated.
- Advise the Housing & Community Services Customer Assistance and Complaints Line on 133427.

## Is there any repair that the Maintenance Helpdesk will not carry out?

Yes:

- if locked out of your home you will need to contact a locksmith to gain entry at your cost
- items installed by you (eg - ceiling fans, washing machines, dryers, dish washers)
- normal repairs resulting from damage caused by you or your guests. You will need to arrange for a qualified person to carry out the work at your expense.

**Note:** Key replacements – you will need to contact the Maintenance Helpdesk for information on where you can have keys cut at your cost.



## Can I be charged for any repairs?

Yes. These are usually instances where damage has been caused by you, a family member or a guest, and it falls into the urgent repairs category, or where usual wear and tear does not seem likely to be the cause of damage.

If you have been advised that you will be charged for a repair you may elect to organise for the work to be carried out by a qualified tradesperson at your expense.

Alternatively, the Maintenance Helpdesk can arrange for the work to be done and the costs charged to you if it relates to health, safety or security.

## Who can I call about the services of the Maintenance Helpdesk?

Contact the Complaints Management Unit on telephone 133427.

## Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133427.

**For more assistance on Housing ACT matters, please telephone 133 427.**

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