

Fact Sheet—Repairs and Maintenance

Community Housing Limited will provide and maintain its properties in a good state of repair

CHL has developed benchmark property standards and we will make sure that the properties we manage meet these standards. This includes ensuring that we attend to both large items, e.g. new kitchens, carpets etc and also less expensive matters such as re-hanging doors.

How do tenants make a request for repairs?

Tenants should always deal directly with CHL Assets through the call centre on **1300 424 573**.

For leasehold tenants in particular, we ask that you do not directly contact either the agent or the owner. Call or come into our office to make a request. CHL keeps records of all correspondence and this may become very important at the end of your tenancy.

How long should tenants wait for things to be fixed?

CHL will always endeavour to have maintenance matters attended to within the following time frames:

Type of Repair	Description and time frames
Emergency Repairs [within 4 hours]	Consists of those which may cause serious harm towards a person or serious damage to the property (e.g. storms, fire damage, gas leak, serious roof leak, a burst water service or sewage blockage and other faults that make the premises unsafe)
Urgent Repairs [within 24 hours]	Consists of those which may cause serious damage to the property and must be maintained within 24 hours of filing the request to reduce the risk of it becoming an urgent matter (e.g. failure of stove, oven or hot water service)
Normal Repairs [within 21 days] (14 days VIC and TAS)	Consists of those which are not threatening to a person or damaging to the property but still need to be repaired within a 21 day time frame

Note: on leasehold properties this may change as the landlord is responsible for the repairs but CHL will get urgent work fixed withing 4 hours.

What type of maintenance will CHL attend to?

There are some items that tenants commonly request that we are unable to assist with. Some of these matters are:

- Supply and installation of air conditioners or heating
- Landscaping and gardening
- Intruder alarm systems
- Installation of swimming pools
- Patios and pergolas
- Telephone supply and connections
- Installation of satellite or other pay TV services
- Supply and installation of grills, grids or shutters to windows
- Some types of pest control

IMPORTANT: Where tenants have a serious medical problem or disability, we can often provide additional assistance. See fact sheet *Disability Modification to Dwellings*.

Can tenants organise work to the property if they are willing to pay for it?

If tenants wish to undertake maintenance themselves, then they must apply in writing.

Tenants should also speak to one of our Area Managers who will provide them with all of the conditions that tenants might have to meet. These conditions can vary depending on the type of work being done and who will be completing the work.

How do tenants contact CHL outside of office hours?

CHL has an out of office hours call centre 1300 424 573

What can tenants do if things are taking too long to get fixed?

Tenants are to contact the call centre, who will help follow up on work not done or work not done correctly. CHL also has a formal complaints and appeals process where tenants can have their issues further investigated and resolved.