

Repairs and Maintenance

CHL will 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 we attend to both large items e.g. new kitchens, carpets etc and also less expensive matters such as re-hanging doors. As a tenant, you have responsibilities to maintain your home and ensure repairs are promptly reported.

How do I request a repair?

Call CHL's Contact Centre on:

- **1300 245 468** (24 hrs, 7 days per week).

Please call during business hours if non-urgent.

Please do not directly contact the agent or the property owner, if you are in a property that is leased to CHL by a private owner or real estate.

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.

What does CHL NOT assist with?

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

- Supply/install 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: If you have a serious medical problem or disability, we can often provide additional assistance. Refer to CHL's **Disability Modifications Policy** available on our website.

How long do I wait for the repairs?

CHL will try to have maintenance matters attended to within the below response times.

Type of repair	Description
Emergency repairs within 4 hours	May cause serious harm towards a person or serious damage to the property. e.g. storms, fire damage, gas leaks, serious roof leak, burst water service etc.
Urgent repairs within 24 hours (3 business days for NT)	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, TAS, NT)	Are not threatening to a person or damaging to the property but still need to be repaired. <i>Please note minor maintenance and repairs may be postponed until there are other jobs of similar trade in the area, or subject to parts and supply availability.</i>
Defect repairs (new properties)	Responsibility of the original contractor for first 12 months of a new property being built. <i>The response targets outlined above may not apply for minor defects.</i>

Note: for privately leased properties this may change as the private landlord is responsible for the repairs, but CHL will get urgent work fixed within 4 hours.

Can I organise work if I pay?

Yes but you must apply first in writing and await approval. You can speak to our Assets team who will provide you with all of the conditions that might have to be met. These conditions can vary depending on the type of work being done and who will be completing the work.

What if it takes too long to get fixed?

Call the Contact Centre on 1300 245 468, who will help follow up on work not done or work not done correctly. CHL has a formal complaints and appeals process where you can have your issues further investigated and resolved.