



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

A World Without Housing Poverty

Asset Management & Maintenance Services

A maintenance service that's right up your street





Managing over 5,700 homes across Australia, Community Housing Limited (CHL) has over 20 years of specialist experience in maintaining residential and commercial properties.

At CHL we can offer our clients, which include contracts on behalf of governments and agency partners, a unique property maintenance solution that gives peace of mind whilst encompassing our ethical business approach.

Building a partnership together utilising our experience and understanding your priorities we can deliver a successful, long term maintenance solution that gives you value for money.

CHL are guided by the highest standards of customer service with a 90% overall satisfaction rating with our customers. Our highly skilled and well trained staff follow a process by which repairs are carried out in a timely and efficient manner without the need for follow on appointments.

As with most property maintenance the process begins with a notification of repair. CHL have a unique 1300 4 CHL REPAIR (1300 424 573) hotline where dedicated staff are on hand to respond to repair requests 24 hours a day 7 days a week.

A photograph of two call center agents in a white uniform, wearing headsets, sitting at a desk and typing on a keyboard. The background is blurred, showing a bright window. An orange banner is overlaid on the bottom right of the image.

**Call 1 300 4 CHL REPAIR (1300 424 573)**

We recognise that due to busy lifestyles and pressures your tenants may not be able to call us. With this in mind we provide additional facilities where by tenants can also report repairs via text message or via email. We also plan to introduce an online repair reporting form via our website in 2015.

Through a discussion with your tenant we are able to diagnose the maintenance problem, prioritise the repair in accordance with the Residential Tenancy Act (RTA) and issue the work order to one of our qualified maintenance contractors.





## An asset management and maintenance service that meets your needs

In order to help support and grow your business CHL offer a one stop solution to your Asset Management and Maintenance requirements.

Our service options, available individually or as part of a total Asset Management and Maintenance package to you are listed in page 6 and 7 of this brochure.



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## Why Choose CHL?

CHL has an extensive geographical presence across Australia. We are present in six States including Victoria, New South Wales, Western Australia, South Australia, Tasmania and Queensland. This means we have the capability to deliver services in your communities across a large portfolio of properties. Being a national operator we can pass on savings procured through our supply chain to you.

We have a transparent tendering process to procure all of our services. You will have the comfort in knowing that the service you chose to partner with CHL will not only be professional but will provide you with Value for Money in your activities.

Our extensive experience in working across Australia means we have excellent experience in managing and dealing with a diverse customer base. All of our operatives, both directly employed and

externally procured are experienced and continuously trained in understanding the individual needs of your customers with particular needs, such as learning disabilities, mental health issues, physical disabilities or other personal and personal challenges.

All of our maintenance contracts are procured using a schedule of rates based system, giving you certainty of the cost of repair prior to the work being completed.

Our qualified Asset Managers and technical field service officers are on hand to provide you a best in class maintenance service.



### Asset Planning

Offering property condition surveys and planning tools to enable you to budget for your maintenance requirements.



### Essential Services

Relieving the burden and stress of managing complex compliance issues such as fire alarm maintenance and lift servicing.



### Planned Maintenance

Offering you programmed maintenance solution such as painting programs that protect and extend the life cycle of your assets.



### Ethical Working

Working ethically is central to CHL's activities, as a not-for profit organisation, working responsibly and ethically is embedded in our culture and the communities we serve. We believe that an ethical approach to business can only benefit our current and future customers.

Our desire to work responsibly and ethically means we collaborate with the communities we serve. This comes in a variety of forms such as training, apprenticeship schemes, job opportunities and community initiatives. Furthermore, all our staff are trained in equality and diversity meaning all our customers and staff are treated equally and fairly.





## A holistic maintenance service



### Responsive Repairs

A full range of electrical, plumbing, carpentry and general building repairs for inside and outside the home.



### Grounds & Garden Maintenance

Maintenance of any external spaces you have in your stock including landscaping, horticultural and cleaning.



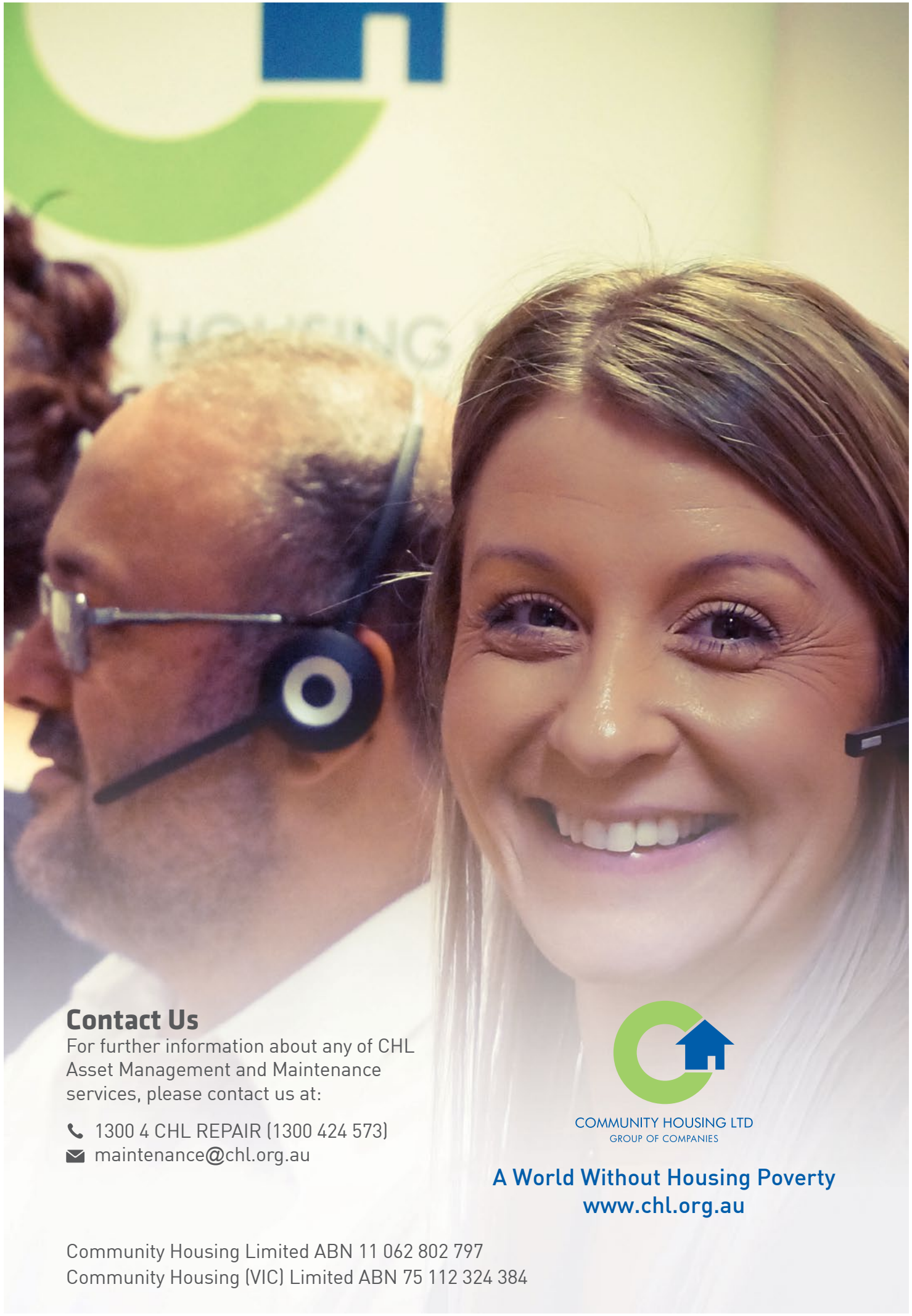
### Property Improvements

Providing full scope of works, tendering and contract management for a full suite of property refurbishment projects – including architectural drawings if required.



### 24/7 Repairs Hotline

24 hours a day, 7 days a week, 365 days a year we are on hand to raise repair requests for your clients.



## Contact Us

For further information about any of CHL Asset Management and Maintenance services, please contact us at:

☎ 1300 4 CHL REPAIR (1300 424 573)

✉ [maintenance@chl.org.au](mailto:maintenance@chl.org.au)



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[www.chl.org.au](http://www.chl.org.au)

Community Housing Limited ABN 11 062 802 797  
Community Housing (VIC) Limited ABN 75 112 324 384