

Repairs & safety in the home

What you are responsible for
in your home and when you
should call maintenance



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we stand

Home maintenance

It is important to keep your home in good repair. This handbook gives advice on what repairs you are responsible for and when you should call the maintenance number.

This handbook provides information on:

- Who is responsible for repairs
- How to report a repair
- How long repairs will take
- Modifications
- Help with common problems



What am I responsible for?

As the tenant, you are responsible for carrying out some minor repairs in your home. These are listed below.

Tenants are responsible for:

- Keeping house clean and tidy
- Keeping the garden and lawns neat and tidy
- Removal of rubbish
- Cleaning of household appliances and white goods such as stoves and ovens
- Wiping down condensation and mould
- Removal of leaves from paths and driveways
- Keeping rubbish and leaves out of drains
- Looking after any fittings and appliances not provided by Mission Australia Housing
- Changing standard light bulbs and tubes
- Cost of replacement locks if you lose a key
- Replacing plugs and chains on sinks, baths and basins
- Replacement of doorbell batteries and bulbs
- Removal of nests and managing birds, ants, mice and other pests in your house
- Any damage caused by you, someone in your home, or any visitor
- Damage to walls caused by picture hooks/nails etc

Mission Australia Housing is responsible for carrying out most other repairs. Please ensure you tell us about all repairs that are not listed above by calling 1800 269 672.

How long will it take to complete my repair?

Emergency repairs

- For emergency repairs, Mission Australia Housing aim to respond within 4 hours. This may not mean we have completed the repair in this timeframe. This is the time it may take to identify issues, make the property safe and reduce the urgency of the problem
- Examples of emergency repairs are listed on the next page

Urgent repairs

Examples include:

- Major plumbing leaks or overflows
- Blocked gutters, drains, etc. that are likely to cause flooding or further damage
- Blocked toilet where there is more than one toilet in the property
- Broken windows
- Loss of heating or hot water

Routine repairs

Examples include:

- Minor plumbing leaks and minor electrical faults
- Roof repairs or loose masonry
- Broken tiling
- Carpentry repairs
- Faults to oven or stove elements
- Most external repairs
- Repairs to the building
- Non-urgent repairs caused by tenant neglect or damage and other repairs that will be charged to the tenant (see page 2)
- Repairs to existing fences

How do I report a repair?

What is an emergency repair?

Examples of emergency repairs include the items below. If you're not sure if your repair is a real emergency, talk to one of our staff and they will help you.

Emergency repairs include:

- Total loss of electricity
- Total loss of water or serious plumbing leak
- Blocked toilet, where there is only one toilet in your home
- Blocked drains and sewers causing serious health and safety risks
- Total loss of heating in winter
- Damaged or faulty external door (if it cannot be secured)



**To report a repair call 1800 269 672
This is a 24 hour line.**

When you report a repair please give us:

- A clear description of the problem and the repair that needs to be done
- At least one contact telephone number

When will I need to pay for repairs?

Mission Australia Housing may charge you for repairs when:

The repair is a result of damage or neglect by you or someone in your home, or any visitor, for example:

- Drains or waste pipes blocked by disposable nappies, pads and tampons, food, toys etc
- Damage caused by overflowing baths, sinks or washing machines
- Household items that have been deliberately broken or removed without our permission
- Improvements and alterations carried out without our permission

• Deliberate acts of vandalism or negligence
OR when

- We carry out work which is actually your responsibility
- You have misused the emergency /out of hours service

This type of repair work costs Mission Australia Housing a lot of money each year. If we don't charge tenants, we have less money available to improve the quality of housing in the community.

Where someone else causes damage to your home, report this to the police and ask for a police report so that you can pass it on to us.

Help us help you: food for thought

We would like to keep improving the quality of houses however every time properties are deliberately damaged or tenants fall behind in rent we have less money for planned improvements. For example:

\$50,000

damage from a house fire

15-20
heat pumps



\$10,000

damage from a deliberately damaged house

up to **6**
full house re-carpets



\$5,000

worth of property damage

4-5
hot water service replacements



\$1,000

of rent arrears

approx **5-8**
room re-paints



Does Mission Australia Housing check repairs?

We monitor our service to make sure that repairs are carried out within the time frames

we set, and to make sure that the quality of the repair work is good.

The quality of some repair work done by contractors will be inspected after completion. We also find out if you are happy with the work.

Common problems

My power is out

Check circuit breaker in the power box. Reset the fuse by turning the switch on and off at the power box. Check whether your neighbour/s have power (it may be an area blackout). If so, you can call your local electricity provider for an update. If you have done all of the above please call **1800 269 672**.

My oven doesn't work

Some oven and cook tops have a button on the wall in the kitchen visible against the splash back, or inside a cupboard (sometimes this is located on a power point as a button in the middle between the 2 outlets). This button needs to be turned on otherwise there may be not be power to the oven. If this switch is on or you don't have a switch, and your oven still doesn't work, look at the power box to see if the fuse needs to be reset. If resetting the fuse doesn't work, then call **1800 269 672**.

I have no hot water

Check the power box and see if the hot water unit has power. If you still have no hot water please call **1800 269 672**.

My smoke detector is going off!

Try to reset this at the safety switch on the wall (if you have one). You may also reset the switch at the power box to stop the alarm. Check the back-up batteries as the alarm will beep if these need to be changed. Alternatively, try pressing the "Hush" button with a broom handle or resetting the switch at the fuse. Please do not open your smoke detector as it may be hard-wired and could electrocute you.

TIP: To ensure that bugs, ants, cockroaches etc don't set off your alarm spray a small amount of insect spray onto a cloth and then wipe gently over the surface of your smoke detector frequently. Do not spray directly onto the smoke detector. If after following the above steps your smoke detector continues beeping, call **1800 269 672**.

I was waiting for someone to turn up to do the repairs but they didn't show!

If someone does not turn up to do repairs when they said they would then call **1800 269 672** to get an update.

I am not happy with the repair work done!

If you are not happy with the repair work done then please call Mission Australia Housing on **1800 269 672** and talk with us about your concerns.

I have had a break in at my property and the property has been damaged

Request the police to come to your property and make a report. Tell Mission Australia Housing of this as soon as possible. You will need to provide the police incident number. If you do not do this, you will be responsible and charged for the cost of repairs. Please call **1800 269 672** at any time if your property is unsecured so that we can fix this as soon as possible. It is also helpful to take photos of any damage.

Making changes to my property

What do I need to do if I want to make some changes to the property?

Mission Australia Housing requires you to fill out a Request for Alterations Form whenever you wish to make alterations to the property (for example, install an air conditioning unit). One of these forms should be included in your tenancy kit or you can call us and we can post or email you one.

I need a modification to my property because I am living with a disability

We aim to help tenants that experience a health condition or have a disability that requires some form of aid or adaptation in the home.

If you have a disability that would benefit from an aid or adaptation to your home then you will require an Occupational Therapist report. Contact your Housing Officer who will be able to help you. This can include a transfer to a more appropriate property if required.

Contact us

For further information please contact **Mission Australia Housing:**



Your local office



1800 269 672



missionaustralia.com.au