

My property

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| Inspections | What is a PAS? | A Property Assessment Survey (PAS) is a report on the condition of your property to help us to identify any works that may be required. This makes sure that all our properties are in good working order and are up to standard. It is different to your lease condition report. We will be starting our PAS program to assess all properties from 2 November 2021 and will be getting them done as quickly as we can. We will visit your home to do a PAS every three years at a minimum. For more information on your responsibilities in taking care of your home please refer to the Tenant Handbook we posted to you earlier. |
| | When will works get done if my property needs them? | Information collected from the PAS will allow us to plan our maintenance work across all properties. Properties that are below maintenance standards will need to be completed first with critical and safety items a priority. |
| | What is an Annual Compliance Inspection (ACA)? | This annual inspection is to ensure all properties are up to safety standards e.g. smoke detectors and other critical items. We will contact you to let you know when this will be happening at your property so you can give us access. |
| Repairs and maintenance | How do I request a repair now? | You should continue to call Housing Tasmania for repairs and maintenance requests up until 1 November 2021. From 2 November 2021 onwards, you will need to call Mission Australia Housing's 24/7 Repairs and Maintenance hotline on 1800 269 672. |
| | What about outstanding maintenance work? | If you have some long outstanding issues that haven't been fixed, you can call us on 1800 269 672 and we will look in to this. |
| | Where can I get more information on requesting repairs or maintenance? | There is further information on repairs and maintenance on pages 8-10 in your Handbook and on our website www.missionaustralia.com.au or you can call our 24/7 Repairs and Maintenance hotline on 1800 269 672. |
| Upgrades and alterations | What are Mission Australia Housing's plans for upgrades to properties? | We are planning to bring forward maintenance and upgrade works which will happen over the next few years, however we won't know what is required until we have completed a PAS inspection of your property. We need your co-operation to carry out the PAS inspection as we will need to get access to your property. We will contact you as we start to work out what will happen and when. |
| | What do I do if I need to make any modifications or alterations to my home (e.g. safety, accessibility)? | There are specific steps you need to follow for any modifications or alterations to your property. A Request To Make Alterations Form must be completed and approved by Mission Australia Housing before any work can be done, your Housing Officer will take you through the steps. You are not permitted to make any modifications or alterations to your property without permission from Mission Australia Housing. |