



Repairs and Maintenance

Quick Reference Guide – Emergency and Urgent Categories

Emergency (Category 1) Time frame to respond = within 4 hours

Definition: Emergency work is deemed that must be undertaken immediately as it poses an immediate safety threat to either person or the property

Please note: Tenant damages or negligence will incur charges and will be invoiced.

- GAS LEAK (Call 000)
- FLOOD, FIRE or STORM DAMAGE (Call 000)
- MAJOR WATER LEAKS (Turn off at Water Main tap outside)
- SEWER OVERFLOWING (outside property call local Council)
- TOILET BLOCKED (tenant charge may apply)
- MAJOR ROOF DAMAGE/LEAK (Call 000)
- MAJOR ELECTRICAL FAULT (Call 000 if unsafe) Unable to isolate.
- NO POWER-. Check Neighbours/Street have power in case of local power outage prior to calling.
- NO WATER SUPPLY- Check Neighbours/Street for local outage prior to calling.
- NO HOT water services.
- WHOLE failure or breakdown of the stove or oven.
- EXTERNAL DOOR (unable to be locked or unlocked from inside property) (tenant charge may apply)
- SERIOUS DAMAGE which makes the property unsafe or insecure. (tenant charge may apply)
- **FAULTY SMOKE ALARMS** must be replaced immediately for safety (tenant charge may apply)

Urgent (Category 2) Time frame to respond = within 2-3 days

- **Definition: Work that is of an urgent nature that does NOT pose any life-threatening risk to person or property**

Please note: Tenant damages or negligence will incur charges and will be invoiced.

- Repairs to internal taps/dripping taps
- Re-fix loose/broken, rotted floor boards
- Leaks to waste pipes to internal fittings
- Continuous flushing cisterns
- Repair external entry doors (still able to be secured)
- Fallen gutters/downpipes
- Blocked surface water drains i.e. stormwater
- Failure or breakdown of a heater or air-conditioner



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OUT OF SCOPE (Category 5) Maintenance works = up to 21 days plus

Definition: Work that is of a non-urgent nature that does NOT pose any life-threatening risk to person or property, many items should be notified during routine inspections and will be carried out during scheduled maintenance and are **pending respective owner approval (AHO, LALCs, SEARMS) and available funds in the portfolio.**

Please note: Tenant damages or negligence will incur charges and will be invoiced.

- Occupational Therapy modifications
- Brickwork repairs
- Clothesline
- Communal(shared) areas of flats
- Cupboards
- Dampness or condensation
- Doors
- Downpipes
- External joinery repairs/painting
- General electrical repairs to light sockets, switches, extractor fans
- Fascia/soffit boards
- Flashings
- Floor coverings (repair)
- Kitchen fittings
- Letterbox
- Outbuildings
- Paths
- Rewiring electrical
- Sinks / sink units
- Skirting boards
- Internal door e.g. won't close properly
- Windows e.g. won't close properly
- Toilet pans – replace
- Wash/hand basins - replace
- Bathroom upgrades
- Electrical upgrades
- External & internal paint
- Fencing
- Sewer upgrades

These works are only done if the Property Owners have sufficient funds or if included and funded via a Tenant Aged Care or NDIS plan.