

# Repairs and Maintenance Fact Sheet



Hume are committed to providing our customers with safe, clean, and habitable homes.

We want to make it easy for you to request a repair and tell us about issues in your home.

## Reporting Repairs

To report a repair you can:

- Call us 24/7 week on **1800 004 300** and select Report a Repair
- Fill out our online repairs form at [www.humehousing.com.au](http://www.humehousing.com.au)
- Email us at: [repairs@humehousing.com.au](mailto:repairs@humehousing.com.au)
- Report it in person at one of our offices

When reporting your repair:

Try to provide as much relevant information as possible regarding the repair.

Tell us:

What the problem is, where the problem is and how long has the issue been going on for.

If you have photographs of the problem, send those through as well.

## Emergencies Outside of Business Hours

If there is an emergency that requires an urgent repair, call **1800 004 300** and speak with our afterhours service. They will arrange for a contractor to attend if it is an emergency.

If it is not urgent, they will log the request and a member of the Customer Service team will contact you the next day.

### Type of Repairs

- Urgent Repairs

When a part of your home is impacting your safety and/or your level of security, this is considered an urgent repair.

If the repair is urgent, we will try to fix it within 4 hours.

If your repair is not urgent, it will be responded to in the timeframes listed below:

Repair Category	Timeframe for Attendance	Repair Examples
<b>Category 1</b>	24 hours	Lights not working, blocked drains.
<b>Category 2</b>	48-72 hours	Stoves, common area washing machines and dryers, external door locks.
<b>Category 3</b>	10 days	Repairs for Specialist Disability Accommodation properties
<b>Category 3</b>	20 days	General repairs and maintenance that can't wait for Planned Works.
<b>Planned Works</b>	As scheduled	Kitchen or bathroom upgrades, flooring, internal or external painting, fencing.

### Examples of Urgent Repairs:

- Significant security threat – to property or people
- Dangerous electrical fault
- Serious fault in lift or staircase
- Any fault or damage that makes the home unsafe/insecure.
- Blocked or broken toilet
- Excessive water wastage from a Hume provided appliance.
- Failure/breakdown of services or appliances (hot water, cooking, heating, or laundry)
- Failure/breakdown of gas, electricity, or water supply
- Gas leak
- Serious roof leak
- Flooding or serious floor damage
- Burst water pipe



### What if my repair is not completed in the timeframe?

If you have not been contacted by a contractor within the timeframe provided, call us on **1800 004 300**.

If the problem cannot be solved right away and needs more work or specialist help, we will make it safe, assess it and prepare a report for further action.

We will let you know when to expect the problem to be fixed and you will be given a job reference number.

### Leasehold or Fee for Service Repairs

If you live in a home that Hume rents from a private owner or real estate agent, we must report your repair request to them for approval. The owner or agent will then organize for someone to come out and fix the problem.

If it is taking too long for someone to come out, please call your Property Coordinator who will follow it up.

### Our Contractors

A contractor that visits your home will contact you to book an appointment.

They must show you ID if requested, before entering your home.

We encourage you to provide us with feedback if you think the quality of work carried out is not up to standard.

Our expectation is that all our contractors are polite and friendly and respect both you and your home.

You can email us at **feedback@humehousing.com.au** or call **1800 004 300**.

### Repairs that you may be responsible for

You are responsible for doing some minor repairs; we have listed some examples of these below. If you are physically unable to carry out these repairs, or it is unsafe call our Repairs team on **1800 004 300**.

- Keeping the property clean
- Removing cobwebs
- Pest control - e.g. managing ants, cockroaches, mice and rats
- Replacing light bulbs and tubes
- Cleaning gutters
- Yard maintenance
- Replacing the locks if you lose your keys
- Wiping away condensation and mould removal

### Repairs you may be charged for

Hume will charge you for repairs when the repairs are because you or someone in your home has deliberately damaged or neglected the property, for example:

- The damage is caused intentionally by you, a household member, visitor, or pet.
- You neglect to take care to prevent damage.
- You neglect to keep your home in a reasonably clean condition.
- You have not restored the property to a reasonable condition at the end of your tenancy.

### Examples of repairs that would be charged to you:

- Broken windows or punctured walls/doors
- Burns or other damages to carpet (not including wear and tear)
- Damaged locks and locksmith charges because of lost keys
- Removal costs for abandoned furniture, appliances, rubbish, or vehicles
- Damaged clotheslines
- Blocked water pipes/sewers because of inappropriate items being placed down the drain.

**Anytime you request a repair from Hume Housing, you should be told if the costs will go to you or not. If in doubt, please ask a member of the team and they will advise you.**



### Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**. Ask them to call Hume Community Housing on **1800 004 300**.

#### Assyrian

كە سەبەقە مەنە حەتە ئۆگەن  
ئەمەنەتەنە كەتەنە ئۆتەنە،  
كە تەنەنە لەنەنە مەنە حەنە  
لەنەنەنەنە ئۆگەنەنەنە  
131 450 ئۆگەنەنە  
لەنەنەنەنەنە، ئۆگەنەنەنە  
لەنەنەنەنەنە ئۆگەنەنەنە  
1800 004 300 ئۆگەنەنەنە

#### Arabic

إذا كنت بحاجة إلى مترجم فوري للمساعدة في فهم هذا المستند، فيُرجى الاتصال بخدمة الترجمة التحريرية والفورية (TIS National) مجانًا على 131 450. اطلب منهم الاتصال بـ Community Housing Hume على 1800 004 300

#### Chinese

如果您需要口译员帮助您阅读此文档，请拨打免费电话131 450，以联系口笔译服务机构 (TIS National)。接通后，请翻译员拨打1800 004 300，以联系 Hume Community Housing。

#### Spanish

Si necesita los servicios de un intérprete para este documento, llame gratis al Servicio de Traducción e Interpretación (TIS National) en el número 131 450. Pídale que llamen a Hume Community Housing en el número 1800 004 300.

#### Vietnamese

Nếu bạn cần thông dịch viên để hỗ trợ tài liệu này, thì vui lòng gọi cho Dịch vụ Biên dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 1800 004 300.