

Fact Sheet

Housing for People with Disability (HPWD)

Request a Repair

If you would like support to understand this fact sheet, please let us know.

We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology.

What is an urgent repair?

If there is something impacting the customer's and staff safety or security in the home, this is considered an urgent repair.

If your repair is urgent, we will within 4 hours have a Hume contractor attend to inspect, repair or make safe. Call us on **1800 004 300** and select 'Option 2' (during business hours) to request an urgent repair with the HPWD Repairs Team.

Urgent repairs include:

- a burst water service
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious floor damage
- the failure or breakdown of any essential services or appliances that have been provided by Hume for hot water.
- the failure or breakdown of the gas, electricity, or water supply
- an appliance, fitting or fixture provided by Hume that uses or supplies water and that is broken in a way that causes a substantial amount of water being wasted
- any fault or damage that makes the home unsafe or insecure
- significant security threats to the premises and people

What are timeframes for other repairs?

Repair Category	Timeframe for attendance	Repair example
Category 1	24 hours	Safety or security threats e.g., no lights working or a blocked drain
Category 2	72 hours	Appliance repairs e.g., stoves
Category 3	10 days	General maintenance requests e.g., regauge flyscreen, minor repairs to fences, clotheslines repairs, kitchen cupboard hinge repairs.

What if I need help with a repair outside of Hume office hours?

If you have an urgent repair, you can call **1800 004 300** and speak with our afterhours service. They will send someone out within 4 hours.

If your repair is not an urgent repair, please wait to contact our office during business hours.

If you have issues with other services or utilities at your home, you could try some of the following numbers:

- Sydney Water: 132 090
- Energy Australia: 132 604 or 131 388
- Telstra: 132 200
- Optus: 1800 501 064
- AGL Gas: 131 245 (connections) or 131 909 (leaks)

How can I lodge a non-urgent repair with the HPWD Repairs Team?

A repairs email address has been created for all repair issues within the HPWD homes.

This change has been implemented to streamline the repairs lodgement process and response timeframe.

Repair requests can be lodged to: HPWDrepairs@humehousing.com.au

You can also call us on **1800 004 300** and select 'Option 2' (during business hours) to request a non-urgent repair with the HPWD Repairs Team.

Are there any repairs the customer or Supported Independent Living (SIL) Provider are responsible for?

As stated in the Accommodation Agreement with Hume, the customer is responsible for:

- Keeping the home in a reasonably clean condition, including cleaning windows, dusting, cleaning ovens and stoves, cleaning the bathroom and removing cobwebs
- Prevention or repair of damage caused by the customer or anyone the customer allows into the home.
- Advising Hume of any maintenance or repair work to be done in the customer's room

As stated in the Accommodation and Service Provider Agreement between the SIL Provider and Hume, the SIL Provider is responsible for:

- Supporting the customer in keeping the home in a reasonably clean condition, including cleaning windows, dusting, cleaning ovens and stoves, cleaning the bathroom and removing cobwebs
- Any damages done to the home by their staff unless such damage is caused by negligence or omission by Hume.

What things can't be repaired by Hume?

Any necessary medical aids e.g., specialist wheelchair, shower chair, bed, personal ceiling hoist that is paid for by Health, NDIS, or other government programs. This equipment is considered personal to the participant.

Any damages done to the home by SIL Provider staff unless such damage is caused by negligence or omission by Hume.

What is Hume's Freshdesk?

- When you lodge a repairs request either via phone or email, a ticket is raised in our Freshdesk system by a Customer Service Officer. You will receive a reference number when lodging the repair.
- Freshdesk is used to track and monitor the progress of any lodged repairs requests.
- Freshdesk flags the repair category and the identified timeframe for the completion of the repairs.
- The person who has lodged the repair can contact Hume, quoting the Freshdesk reference number to lodge any further details or to gain an update on the progress of the repair.