



# AnglicareNT

## COMMUNITY HOUSING FACTSHEET

### REPAIRS AND MAINTENANCE

If something in your home needs fixing, report it to Anglicare NT. You must tell us straight away if something is dangerous or requires urgent repairs.

#### Report repairs

To report something that needs repairing or for general maintenance issues please call:

**Property Manager:** (08) 8959 4400 or 0428 871 070

**Out of hours:** 0407 185 311

*(Out of hours are 4.30pm – 8.30am, Mon – Fri & weekends)*



#### Urgent or emergency repairs

If you think your repair is urgent, call us right away. Urgent or emergency repairs include things like:

- Burst water pipes
- Dangerous electrical fault
- Blocked toilet
- Breakdown of essential service for hot water or cooking
- Anything that could hurt somebody.

We make it a priority to fix urgent repairs immediately. It's important that you tell us as soon as possible, even if it is out of office hours.

#### What happens next?

Once you have told us about the repair, we will contact you to organise a tradesperson to attend your home.

If we can, we will tell you how long it will take to repair or replace. If we cannot, then we will keep in regular contact to update you on our progress.

Anglicare NT will action urgent items straight away and take reasonable steps to fix the issue within 14 days and 21 days for non-urgent.

#### Tenant damage

Damage to the property caused by someone living in the house or a known visitor to the house is the responsibility of the Tenant.

That means if you break something e.g. a window or oven door, it is your responsibility to pay to get it fixed.

If you need assistance, we can help you to contact a tradesperson.

#### Criminal damage

Damage as the result of a crime not caused by a Tenant should be reported to Police. If a Police Incident Report (PROMIS Number), along with full details of the incident is provided to us you will not be liable to pay for the damage.



If you are not satisfied with the repairs or our service, you can provide us with feedback or make a complaint. Please see our **Complaints and Appeals Factsheet** for more information.