

REPAIRS AND MAINTENANCE FACTSHEET

Evolve Housing is committed to providing a superior repairs and maintenance service to all of our residents so that they can fully enjoy the homes that they rent from us. Good maintenance also means that we can extend the life of the home.

How do tenants make a request for repair?

Most of our tenants live in either:

1. A home that Evolve Housing owns, which means Evolve Housing is fully responsible for repairs and maintenance; OR
2. A home that Evolve Housing manages on behalf of Housing NSW (called Capital Properties), which means Evolve Housing is fully responsible for repairs and maintenance; OR
3. A home that Evolve Housing rents from a private owner (called Leasehold Properties), which means Evolve Housing is responsible for getting the landlord to do the repairs.

In all three cases and wherever possible, tenants should report repairs directly to Evolve Housing by calling the Contact Centre on 1800 693 865, or by lodging a repair request through the Evolve Housing website.

Evolve Housing will then arrange for the work to be done by our maintenance contractor OR ask the owner to arrange for the work to be done. If you are in a leasehold property, please do not try to contact the owner directly.

How do tenants report repair requests outside of office hours?

Call the Evolve Housing Contact Centre on 1800 693 865 and listen to the instructions.

When will repairs be responded to?

- Urgent repairs that threaten your health and safety or seriously damage your property will be responded to within 4 hours.
- Priority 1 repairs will be responded to within 24 hours.
- Priority 3 and 5 repairs will be attended to within 3–5 business days.

- Responsive repairs will be responded to within 28 calendar days.

Are tenants responsible for repairs?

The cost of repairing any damages, blockages, breakages or defects in and around the home (unless caused by wear and tear) is generally the tenant's responsibility. Our contractors can carry out repairs at your expense.

Tenants can be held accountable for:

- Damage to walls and doors by furniture, wall posters or careless picture hanging
- Damage to floor coverings, window treatments or furnishings by burns, stains etc.
- Cost of clearing blocked drains, should they become blocked through misuse
- Electrical fuses or circuits damaged by the tenant as a result of using faulty electrical appliances
- Eradication of household pests and vermin such as mice, cockroaches, ants and fleas, that can be directly attributed to a tenant's property care or pets
- Upkeep of lawns and garden areas, including watering systems
- Replacement of lost keys

Can tenants organise property maintenance or repairs if they are willing to pay for it?

If tenants wish to do maintenance or repairs themselves, then they must apply in writing to your Housing Manager (contact them to find out their email address).

The Property Services Department will then advise if this work can be done and if there any conditions that need to be met. These conditions can vary depending on the type of work being

requested and who will be completing the work. Evolve Housing may ask you to remove or rectify any work that was completed without our permission.

If modification to the home is to do with your health, safety and well-being, and the property is a Capital Property, every effort will be made to agree to the request. Examples of this include hand rails, shower seating, or a ramp for easier access.

If it is a Leasehold Property, Evolve Housing will ask the agent/owner if the work can be done. It should be recognised that if the owner refuses the request, neither Evolve Housing nor the tenant has a right to appeal the decision.

What can tenants do if things take too long to get fixed or the level of service is not satisfactory?

If the repair is not fixed within the times stated in this factsheet, you should call the Contact Centre on **1800 693 865**, to find out when your repair is likely to be completed. If the repair is still not completed after this time and you would like to make a complaint, you should follow the Evolve Housing complaints management process.

Contractors are expected to treat Evolve Housing tenants and

residents with courtesy, respect and sensitivity.

In return, tenants and residents are expected to treat contractors with the same courtesy and respect.

Contractors are required to make appointments with our tenants to undertake work. A tenant should not allow entry to their home unless the contractor can prove their identity.

Any complaint arising from any type of dispute between tenants and contractors, must be referred to Evolve Housing.

Emergency after hours repairs

If you require any emergency after hours repairs please contact your electricity, gas or telecommunications provider.

For any Sydney Water emergencies please call **132 090**.

If the problem occurs during office hours you should still report it to the Evolve Housing Contact Centre on **1800 693 865**.

Further information

For more information or answers to any questions, please visit or contact the Evolve Housing head office:

Address: Henry Dodd House

9-13 Argyle Street, Parramatta NSW 2150

Phone: **1800 693 865**

Email: myevolve@evolvehousing.com.au

Website: www.evolvehousing.com.au

Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on **1300 652 488**. They will phone the housing organisation and interpret for you for free.