



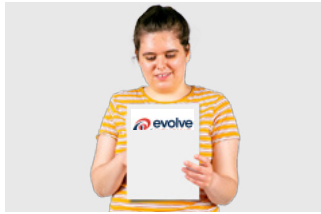
Repairs



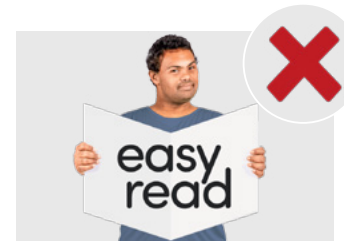
Easy Read

www.evolvehousing.com.au

Repairs



This information is about **repairs**.



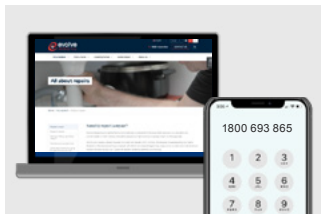
Our online repairs form is not in Easy Read.



Repairs are when we fix something in the home that is broken.

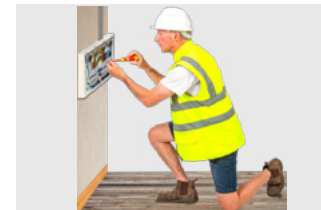


You can ask someone you trust to help you fill it in.



To tell us that something needs to be fixed you can

- Call us on **1800 693 865**
- Fill in our repairs form online at **evolvehousing.com.au/contact-us/**



We will try to fix things as quick as we can.

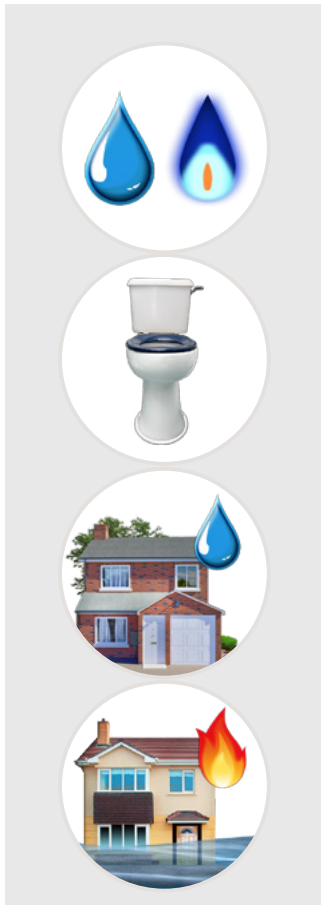
Urgent repairs



Urgent repairs are things that need to get fixed very fast.

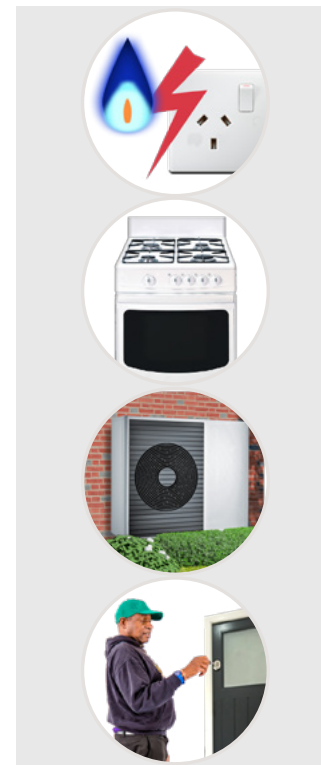


If some things stop working we also need to fix them fast.



Urgent repairs are for things like

- A water or gas leak
- A blocked or broken toilet
- A roof that leaks
- Things broken from a fire or flood.



This might be things like

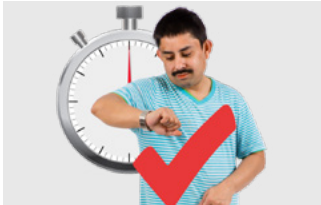
- Gas or electricity
- Stoves or ovens
- Heaters or air conditioning
- Locks or other things to keep you safe.



We will always try to sort out a time with you to do the repair.

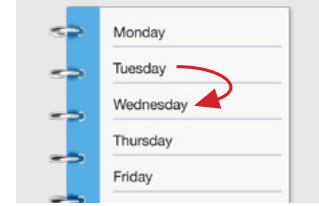


We can come into the home to do urgent repairs without talking to you first.

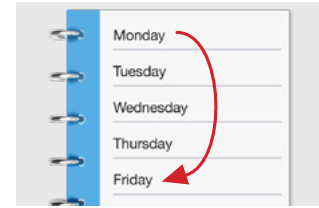


We will only do this if we have to get in fast and could not reach you.

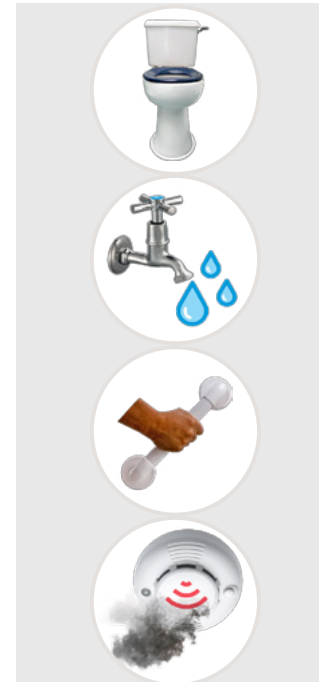
How fast we need to fix things



We must do urgent repairs within 1 day.



There are some things we must fix in 1 to 5 days.



This might be things like

- Toilets that do not flush
- Small leaks
- Rails that are loose or fall off
- Smoke alarms that do not work.



There are some things we must fix in 28 days.

This might be things like

- Broken clothes line
- Blocked gutters
- Air vents that move air outside of places like bathrooms.

Bad damage



Sometimes a home can get damaged by things like a fire or flood.



It might not be safe for you to live there anymore.



If this happens to your home you can move out until we fix everything.



We can help you find another home until you can move back.



We will pay for the other home.



If the home can not be fixed we can both agree to end your **SDA agreement**.



SDA agreement means the rules for you and Evolve Housing.

Insurance



It can be good to get **insurance** for the things in your home.



Insurance means you can get some money back if something in your home

- Gets broken
- Is stolen
- Gets damaged from fire or water.



You can ask your house manager or someone you trust to help you get insurance.



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