



## 09 Repairs and Maintenance

**Parramatta Mission Community Housing is committed to providing a superior repairs and maintenance service, ensuring that your home is maintained to a reasonable standard. As a tenant, you will need to make sure it is kept clean, safe and fit to live in. It is important that you report all repairs/maintenance, as sometimes problems can get worse if they are left untreated or unresolved.**

Most of our tenants live either in:

1. A home that The Uniting Church In Australia (NSW) owns which means Parramatta Mission is fully responsible for repairs and maintenance or;
2. A home that Parramatta Mission has leased from NSW Land and Housing Corporation, which means Parramatta Mission is fully responsible for repairs and maintenance or;

3. A home that Parramatta Mission has leased from NSW Land and Housing Corporation which Housing are fully responsible for repairs and maintenance.

In all three cases repairs should be reported directly to the Parramatta Mission Maintenance Line on **8188 7414** or by sending an email to:

[maintenance@parramattamission.org.au](mailto:maintenance@parramattamission.org.au).

You can also report repairs directly to your Property Officer. Parramatta Mission will then arrange for the work to be done by a maintenance contractor.

### **To report repair requests outside of office hours.**

Parramatta Mission will provide an emergency number to contact when you sign your residential tenancy agreement. This number will be located at the bottom of the agreement.

- Contact number: 8188 7414
- Office hours: Monday to Friday  
8.30am – 4.30pm.

### **How long will I wait for a repair to be attended to?**

**Emergency** repairs that threaten your health and safety or seriously damage your property will be responded to within 4 hours.

**Urgent** repairs (loss of power or water etc) will be responded to within 24 hours.

**Responsive** repairs will be responded to within 20 days.

### **As a tenant, can I be held responsible for any 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.

Tenants can be held accountable for:

- Damage to walls and doors by furniture, wall posters or careless picture hanging;
- Damage to floor coverings or window treatments by burns, stains;
- Cost of clearing blocked drains, should they become blocked through misuse;
- Electrical fuses or circuits damaged by the tenant 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 care or unapproved pets;
- Replacement of lost keys.
- Broken windows without a Police event number.

Our contractors can carry out repairs at your expense, please speak with your Property Officer for more information.

### **Can tenants organise work to the property if they are willing to pay for it?**

If tenants wish to do maintenance themselves, they must make application to Parramatta Mission Community Housing in writing submitting the same way as a maintenance request. You will be contacted to advise if this work can be done and if there are 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. Parramatta Mission Housing may ask you to remove or rectify any work carried out without written consent.

### **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 on page 1 you should call the Maintenance Line 8188 7414 or your property officer to find out when the repair is likely to be carried out. If you are still not satisfied please refer to the complaints fact sheet and follow procedure to register your concerns.

Contractors are expected to treat Parramatta Mission Housing tenants and residents with courtesy and respect. In return, tenants and

residents are expected to treat contractors with the same courtesy and respect.

### **Other useful information should you require emergency after hours repairs:**

Electricity	
Endeavour Energy Emergencies	131003
Gas	
AGL Emergencies	131245
Water	
Sydney Water Emergencies	132090
State Emergency Services	
Parramatta SES	132500

### **Tenancy assistance and information**

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)
- [tenants.org.au](http://tenants.org.au)

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- [rch.nsw.gov.au](http://rch.nsw.gov.au)
- [nrsch.gov.au](http://nrsch.gov.au)