

Requesting repairs & maintenance

We strive for a culture of mutual trust, respect and partnership between Birribee Housing, tenants and their households.

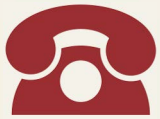
When issues arise in tenants' homes, we want to be the first people they reach out to.

Our Approach

Communication is the key:

We know that things wear out and break. At any time, you can let us know about repairs or maintenance that's needed to the inside or outside of your home, as well as to your building's common areas.

How do I request repairs and maintenance?



Call: 1800 247 742



Email: repairs@birribee.org.au

Your Housing Officer can assist you with the request if you need any help.

For fire, serious storm or flood damage, immediately call emergency services on 000.

When you request repairs and maintenance, please provide the following information:

- your name, address and phone number
- a detailed description of the problem
- days and times your property can be accessed for repair.



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When will the problem be fixed?

We'll fix the problem as quickly as we can. We'll tell you when work will start and how long it'll take. Our response times vary based on the type of work.

Issue

Response Time

- **Urgent Repairs** → **Within 4 hours**
Issues posing an immediate and serious risk to safety or property, such as gas leaks and burst pipes
- **Priority Repairs** → **24 to 48 hours**
Issues posing a risk to health or safety if not attended to, such as leaking pipes, no hot water, blocked or broken toilet system, and roof leaks
- **Responsive Repairs & maintenance** → **Within 20 days**
Issues that don't pose a safety risk such as internal doors & cupboards, fence palings, and gutter repairs

Who will do the work

Birribee Housing has qualified contractors that can help with repairs in your home. You can expect them to:

- contact you directly to arrange access so that work can be done
- be friendly and polite
- finish the work to a high standard
- leave your home neat and tidy
- check that you're happy with the finished job

Will I have to pay

Birribee Housing will pay the contractors. Tenants may be responsible for paying Birribee Housing if damage is found to have been caused by the tenant or visitors.

Work quality

Any concerns regarding the quality of repairs should be notified to Birribee Housing by email or by phone.



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