

Tenant Maintenance information

Residential Tenancy Act 1997 - Definitions: "urgent repairs" means any work necessary to repair or remedy—

- a burst water service; or
- a blocked or broken lavatory system; or
- a serious roof leak; or
- a gas leak; or
- a dangerous electrical fault; or
- flooding or serious flood damage; or
- serious storm or fire damage; or
- a failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating or laundering by—
 - a landlord in rented premises; or
 - a rooming house owner in a rooming house; or
 - a caravan park owner or a caravan owner in a caravan park or caravan; or
- a failure or breakdown of the gas, electricity or water supply to rented premises, a rooming house or a caravan; or
- an appliance, fitting or fixture provided by a landlord, rooming house owner, caravan park owner or caravan owner that uses or supplies water and that is malfunctioning in a way that results or will result in a substantial amount of water being wasted; or
- any fault or damage that makes rented premises, a rooming house, a room or a caravan unsafe or insecure; or
- a serious fault in a lift or staircase; or
- any damage of a prescribed class.

Urgent maintenance:

1. Tenants must contact Uniting Housing with any urgent maintenance via your Tenancy worker or the On-call number 0428 793 530 and they will arrange the contractor to attend as soon as possible.
2. If there is no response, please leave a detailed voice message.
3. If no one has called you back within 1 hour, call back the Tenancy worker or UH HotDesk

Some immediate safety actions can be suggested for you to act on, if possible:

- If it is an electrical problem - turn power off or check the fuses/ safety switches
- If it is a gas problem - turn gas off or check the gas meter/ tap is turned on
- If it is a hot water problem - check the switch/ pilot light is on
- If it is a burst water pipe - turn the water off at the meter

Urgent maintenance will be attended to within 24 hours

Non-urgent maintenance:

1. Tenants can request Non-urgent maintenance requests through:
 - Calling your Tenancy worker or
 - the UHA Website Maintenance Request Page
<https://unitinghousing.org.au/maintenance-request/>
 - or the On-call number 0428 793 530

Non-urgent maintenance will be attended to within 14 days