

Repairs to your home

This information explains how to request a repair to your home, which parts of your home Foundation Housing is responsible for maintaining and which parts you as the tenant are responsible for maintaining. It also explains how you are responsible for damage to your home.

Reporting your repairs

We aim to provide homes that people choose to live in and that are safe. When things stop working or need to be repaired, we want you to be confident that they will be put right quickly and effectively.

You can report your repair in any of these ways:

1 Email

repairs@foundationhousing.org.au

2 Phone

1300 895 205 during office hours (Monday to Friday 08:00am to 4:30pm) or for property emergencies outside of these hours.

3 Mail

PO Box 214, Leederville WA 6902

When reporting your repair, please provide as much information as possible so we can assess its urgency and process it efficiently. When you contact us to report your repair, please tell us:

- **Your name**
- **Your address including your postcode**
- **A contact number**
- **Your email address**
- **As much information as possible about the repair**

We aim to do repairs at a time that is convenient to you and will do our best to accommodate your preferred times.

Foundation Housing's responsibilities

We are responsible for maintaining:

- Any communal areas
- The structure and outside of your home
- The fixtures and fittings we have provided (except those which you have accepted written responsibility for)

This includes:

- Drains, gutters and outside pipes
- The roof
- Outside walls and doors, window catches and window frames (including necessary external painting)
- Inside walls, floors and ceilings, doors and frames and door hinges excluding inside painting and decoration
- Maintaining and replacing basins, sinks, baths, showers, toilets as well as the water supply and water pipes
- Unblocking waste pipes, except where you have caused the blockage
- Electric wiring including power points and switches
- Water heaters
- Gas pipes and appliances provided by us
- Pathways and steps
- Permanent external structures such as garages and stores
- Boundary walls and fences
- Smoke Alarms

Head Office

297 Vincent St
Leederville, WA 6007
T: (08) 9422 0700
F: (08) 6311 7314

Midland

Unit 6/17-19
Foundry Rd
Midland, WA 6056
T: (08) 6274 3900
F: (08) 6311 7314

Joondalup

6/129 Grand Blvd
Joondalup, WA 6027
T: (08) 9400 5000
F: (08) 6311 7314

Broome

34 Frederick St
(PO Box 3354)
Broome, WA 6725
T: (08) 9193 7641
F: (08) 9336 2962

South Hedland

3b/3 Hunt St
South Hedland, WA 6722
T: (08) 9172 9700
F: (08) 6311 7314

Tenant responsibilities

Please seek appropriate advice before attempting any work in your home.

- Clearing blocked bath, basin/ sink/ shower or toilet caused by items you have introduced such as grease, hair etc.
- Replacing or re-fixing broken toilets seats
- Replacing sink and bath plugs
- Replacing sealant around kitchen units and bathroom fittings
- Replacing shower curtain
- Replacing power plugs on free standing electrical appliances (that you own)
- Replacing light globes and fluorescent tubes and starters
- Maintaining any fixture you have fitted such as ceiling fans or shelves
- Replacing or providing any curtain rails, poles, and tracks
- Resetting tripped fuse boxes with no underlying cause
- Resetting or programming reticulation controls (when instruction manuals have been issued)
- Fitting or replacing a doorbell and battery
- Internal painting, to all internal areas
- Replacing missing or lost keys
- Re-fixing loose handles, latches and catches to doors and cupboards
- Patching minor cracks to walls and ceilings prior to decorating
- Maintaining TV aerial point and satellite dishes that you have fitted
- Plumbing and fitting your own domestic appliances. This must be completed by a registered plumber / gasfitter or electrician
- Providing or replacing a rubbish bin unless provided by the council

Damage caused by you to the property

You are responsible for repairing or replacing any damage caused by you, or those living with you, or your guests and visitors to the property, including damage to any common areas.

It is a Foundation Housing policy that we will only repair damage caused by you during a tenancy if the damage is considered a health or safety issue.

We have set charges for work to repair damage caused by you that is considered to be a health or safety issue which is available on request and will be discussed with you when the repair is raised. We review and change these charges from time to time.

We will endeavour to keep these costs as low as possible and if the cost of the work is below the set charges we will pass on this saving to you.

The following items are considered a health or safety issue:

- Blocked internal waste
- Uncontainable leak from water pipe, sink or toilet cistern
- Gas leak
- Damage to an external window or door leaving it unsecure
- Lock changes that are required due to damage to external door
- Lost keys
- Unsafe electrics
- Garden clearance following council notice
- Boundary fencing
- Smoke alarms

If you need to know more, please contact your Housing Coordinator, who will be happy to help you.

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