

# Repairs to your home

This information sheet explains how to request a repair to your home and how we prioritise repair requests. It also explains what you are responsible for maintaining and what Foundation Housing are responsible for maintaining in 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 repaired quickly and effectively.

You can report your repair in any of these ways:

### Email

repairs@foundationhousing.org.au

### Phone

1300 895 205

Monday to Friday, 08:30am to 4:30pm

### Mail

PO Box 214, Leederville WA 6902

### Website

Foundationhousing.org.au/tenants/report-a-repair

When reporting your repair, please provide as much information as possible so we can assess its urgency and arrange to get it fixed for you. Please let us know your name, address, your best contact number and as much as possible about what is broken or damaged.

Maintenance type	Description	Response time
Urgent	Threat to the immediate safety or health of people, or serious damage to the property. Including a gas leak, dangerous electrical fault, burst water pipe, hazardous materials, fault or damage that causes the property to be unsafe or not secure.	24 hours
Priority	A failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering.	3 working days
Normal	All other repairs, of no threat to the security or safety of the tenants.	20 working days

## Dealing with a property emergency

If you experience a life threatening emergency at your home, you should contact the appropriate emergency service no matter what the time of day. Please report the problem to us via our website, by email or phone the next business day.

**Life threatening emergencies**      **000**

**Electrical faults and emergencies**      **13 13 51**  
turn off mains switch at meter

**Gas leaks**      **13 13 52**  
turn the valve off at meter

**Storm damage: Call SES**      **13 25 00**

## Arranging your own repairs

You can arrange for a tradesperson carry out a repair at your home, however, it will be at your cost. You will need to pay the tradesperson at the time of the repair. Urgent repairs due to a genuine failure of an essential function at the property will be reimbursed by us. Please provide your Housing Coordinator with the receipt for us to arrange. This policy reflects our obligations to you as your landlord under the Residential Tenancies Act 1987.

## Damage caused by you to the property

As the tenant you are responsible for repairing or replacing any damage caused by anyone living or visiting the property. This includes 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. You will be charged for the cost of repairing damage.

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 property unsecured
- Lock changes that are required due to damage to external door
- Lost keys
- Unsafe electrics
- Garden clearance following council notice
- Boundary fencing
- Smoke alarms

## Tenant responsibilities

The following are examples of items that it is your responsibility as a tenant to maintain. 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 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 track
- 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
- Replacing missing or lost keys
- Re-fixing loose handles, latches and catches to doors and cupboards
- 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

## 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
- 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
- Electrical 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