

Repairs & Maintenance

Bridge Housing encourages tenants to report any repairs as soon as possible. This helps us to maintain your property well and minimise maintenance issues.

Bridge Housing's obligations

Bridge Housing must ensure that your property is in a reasonable state of repair. This means that it is clean, safe and habitable before you move in and that the property is kept at this standard during your tenancy.

Tenant obligations

You are responsible for keeping your property maintained. This includes keeping the property in good condition by ensuring it is clean and tidy and your garden is maintained.

Tenants are encouraged to report any problems with their home as soon as possible so that we can address them quickly.

Reporting Repairs

You can report a repair by:

- Calling our maintenance line on **02 8324 0800**
- Emailing us at: repairs@bridgehousing.org.au
- Using the online [Request a Repair Service](#) available on our website.

What happens next?

1. We will provide a timeframe for the work to be completed.
2. We will allocate the work to a contractor.
3. The contractor will contact you to arrange a time to undertake the work.
4. You will sign off that the work has been completed.

If the contractor doesn't show up for an appointment, please contact the Repairs Team on 02 8324 0800 so we can follow up.

Timeframes for repairs

We prioritise repairs depending on how urgent it is. The timeframes range from 4 hours for emergency work to 21 days for non-priority work.

For emergency repairs, a contractor will aim to attend and complete all necessary work within four hours. Where this is not possible, the contractor will make sure the fault is temporarily fixed and arrange for the permanent maintenance to be undertaken within the appropriate timeframe.

Leasehold properties

We expect landlords and agents that we rent properties from to meet their repair and maintenance responsibilities. We will contact the landlord or agent with details of any repair or maintenance request.

The landlord or agent will contact you directly to arrange the work. We may need to relocate you if the owner doesn't undertake the necessary repairs.

Tenant recharges

We recognise that parts of a property will decline and need replacement from normal everyday use.

There are times when repairs are required due to the actions of tenants or their visitors. In these cases when we carry out the repair, we will charge you to fix the property.

If a contractor has arranged to visit your home and you are not there, you will be charged a call-out fee.

Inspecting your home

We do regular inspections of our properties to ensure they are safe and well maintained:

- An **annual wellbeing inspection** to do to a property inspection and talk about your wellbeing including any extra support you might need.
- A **technical scope** of your property will be done at least every three years to help us prioritise maintenance work.
- An **annual fire safety inspection**.

Fire Safety

Landlords are responsible for ensuring that adequate fire safety measures are in place in their properties. Essential fire safety measures include smoke alarms, fire doors, emergency and exit signage and lighting, and fire extinguishers. These vary from building to building.

Heavy penalties apply for any tampering or removing any fire safety measures. If there are issues with any fire safety measures in your home, please report it to us immediately.

Alterations

You may want to alter your property to improve the amenity. It is a condition of your tenancy that you gain written permission from us prior to making any alterations by completing an **Alterations Request Form**. We will assess all alterations requests within 21 working days.

If you make any unapproved alterations, we expect you to reinstate the property as it was originally using our approved contractors. You will be charged for this.

Disability Modifications

We recognise that your needs may change because of illness, injury, age or disability and that this may mean your home is no longer suitable. You can apply for modifications by completing a **Disability Modifications Request Form**.

We will review your request and the modifications required to support you to remain in the property. We will assess the modification to ensure that the modification is structurally safe and cost effective.

Where a modification request has been declined or has been determined to be unreasonable, alternative housing options will be offered.

Pests

We will ensure that all properties are free from pest infestations at the start of a tenancy. You are then responsible for controlling pests within your home or garden after moving in.

We expect you to take reasonable action to prevent pest infestation. This includes keeping your home and garden clean and tidy and routinely using pest prevention treatments such as mouse traps, powders, sprays and baits.

Mould

Mould is a type of fungus. It can grow in damp, dark and poorly ventilated areas in your home. Preventing and treating mould depends on the causes of the mould.

We are responsible for treating any mould caused by maintenance or structural issues in the property such as roof leaks, bathroom leaks and rising damp. Tenants are responsible for preventing mould by keeping the property clean, reducing clutter and making sure the property is ventilated.

When a mould issue is reported, we will:

1. visit your property to investigate the mould and damp issue, this may include using experts if the source of mould is unknown
2. implement a plan to prevent or treat the mould, and
3. contact you within a month to make sure the plan worked.

We aim to start investigation within 7 days of being reported, and have a plan in place on how the issue will be resolved within 21 days of inspection. We may need to relocate you if the plan does not work.

Compliments, Complaints and Appeals

This is an appealable policy. If a tenant is not satisfied with a repair service provided by Bridge Housing or does not agree with a decision it has made, they can ask for a formal review.

Our *Compliments, Complaints and Appeals Policy* outlines how we will undertake a review of our decision. A copy of our policy and information leaflet, is available from Bridge Housing's office or on our website www.bridgehousing.org.au