

# REPAIRS AND MAINTENANCE

General Repairs or enquiries (Monday – Friday 8:30am – 4:30pm):

1. **Contact your Youth Housing Manager, alternatively**
2. Head Office (02) 8306 7905



**EMERGENCY REPAIRS  
ONLY**  
outside of business  
hours  
**(02) 8579 0575**

## GENERAL REPAIRS

When requesting repairs over the phone or in writing, make sure you have all the information. The better the information you provide, the more likely the repairs will be done quickly and properly. It is important to tell us as much information as possible regarding the location, and what appears to be the problem. Your Youth Housing Manager may encourage you to text or email photos or we may want to visit and inspect the issue further.

## EMERGENCY REPAIRS

An emergency repair is a 4-hour response and defined as one or more of the following situations; any fault or damage that causes the premises to be deemed unsafe or not secured,

- blocked toilet.
- burst water service (hot/cold).

- dangerous electrical fault,
- serious flooding,
- serious rook leak, or
- locked Out: ANY LOCKSMITH REPAIRS COSTS WILL BE PASSED ON TO THE TENANT – service ONLY offered in some MFYH programs

## PROVIDING ACCESS

In most instances, your Youth Housing Manager will pass on your contact details to the preferred contractor so they can contact you and arrange a time for the repairs to be made, but you must be home when they attend or have someone to let in the repairer. Failure to be home when an arrangement has been made may result in a call-out fee passed on to you.

## PEST CONTROL

MFYH will consider payment for all or part of the cost of eradication treatment of cockroaches, mice, and rats if it can be proven that the tenant is not responsible (such as the commencement of tenancy).

## RESPONSE TIMES

We aim to undertake repairs and maintenance within the following timeframes:

### Emergency: 4 Hours

This is when there is a serious health or safety risk to the Tenant &/or Property including storm damage, serious flooding, burst water service, blocked sewer system and major electrical fault.

### Urgent: 24-72 hours

This is when there is a breakdown of an essential service like lighting or power, no water, broken window or there is a serious roof leak.

### Non-urgent: 20 days

This is when damage does not pose an immediate health or safety risk, e.g. a leaking tap, fence repair etc. Please tell your Youth Housing Manager if the repairs have not been completed within a reasonable timeframe so that we can follow-up with our contractors.

### Planned Maintenance

This includes general repairs like painting, smoke alarm testing, carpet replacement or kitchen and bathroom upgrades. We will let you know if inspections or work is required.

For emergency help (such as major roof damage due to fallen tree) in extreme weather conditions such as floods and storms call NSW SES at any time on **132 500**. For fires or other life-threatening emergencies call **000**.

# REPAIR REQUEST FORM



<b>Date:</b>			
<b>Property:</b>			
<b>Tenant:</b>			
<b>Mobile:</b>		<b>Email:</b>	

<b>Preferred method of contact:</b>	<b>Phone / SMS / Email</b>
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### Your availability for tradesperson to visit property

Most tradespeople are available Monday to Friday 8.00am to 4.00pm – *when can you be home?*

1. Day(s): \_\_\_\_\_ Time(s): \_\_\_\_\_
2. Day(s): \_\_\_\_\_ Time(s): \_\_\_\_\_

**Repairs Requested** – please include all relevant details and attach any photos.

**Describe the repair issue/s – where and what:**


**When did the problem start?**


**What have you done to fix the problem (if anything)?**


*This form can be emailed to: [youthhousing@mfyh.org.au](mailto:youthhousing@mfyh.org.au)*

**MFYH office Use Only:**

Repair/s relate to: Tenant damage       Landlord

<i>Youth Housing Manager</i>	
<i>Date work order/s raised:</i>	
<i>Sent by (email, phone, portal):</i>	
<i>Timeframe for repair:</i>	

**P:** (02) 8306 7905

**E:** [youthhousing@mfyh.org.au](mailto:youthhousing@mfyh.org.au)

**A:** Unit 1, 2 Charlotte St, Ashfield NSW 2131

**PA:** PO Box 114, Stanhope Gardens NSW 2768

**W:** <http://mfyh.org.au/>