

## Maintenance

At Women's Housing Ltd we pride ourselves in maintaining our properties to a high standard and we would appreciate your assistance in achieving that standard.

To ensure we achieve this standard we need you to report to us any maintenance issues you have whether they are urgent or not. You can do this by phone during normal working hours 9.00am – 5.00 pm on **9412 6868** or by emailing any time **[maintenance@womenshousing.com.au](mailto:maintenance@womenshousing.com.au)**.

With any information you give us on maintenance it is really important that you give us exact details of the problem and where it is located for example bedroom, bathroom, ceiling etc. This information will then be forwarded to the contractor.

Please provide your name, address and contact details. This is important as we may need to contact you to ask questions about the maintenance.

It should be understood that we will attempt to address your maintenance issue as promptly as possible and our best endeavour will be within 7 days for all non urgent works. The contractor will ring you to make a suitable time for the repair.

If the maintenance issue is of an **urgent** nature after normal work hours or on weekends please call **9412 6816**.

Urgent maintenance is defined as damage to your property which results in it no longer providing a safe haven and may be a risk to your health and safety, for example no gas for cooking or heating, flooding etc.

Please note below some helpful tips/hints on how to progress if you have an urgent or non urgent maintenance issues:

- **Gas leak** – please turn off gas meter. If unable to turn meter off please leave the premises, advise other tenants to leave as well and phone 000.
- **No power** – please contact maintenance if this is localised to your apartment. If the whole area you live in is out of power then we cannot assist.
- **Flooding** – turn off water at the water meter.
- **Flooding during storm** – please put valuable items up high and place towels at doorways and phone SES 132 500.
- **Water tap won't turn off** – please turn off water at external water meter if possible and contact maintenance.
- **Blocked toilet** – use a plunger if unsuccessful please contact maintenance.
- **Locked out** – please call a locksmith. For North/West Melbourne suburbs call Omega Security on 9689 3488, for South/Eastern Melbourne suburbs call Frankston Locksmith on 1300 562 573 (unless you reside in Bentleigh or Bayswater then you can utilise the security access button).

**Note:** Urgent maintenance is addressed within 24 hours. You will need to stay at home until the contractor arrives at your property. If you are unavailable or leave your property and we have called a contractor to attend and they can't access your property, you may be asked to pay the call out charge.