

Repairs and Maintenance

Churches of Christ Housing Services, as a landlord, has certain responsibilities to maintain your home. These are outlined in your tenancy agreement.

As a tenant, you also have responsibilities for maintaining your home and ensuring repairs are promptly reported.

More information about maintenance obligations and tips on caring for your home are provided in your Tenant Handbook.



How do I report a routine repair?

Reporting a routine repair is simple and can be done a number of ways. To report a routine repair, you can:

- Complete a maintenance request form and lodge it at one of our offices;
- Leave a completed maintenance request form on your kitchen bench for us to collect at your next property inspection;
- Send a request online via our website or send us an email;
- Contact us by phone during business hours.

Maintenance request forms are provided in your Tenant Start-up Pack and additional copies can be collected from any of our offices. We will also send you a form when we notify you of an upcoming inspection.

How do I report an emergency or urgent repair?

All emergencies involving fire, natural disaster, injury or threats to safety, should be immediately reported to the applicable emergency service such as the Police or State Emergency Service (SES). Contact us by phone immediately after alerting the emergency services.

Emergency repairs are required when a property has been seriously damaged or affected by an event and poses a serious risk to persons' safety. An urgent repair may also be required when there is a loss of an essential service such as power or water. See the examples by repair category on pages two and three.

What if there is an emergency after office hours or on the weekend?

If there is an emergency, or you require an *urgent* repair after office hours, please contact our after-hours 1800 number for assistance after you have alerted the applicable emergency service where required. If your call is not answered immediately, we will aim to call you back in 30 minutes. Matters that are not urgent should be reported the next business day.

Churches of Christ Housing Services Offices – Ph 1800 406 566

Brisbane Office	Ipswich Office	Gold Coast Office	Bribie Island Office	Caloundra Office
41 Brookfield Road Kenmore Qld 4069	200 Brisbane Road Booval QLD 4304	1 Griffith Way Southport QLD 4215	52 Cotterill Avenue Bongaree Qld 4507	8 Cooma Terrace Caloundra Qld 4551
P: 07 3327 1674	P: 07 3436 8900	P: 07 5539 7655	P: 07 3410 3751	P: 07 5539 7655

Office hours – Monday to Friday 9:00am to 4.00pm

After-hours service phone – 1800 446 604

When will someone attend to my repair request?

We will respond to maintenance requests in order of urgency from when you report the problem. The following are examples of typical repair priorities and target response times:

Repair Category	Examples
<p>Emergency</p> <p>1 Hour Response</p> <p><i>A fault or damage that could lead to death or injury of persons, or serious damage to the property.</i></p>	<ul style="list-style-type: none"> • Fire. • Gas leaks. • Exposed live electrical wires. • Burst pipes within the building. <p>The contractor's primary objective when responding to an emergency repair is to make the situation safe and to specify works required for rectification.</p>
<p>Urgent</p> <p>4 Hour Response</p> <p><i>A fault or damage that endangers health and safety or could result in extensive damage to the property.</i></p>	<ul style="list-style-type: none"> • Building is unsecure. • Complete lighting or power outage (not a network fault). • Serious water penetration. • Serious storm damage. • Burst water pipes outside the building. • Fully blocked sewerage (health hazard). • Blocked or overflowing toilet. • Structural damage endangering the occupants. <p>Seniors or vulnerable tenants being locked out of their home.</p>

<p>Priority Repairs</p> <p>24 Hour Response</p> <p><i>A fault or damage that causes serious inconvenience to the tenant.</i></p>	<ul style="list-style-type: none"> • Partially blocked drains (minor, no health hazard). • Toilet cistern not working or overflowing. • Unsecured windows. • Unsecured yard (fence damage greater than 125 mm wide). • Full stove not working (where no other cooking facilities exist). • No hot water. • Multiple lights or power points not working. • Smoke alarm not working. • Security lights not working.
<p>Routine Repairs</p> <p>14 Day Response</p> <p><i>Maintenance that does not prevent regular use of the property.</i></p>	<ul style="list-style-type: none"> • Slow dripping taps. • Stove partially faulty. • Water hammer. • Doors jamming. • Leaking gutters or downpipes. • Single power outlet and lights not working. <p>Some routine repairs may be put on hold for a reasonable time in order for multiple jobs of a similar nature to be completed together.</p>
<p>Defects (new properties)</p> <p><i>Repairs and maintenance covered by a builder or manufacturer warranty period generally outside of the services direct control.</i></p>	<p>Maintenance in the first 12 months after a new property has been built will be the responsibility of the original contractor and are known as defects repairs. The response targets outlined above may not apply for minor defects.</p>