

# FACTSHEET

## Repairs and Maintenance

If you are in a life-threatening situation, please call 000

When things stop working or need to be repaired, we rely on our tenants to keep us informed, so we can address maintenance issues quickly.

### Venture Repairs and Maintenance

Venture Housing is committed to providing a professional repair and maintenance service to our tenants.

We will:

- ✓ Provide properties in a reasonable state of cleanliness and ensure that they are fit for habitation at the start of your tenancy.
- ✓ Maintain properties in a reasonable state of repair, considering the age, prospective life of the property and property care.

### Requesting Non-urgent Maintenance and Repairs

You can request a non-urgent repair or maintenance in the following ways:

- ✓ Lodge a request through your maintenance app (some tenancies are connected to **Maintenance Manager** app and others to **Maintenance Pro**, your tenancy manager will provide details upon commencement of your lease)
- ✓ Emailing our Asset and Maintenance Officer at [maintenance@venturehousing.org.au](mailto:maintenance@venturehousing.org.au)

### Urgent & Emergency Repairs

Urgent and emergency repairs are classified under the Residential Tenancies Act 1999 as any of the following:

- ✓ Burst water service (please turn the water off at the mains)
- ✓ Blocked or broken toilet system
- ✓ Serious roof leak
- ✓ Dangerous electrical fault (electric shocks or sparks visible)

- ✓ Flooding or serious flood damage
- ✓ Serious cyclone or fire damage
- ✓ Failure or breakdown of electricity, gas or water supply to the premises
- ✓ Stove not working
- ✓ Damage that threatens the security of the premises (e.g., broken front door)
- ✓ No hot water
- ✓ Any fault or damage that causes the premises to be unsafe or not secure

### Emergency Repairs during office hours

You can request an emergency repair or maintenance in the following ways:

- ✓ lodging an emergency request through our Maintenance app (some tenancies are connected to **Maintenance Manager** app and others to **Maintenance Pro**, your tenancy manager will provide details upon commencement of your lease)
- ✓ Calling Venture on 08 8981 9804

### After Hours Emergency Repairs

**Locksmith:** Darwin Lock & Key 08 8948 1966

**Glazier (Glass Repairs):** Easy Glass Services 08 8947 3279

**Electrician:** Jetstream Electrical 08 8984 3434

**Plumber:** John Day Plumbing 0438 894 758

### Repair Timeframes

**Emergency repairs:** within 4 hrs. of report.

**Urgent & priority repairs:** within 24 hrs. to 5 days of report.

**Non-urgent & routine repairs:** Within 21 days of report.

Once reported, our contractors will be in contact with you to arrange a time for the repairs to be completed. **It is essential that you respond as soon as possible.**