

FACTSHEET

Timeframes for repairs

Emergency (made safe within 4 hours, repaired within 24hours)

Maintenance issues that cause a risk of imminent danger such as:

- ✓ Exposed electrical wires and no power to property
- ✓ Sewerage overflowing or sewer choke to toilet, major water leak
- ✓ Blocked toilet if it is the only toilet in the property
- ✓ Unable to secure premises (generally large broken windows or doors)
- ✓ Exposed asbestos, gas leak
- ✓ Serious storm damage such as flooding and fire damage
- ✓ A major roof leak has occurred
- ✓ Fire alarm
- ✓ No water or electricity to the premise that is not related to power and water

Urgent (24 hrs to 72 hours)

Maintenance issues that create a significant loss of amenity to the property and may create health issues or further damage:

- ✓ No hot water
- ✓ No cooking facilities
- ✓ Water in electrical power sockets
- ✓ Roof leak

Normal repairs (within 21 days)

Maintenance issues that casue a significant inconvenience.

Maintenance issues that are non-urgent and routine in nature such as:

- ✓ Non-urgent work where maintenance is planned between Tenant, the Asset team and Contractor.

- ✓ Some routine matters include adjusting of doors and windows.
- ✓ Leaking taps
- ✓ Broken lights
- ✓ Running toilet
- ✓ Leaking irrigation system

Cost of repairs

Venture Housing responsibilities

- ✓ Venture is responsible for maintaining your property where the repair work needed is a result of fair wear and tear which happens during the everyday use of the property.
- ✓ Damage that is the result of a crime will be claimed through Venture's property insurance, provided you report it to the Police and give us the Police Report Number

Your Responsibilities

- ✓ You will be responsible for the cost incurred in replacing light globes, cleaning air conditioner filters and for the pest control.
- ✓ You will be also responsible for the call out fee of a contractor who cannot access your property to carry out repairs at the agreed and scheduled time.
- ✓ You will be responsible for repairs to the property that are caused by neglect, misuse, accidental, or willful damage. This includes pets but does not include damage caused by an act of domestic violence

Pests

- ✓ Venture will ensure your property is pest free when you move in, and it is your responsibility to keep it pest and vermin free during your tenancy
- ✓ We can arrange a contractor at your expense