

This Guide sets out the priority levels we give to different types of repairs and maintenance required on the properties we manage. It includes examples, our response time for each priority level and responsibility for costs.

Junction Australia is a registered Community Housing Provider under the Residential Tenancies Act 1995 (South Australia) and the Community Housing Providers National Law (South Australia). These laws set out our maintenance responsibilities as a registered Community Housing Provider for the properties we manage as a landlord.

As well as having these responsibilities, there are additional maintenance standards and requirements that apply to some of the properties we manage.

For example, where the management of a property has been transferred to us from the South Australian Housing Trust, Junction Australia follows the Community Housing Maintenance Accommodation Standards issued by Renewal SA. (To view a copy of the Community Housing Maintenance Accommodation Standards, visit [www.sa.gov.au](http://www.sa.gov.au) or phone us on **(08) 8210 7010**).

Note: Any special or specific maintenance conditions or requirements set out in your tenancy agreement take precedence over this Guide.

## Responsive Repairs & Maintenance Response Times

| Priority | Response   | Description  | Urgency    |
|----------|--|--|------------|
| 1        | Work to commence within 4 hours after notification                     | Any repair work that is urgent and immediately affects tenants' health, safety or security         | Urgent     |
| 2        | Work to commence within 24 hours after notification                    | Any repair work that is urgent but does not immediately affect tenants' health, safety or security | Urgent     |
| 3        | Work to commence within 10 business days or a longer reasonable period | Non-emergency maintenance requests   | Non urgent |

Responsive maintenance restores an asset to an operational or safe, secure condition.

### Priority 1

Work to commence within 4 hours after notification and to be completed within 5 business days – includes storm damage, major flooding, large area of roof blown off or collapsed, fallen trees or possibility of falling trees or large limbs, electrical faults resulting in shocks or injuries, fire damage to building or contents, internal or confined area gas escapes, damage caused to building by vehicle, burst pipes where the service can't be isolated, faulty external main door locks or where premises need securing.

### Priority 2

Work to commence within 24 hours after notification and to be completed with 7 business days – includes no light, no power, no water, blocked sewer drains/waste pipes/storm water drains, repair or replacement of hot water units, gas escapes (if not priority 1), faulty pans and cisterns, faulty ball valves, leaking taps, major roof leaks.

## Priority 3

Work to commence within 10 business days or a longer reasonable period – covers any other work not defined in either Priority 1 or 2. If your request falls outside of Priority 1 or 2, we will discuss this with you and within 10 business days of your request let you know:

- If we need to come out and look at the repair and maintenance issues in person (conduct a 'building assessment')
- An estimate of when we are likely to undertake any required work (which may not be until other maintenance is also required or is already planned or when the property is next vacant).

## Responsibility and Payment for Repairs & Maintenance

Your tenancy agreement with us sets out the details of your rights and responsibilities as tenant and our rights and responsibilities as landlord. Please refer to your tenancy agreement for details.



If you need assistance understanding your rights and responsibilities as a tenant you can contact the Tenant Information and Advisory service (TIAS) on **1800 060 462**.

Generally:

- Your tenancy agreement sets out specific things that Junction Australia is or is not responsible for repairing or maintaining
- If repairs or maintenance are needed for things Junction Australia are responsible for in your tenancy agreement, and the need for repair or maintenance is due to fair wear & tear or natural causes, Junction Australia is responsible for the cost
- If the repairs needed are due to tenant damage, then the tenant is responsible for the repairs or maintenance (or the cost of the repairs and maintenance if they are undertaken by Junction Australia)

## Got Questions?

If you have further questions about repairs or maintenance, you can:

- Visit our website [www.junctionaustralia.org.au](http://www.junctionaustralia.org.au)
- Speak to your Tenancy Officer in person or by telephone
- Email your questions to [maintenance@junctionaustralia.org.au](mailto:maintenance@junctionaustralia.org.au) or phone our Maintenance Team on (08) 8210 7010
- Write to us at 168 Greenhill Rd, Parkside SA 5063