

A man wearing a dark blue cap and a matching polo shirt is leaning over a workbench. He is using a red and black power drill to work on a long, thin wooden plank. In the background, there is a black storage bin and a yellow container. The scene is set in a well-lit workshop or garage.

REPAIRS & MAINTENANCE — PRIORITY GUIDE —



OUR RESPONSIBILITIES

This guide sets out the priority levels allocated to the different types of repairs and maintenance required on the properties we manage, including examples, our response time and the responsibility for costs.

As a registered Community Housing Provider, Junction is governed by 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 landlord, as well as additional standards and requirements that apply to some of the properties we manage.

PAYMENT

Your tenancy agreement sets out the details regarding your rights and responsibilities as a tenant, as well as where you might be responsible for payment. This includes specific things that Junction is or is not responsible for repairing or maintaining as a landlord.

Generally, where the need for repair or maintenance is due to fair wear and tear then Junction is responsible for the cost.

For instance, where the management of a property has been transferred to use from the SA Housing Trust, Junction follows the Community Housing Maintenance Accommodation Standards issued by Renewal SA. You can view a copy online by visiting sa.gov.au or give us a call on (08) 8210 7010 and we will send you a copy.

Please note:
Any special or specific maintenance conditions or requirements set out in your tenancy agreement take precedence over this guide.

If you need help understanding your rights and responsibilities as a tenant, you can give the Tenant Advisory and Information Service (TIAS) a call on 1800 060 242.

If repairs are needed due to damage, the tenant is responsible. You can either organise for a contractor to fix the problem, or you can organise for Junction to resolve the issue and you are responsible for the associated cost.

OUR RESPONSE TIMES

Priority 1	
Response	Work to commence within 4 hours after notification.
Description	Any repair work that is urgent and immediately affects the tenant's health, safety or security.
Examples	Storm damage, major flooding, large area of roof blown off or collapsed, fallen trees or possibility of falling trees or limbs, electrical faults resulting in shocks or injuries, fire damage to building or contents, internal or confined area gas leaks, 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.
Resolution	Work to be completed within 5 business days.
Priority 2	
Response	Work to commence within 24 hours after notification.
Description	Any repair work that is urgent but does not immediately affect the tenant's health, safety or security.
Examples	No light, no power, no water, blocked sewer drains, blocked waste pipes, blocked 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.
Resolution	Work to be completed within 7 business days.
Priority 3	
Response	Work to commence within 14 days or a longer, reasonable period.
Description	Non-emergency maintenance requests.
Examples	This covers any work outside of Priority 1 and 2.
Resolution	We will contact you within 14 business days to discuss your request and advise whether we need to conduct an inspection in person, provide an estimate of when we are likely to undertake the work required. This may not be until other maintenance is also required, or the property is next vacant.



If you have further questions about
repairs or maintenance:

Speak to your Tenancy Officer in person
or by telephone.

Email your questions:
maintenance@junctionaustralia.org.au

Phone our Maintenance Team:
(08) 8210 7010

Visit our website:
junctionaustralia.org.au

Write to us at:
168 Greenhill Rd
Parkside SA 5063