

# REPAIRS AND MAINTENANCE

Requesting a repair is simple.

T: 24/7 Repairs and Maintenance (08) 8210 7010

E: [maintenance@junctionaustralia.org.au](mailto:maintenance@junctionaustralia.org.au)

W: [junctionaustralia.org.au/housing](http://junctionaustralia.org.au/housing) and fill out the online form.

If you have already reported a repair and would like an update, please give our maintenance team a call on (08) 8210 7010.

## FAQ

### Who do I ring for repairs?

For all maintenance requests or queries, call our dedicated maintenance line on (08) 8210 7010.

### What if it happens on a weekend?

This line is staffed 24/7. If you have an emergency request, you can call the same number any time, including on weekends and public holidays.

### How long will repairs take?

All repairs and maintenance are undertaken based on a priority system. This includes us taking into account the immediate or likely impact on personal safety, wellbeing and further damage to the property. For more information, refer to the Repairs and Maintenance guide.

### What will happen once I request a repair?

Our maintenance team or one of our contractors will be in touch. Refer to the Repairs and Maintenance guide for priority response times and more information.

### What if there is a flood, earthquake or other natural disaster?

Call 000 if your personal safety is in immediate or potential danger. If your home or property is in immediate danger, call the State Emergency Service on 13 25 00 and then contact us on (08) 8210 7010.

### Who are your contractors?

Junction is supported to carry out maintenance work by local contractors. These businesses and organisations have been verified as compliant and suitable contractors to work in our properties. All have current police check clearances.

### What if I/a visitor damages my property?

From time to time, damage can be caused accidentally, intentionally, or through neglect. If this happens, please advise us as soon as possible. Tenants are responsible for replacing or repairing the damage in these cases.

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## FAQ CONT.

### What about pests and vermin?

Junction is responsible for exterminating/removing pests and vermin if they were evident at the beginning of the tenancy or are reported within three months of a new tenancy.

### What about fire safety?

Smoke alarms have been installed in all our properties for safety reasons. We will request access to your home so that the smoke alarms can be tested as part of our programmed maintenance program. If you suspect your smoke alarm is faulty or the batteries are flat, please phone our dedicated maintenance line as soon as possible.

### What happens if I lose my keys?

At handover, as with private rental, property keys become the tenants' responsibility. Tenants are expected to cover the cost for lost or stolen keys and engaging a locksmith if required.

### What work does Junction undertake to my property as part of programmed/regular maintenance?

Our programmed maintenance program can be guided by factors including the condition and age of an asset, area or property. Programmed maintenance can include common garden upgrades or other works such as roofing, gutters, paving, internal painting, floor coverings, floor structure, kitchen upgrades and bathroom upgrades.

### I want to carry out some renovations/improvements to my home. Is that ok?

Tenants need to apply to Junction in writing via email or a letter for approval to carry out their own home improvements or alterations.

We assess applications taking into account a range of factors including whether the alteration is suitable for the property, whether a suitable tradesperson is proposed to undertake the work, if any applicable compliance documentation is provided and any future plans for the property.

Tenants are responsible for costs associated with such works. For more information on tenant responsibilities in regards to carrying out your own home improvements or renovations to Junction properties, call our dedicated maintenance line.

## TIP

When you are reporting a repair, the more detail you can provide, the better.

### MORE INFORMATION

For more information, phone us on (08) 8210 7010 or visit [junctionaustralia.org.au](http://junctionaustralia.org.au)