

## Work Request Form Guidelines

Please refer to the Julia Housing Association Property Manual for reference and further details regarding the Work Request Form Guidelines.

### **Prioritising Repair Work (refer to 6.5 of the Property Manual)**

**Emergency repairs** are those requiring immediate attention and may involve water, gas, and energy, and/or safety and security. Examples include: no hot water, significant storm damage, blocked drains and toilets (where another toilet cannot easily be used), no power to the house, electrical faults, burst water mains/pipes.

In the event of an **after-hours emergency repair, please call (08) 8373 8305**. *Please use this number only if the situation warrants immediate attention prior to the next business day.*

**High Priority Repairs** involve situations which cause inconvenience or discomfort to the tenant, or which may cause property damage if left unattended for long periods.

**Low Priority Repairs** involve minor repairs of a non-urgent nature, such as dripping taps.

### **Who pays for what? (refer to 6.0 of the Property Manual)**

The information provided below offers some guidelines on who pays for what in specific circumstances, though this is not an exhaustive list. If you would like clarification about a matter, please contact the Julia Farr Housing Association Property Officer.

#### **Landlord's responsibility to fund:**

- Fair wear and tear on those structural items and fixtures which are the landlord's responsibility
- Leaking gutters or taps
- Faulty locks or doors (unless damaged by a tenant or guest)
- Damage to the roof as a result of wind or storm
- Replacing a worn-out hot water service
- Items for which a property levy is collected.

#### **Tenant or support service provider's responsibility to fund:**

- Any additions/modifications to the property to meet the individual needs of the tenant or their support staff
- Damage to the property caused by tenants, visitors or support workers outside fair wear and tear for a domestic house
- All items excluded under the *Residential Tenancies Act Regulations 1995*, section 11
- Toilet/drain blockage caused by material in drains or toilet
- Washing machines, fridges, microwaves etcetera
- Light globe replacement, sensor light adjustments, smoke alarm or call system testing
- Cost associated with regaining entry to dwelling if you accidentally lock yourself out
- Removal of leaves from roof and gutters, and cleaning of rain water tanks
- Intentional damage to doors, walls, screens and handles.

The Residential Tenancies Act Regulations 1995, section 11, explains that Associations (landlords) are not responsible for the following items:

- a) Antennas
- b) Ceiling Fans
- c) External Blinds
- d) Floor Coverings
- e) Internal Blinds/Curtains
- f) Light Fittings/Globes
- g) Washing Machines
- h) Rain Water Tanks, other than where the tank is the only source of water for the premises
- i) Room Heaters
- j) Spa Bath Motors
- k) Waste Disposal Units
- l) Garden Sheds
- m) Window Treatments
- n) Dishwashers
- o) Swimming Pools
- p) Water Pumps, other than where the tank is the only source of water for the premise