

Julia Farr Housing Association Work Request Form



All work requests must be submitted to the Julia Farr Housing Association by completing and returning this form. Please note response times will vary depending on the nature and urgency of the request. We encourage you to call us if you have any maintenance questions – we are here to help.

Please return completed form to:

E: property@jfha.org.au (preferred option)

F: (08) 8373 8373

T: (08) 8373 8333

Date:			
Name (Tenant/Person Requesting):			
Unit No:		Street No:	
Street Name:		Suburb:	
Is the Job (please tick):	<input type="checkbox"/>	An Emergency (fix within 24 hours)	
	<input type="checkbox"/>	A High Priority (fix within 2-14 days)	
	<input type="checkbox"/>	A Low Priority (fix within 30 days)	
Best contact details for house			
Name:			
Phone No:			
Mobile No:			
Job Description (please include a detailed description of the repair/s requested, including in which room it is to occur and the size/make/model where applicable)			
Job 1:			
Job 2:			
Items not maintained by the Julia Farr Housing Association (refer to 6.3 of the Property Manual)			
The <i>Residential Tenancies Act Regulations 1995</i> , section 11, explains that Associations (landlords) are not responsible for the following items:			
a) Air Conditioners	j) Refrigeration Units		
b) Antennas	k) Room Heaters		
c) Ceiling Fans	l) Spa Bath Motors		
d) External Blinds	m) Waste Disposal Units		
e) Floor Coverings	n) Garden Sheds		
f) Internal Blinds/Curtains	o) Window Treatments		
g) Light Fittings/Globes	p) Dishwashers		
h) Washing Machines	q) Swimming Pools		
i) Rain Water Tanks, other than where the tank is the only source of water for the premises	r) Water Pumps, other than where the tank is the only source of water for the premises		

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.