

REPAIRS TO YOUR HOME
HOUSING & HOMELESSNESS

Every Story Matters.



This information sheet explains how to request a repair to your home and how we prioritise repair requests. It also explains what you are responsible for maintaining and what we are responsible for maintaining in your home.

Reporting your repairs

We maintain our properties to make sure they are safe, clean and comfortable for our tenants. We work in partnership with our tenants so that everyone can be confident that all repairs and maintenance will be attended to promptly and effectively.

All repairs must be reported, including those that you are responsible for under the Residential Tenancies Act 1987.

You can report Repairs & Maintenance by submitting a Repair Request Form on our website, www.Accordwest.com.au OR telephone 9729 9000 and ask to speak with the Tenancy Officer.

Please describe the problem in as much detail as you can so that we can assess the urgency and arrange to get the repairs underway. For example:

- Location of the problem;
- What it affects (e.g. drinking water, washing clothes etc.);
- How long it has been an issue;
- Model/serial numbers;
- How the damage or breakage occurred (e.g. normal wear and tear, accident or vandalism etc.);
- A contact phone number for the contractor (if you have arranged one).

Types of repairs

Urgent repairs are defined by the Residential Tenancies Act 1987 and fall into two categories: repairs that are necessary for the supply or restoration of an essential service and other urgent repairs.

Urgent Repairs – Essential Services

Essential services are listed in the Residential Tenancies Regulations 1989 as electricity, gas, a functioning refrigerator (if one is provided with premises), waste water management treatment and water (including the supply of hot water).

Arrangements for these repairs must be made within 24 hours.

Urgent Repairs – Other

Other urgent repairs are those that do not involve an essential service, but are required to avoid damage to the property, injury to a person or undue hardship or inconvenience for the tenant.

Arrangements for these repairs must be made within 48 hours.

Routine Repairs

Routine repairs are repairs to items that do not threaten the security or safety of the tenant.

Arrangements for these repairs must be made within 20 working days.

Your responsibilities

You are responsible for maintaining or repairing the following:

- Clearing blocked bath, basin, sink, shower or toilet caused by items that you have introduced such as grease, hair etc.;
- Replacing the locks if you lose your keys;
- Changing light globes, tubes and fuses;
- Wiping away condensation or mould;
- Resetting tripped fuses or RCDs;
- Monthly RCD testing;
- Quarterly smoke alarm testing;
- Ensuring that the bins are collected on bin collection days;
- Maintaining the lawns and gardens, including the council lines (e.g. curb);
- Damage you cause to the property; and
- Damage caused by anyone living in or visiting the property (including damage to common areas).

We will only repair damage caused by you or your visitors during a tenancy if the damage is considered to be a health or safety issue. You will be charged for the cost of repairing such damage.

Please seek advice from the Property Manager before attempting any “do it yourself” work in your home.

Our responsibilities

We are responsible for maintaining the following (as long as you or your visitors did not cause the damage):

- Repairs and maintenance in communal areas;
- The structure of your home;
- The fixtures and fittings we have provided, except those which you have accepted written responsibility for (including drains, gutters, downpipes, outside walls, doors and windows etc.).
- Inside walls, floors, ceilings, doors and door frames;
- Basins, sinks, baths, showers, toilets;
- Water supply and water pipe work;
- Electrical wiring (including compliances, smoke alarms and RCDs);
- Boundary walls and fences; and
- Permanent external structures (e.g. garages and patios).

Arranging your own repairs

You can arrange for a tradesperson carry out a repair at your home, however, it will be at your cost. You will need to pay the tradesperson at the time of the repair.

If you have not been able to contact our office within 24 hours for an essential repair and 48 hours for an urgent repair, or if we fail to ensure the repairs are carried out as soon as practicable once you have notified us about it, then you can arrange for the repairs to be carried out by a suitably qualified repairer to the minimum extent necessary.

We would be required to reimburse you for any reasonable expense incurred.

What if my repair is not completed within these timeframes?

When you request a repair at your property, ask the Tenancy Officer for details of the timeframes that you can expect:

- To be contacted by the contractor; and
- For the work to be completed.

If the work is not completed within this timeframe, please let the Tenancy Officer know so that we can follow-up and make sure the work is completed.



A: 26-28 Forrest Avenue
South Bunbury,
WA 6230.

P: 08 9729 9000
P: 1800 115 799
E: info@accordwest.com.au

PO Box 6498
South Bunbury, WA 6230.

Office hours
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911

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