

# public housing repairs – a guide



## urgent repairs

These are repairs that need to be fixed within **24 hours**

They include:

- > a burst water service
- > a blocked or broken toilet
- > a serious roof leak
- > a gas leak
- > a dangerous electrical fault
- > flooding or serious flood damage
- > serious storm or fire damage
- > a failure or breakdown in the supply of water, hot water, cooking, heating or laundering service supplied by the Office of Housing (OoH)
- > a serious fault in a lift or staircase
- > a fault or damage that makes the property unsafe



## priority repairs

These repairs need to be fixed within **7 days**

Priority repairs are repairs that are serious but do not present an immediate danger to health and safety.

For example:

- > a dripping tap. If the tap is leaking a large amount of water then it may be approved as an urgent repair. When you speak to the Call Centre you need to be specific and tell them how much water is leaking.



## non-urgent repairs

These repairs need to be fixed within **14 days**

They are repairs that are not considered urgent or a priority.

For example:

- > a damaged kitchen cupboard
- > a hole in the wall
- > a broken blind
- > a damaged clothesline



**tip** > Always ask the Call Centre for the Scheduled Contract Number (SC Order). This is a record of your call.



### Call Centre ☎ 13 11 72

**24 hours 7 days a week** (only call after hours if it is an urgent repair)

Tell them

- your name and phone number
- your address

- what the problem is  
*(what's not working or needs repairing)*

Tell them what language you speak and the Call Centre will organise an interpreter

## repairs not completed

- 1 You can call the Call Centre again and tell them the work hasn't been done. We (the Tenants Union) can assist you with this.
  - 2 You can write a letter to Consumer Affairs Victoria (CAV) requesting they carry out an inspection. We can help you write this letter. An inspector will visit your property within 14 days of receiving the letter, and if repairs are needed the inspector will send the Office of Housing (OoH) a copy of the report asking them to complete the maintenance within a specified time.
  - 3 If the work is still not completed you can make an application to the Victorian Civil & Administrative Tribunal (VCAT). We can help you with this and can help you prepare for the hearing.
- > Remember – you have a right to complain! You should take the above steps or make a complaint if the repair wasn't fixed within the specified time, the work is of poor quality or if the contractor acted in a rude or offensive way.



Describe the problem in detail. Be very specific. For example if you have a dripping tap let the operator know if it is the hot or cold tap. As another example, if you have a broken stove let the operator know if the stove is gas or electric, which element is broken etc.

What happens next? If the job is urgent a contractor will attend within 24 hours.

If it is a priority or non-urgent repair the contractor must call you to arrange a suitable time.

The contractor must show identification before you let them in.

If you are not home the contractor will leave a calling card. This will include the date and time they called, plus their name and telephone number.

Once the work has been completed you will be asked to sign the work order.  
**tip** > Do not sign a blank work order.

No

Repair completed.

Yes

**tip** > A good way to measure how much water is leaking is to put a saucepan under the leak and tell the Call Centre how many times the saucepan had to be emptied in a specified time (eg 1 hour).



**tip** > You do not have to call the contractor. Call the Call Centre on 13 11 72 and tell them what is on the card. They will then call the contractor and arrange a suitable time.