

Helpful Handy Facts



BRAND NEWLY BUILT PROPERTY STOCK

If you have recently moved in to a brand new property, some helpful hints in relation to building defects are as follows:

During the first six months, Affordable Community Housing Limited (ACHL)

encourage tenants to create a list of non urgent issues that may be found in your property rather than contact the office each time another repair is found, some examples are:

- Loose handles
- Chip in tiles (where not sharp)
- Doors not closing properly (excluding front main doors)
- Grout is coming off from the rail where sliding door
- Laminate edging in Kitchen coming off etc

ACHL will send out letters one month prior to the 6 month period expiring to inspect the properties

Urgent Repairs can be reported to our maintenance team on 8622 1555 such as:

- Gas & water leaks
- No hot water etc
- No Power etc

TENANT ADDITIONS

Before any alterations/additions are carried out to the property by you the tenant, you must organise to put your request in writing asking for permission to carry out these additions and outlining any more information that can be provided (as per the Residential Tenancy Agreement) an example of this is as follows:

“ACHL receive request from tenant wishing to install an air conditioner at their cost.”

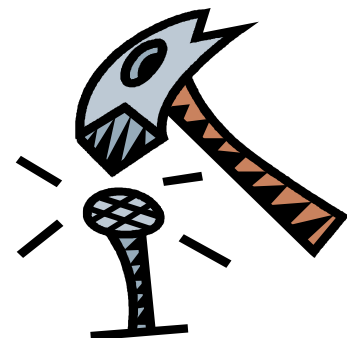
What is needed to be provided by the tenant in writing:

- Name
- Address
- Request for *air conditioner*
- Location of where it will be installed
- Size
- Noise limit (more for those tenants in units)

ACHL have 28 days to respond to all tenant requests and will do so in writing whether it is:

- Approved
- Declined
- More information required

You must then sign and date ACHL copy and return it to our office to be added to your file for our records



Helpful Handy Facts

MAINTENANCE REQUESTS ORDER NUMBERS & COMPLETION DATES

Now, when you report a maintenance repair, you will be issued with an order number & completion date. Please ensure you write this down as this will be your reference to follow up outstanding repairs when you contact the office



JUST MOVED IN?

If you have recently moved into a property, it is the tenants responsibility to:

Connect your electricity with:

- Integral - 131 002

Connect you electricity & gas together with:

- Origin - 13 24 61
- AGL - 1300 664 715
- Energy Australia - 131 535

Connect your phone:

- Telstra - 132 200
- Optus - 133 129

