



# REPAIRS & MAINTENANCE FACTSHEET

## Objective

Affordable Community Housing Ltd (ACHL) will provide and maintain its properties in a good state of repair. ACHL has developed property asset standards and we will make sure that the properties we manage meet these standards. This includes ensuring that we will address items, such as new kitchens, carpets, internal painting as well as less expensive matters such as repairing fly screens.

## How do tenants make a request for repairs?

Tenants should always deal directly with ACHL for all maintenance requests. For tenants in leasehold dwellings, we ask that you do not contact either the agent or the owner directly. Please call or come into our office to make a maintenance request. ACHL keeps records of all correspondence between the landlords and ACHL and this may become very important.

## How long should tenants wait for things to be fixed?

ACHL will always endeavor to have maintenance matters attended to within the following time frames:

Emergency repairs (There is a threat to the tenants' health or safety or there is a risk of serious property damage) will be responded to within 4 hours (E.g. Fire or Flooding)  
Urgent repairs such as loss of power will be responded to in the same day they are reported.  
Routine repairs will be responded to within 21 days.

## What type of maintenance will ACHL attend to?

There are some items that tenants commonly request ACHL to install to which we are unable to assist with.

Some of these are:

- Intruder alarm systems
- Installation of swimming pools
- Patios or pergolas
- Telephone supply and connections
- Installation of cable, satellite or other Pay-TV services
- Supply and installation of grills, grids or shutters to windows
- Some types of pest control
- Installation of air conditioners

IMPORTANT: Where tenants have serious medical problems or a disability, we can often provide additional assistance.

## Can tenants organise work to the property if they are willing to pay for it?

If tenants wish to undertake maintenance themselves, then they must apply in writing. Tenants should also speak to their Housing Manager or an Assets Team member who will provide them with all of the conditions that tenants might have to meet. These conditions can vary depending on the type of work being done and who will be completing the work.

## How do tenants contact ACHL outside of office hours?

ACHL will provide an emergency number to contact. This number will also be located at the bottom of your lease and must only be used out of normal office hours and for emergency calls only.

Office hours are Monday – Friday between 9am – 4:30pm and for emergency repairs only.

## What can tenants do if things are taking too long to get fixed?

Tenants should contact the maintenance line direct on 8622 1555 or email [assets@achl.org.au](mailto:assets@achl.org.au) and have their order number ready to provide to the assets team for following up. If maintenance continues not to be addressed ACHL there is also a formal complaints and appeals process where tenants can have their issues further investigated.

## Where can I get more information?

For further details or answers to any questions, visit or call your local Affordable Community Housing Office:

- ACHL Silverwater: (02) 8622 1500
  - ACHL Bankstown: (02) 8760 8500
  - Website: [www.achl.org.au](http://www.achl.org.au)
- Community Justice Centre: 1800 990 777, free call

Providing secure, affordable housing to those most in need.

Unit 6, 63-79 Parramatta Rd, Silverwater NSW 2128 Phone: 02 8622 1500 Fax: 02 8622 1599 Web: [www.achl.org.au](http://www.achl.org.au)