

Using this Manual

This manual has been provided to assist you and Territory Housing to correctly identify any repairs or maintenance, which needs to be carried out on your home. It is designed to be easy to read by placing numbers beside the items so even if you don't know the name, you can tell the maintenance officer the number of the item.

What can you expect when you ring up the Maintenance Office:

When you contact the maintenance centre using the number on the front of this book, they will have the same pictures as you have in this book on their computer screen. The maintenance officer will ask you a number of brief questions about your repair or maintenance problem. The centre will then issue a work order for the problem, let you know approximately when you can expect it to be repaired and then they will contact the contractor. One of two things will then happen:

- The contractor will either ring you to make an appointment; or
- The contractor will drop a card into you mail box for you to ring them and make an appointment so the works can be completed.
- If your problem requires immediate attention please be available for when the contractor contacts you.
- Only that type of work which is related to your **health, safety or security or which affects the structure of the property** will be attended to in a responsive manner. All other maintenance requests will be deferred and completed in a planned way depending on the priority and availability of funding.

What's expected of you as the tenant:

1. Let Territory Housing know when any repairs or maintenance are needed, or damage has occurred to the property.
2. For all repairs/maintenance contact the maintenance office using the telephone number on the front of this book (there are separate numbers for tenancy issues located at the back of this book).
3. Allow reasonable access to your property, in accordance with your tenancy agreement, for all maintenance issues. When the contractor makes an appointment with you to carry out the repairs, you **MUST** keep that meeting or else contact the maintenance office or the Contractor to make alternative arrangements.
4. Contact Territory Housing using the number on the front of this book as soon as possible, if the repair work is unsatisfactory or the contractor has not cleaned up after themselves. We will follow up any unsatisfactory work and make sure it is rectified.

Remember if you have made an appointment with the contractor you must keep it, or the problem can't be fixed.