

Repairs and Maintenance Fact Sheet

Reporting Repairs

If you have an issue, please report it as soon as possible to Liverty Housing on
Business hours: **1300 156 555**_After hours: **1300 156 555**_Email info@liverty.org.au

What to do

Please provide as much detail as possible. We will need to know what the issue is, where the issue is and how long it has been going on for. If you have photographs of the issue, please send these through as well.

Response timeframes

Emergency repairs will be addressed within **4 hours**
Urgent repairs will be addressed within **24 hours**
Standard repairs will be addressed within **14 days**

Sometimes there may be circumstances out of our control that mean it will take longer than anticipated to fix your issue. If this happens, we will let you know.



After Hours (Emergency) Repairs

If there is an emergency that requires an urgent repair, call 1300 156 555 . We will arrange for a contractor to attend if it is an emergency.

If it is not urgent, we will log the request and a member of the Liverty team will contact you during business hours to follow up. Urgent repairs are usually:

- Water Leak/ burst water pipe/ flooding to unit
- Dangerous electrical fault
- Gas leak
- Storm or fire damage
- Blocked toilet causing health issues
- Failure or breakdown of gas, electricity, or water
- A fault or damage which makes the premises unsafe or insecure

Remember to provide as much detail as possible (including your name and address)

LIFE-CHANGING Living

Scheduled Maintenance

Liverty Housing

To make sure that your home remains in a good condition, we will need to occasionally complete scheduled maintenance. This may include (but is not limited to) things like:

- Testing your Assistive Technology and Duress Systems
- Servicing of HIVAC (Heating, ventilation and air-conditioning)
- Servicing of smoke detectors

If we need to undertake scheduled maintenance, we will provide you with as much notice as possible and agree on a time that works for you.



FAQs

What if my repair is not completed in the timeframe?

If you have not been contacted by a contractor within the timeframe provided, let us know and we will follow up.

Will I be charged for the repairs?

Liverty typically covers the cost of repairs and maintenance. However, you may be charged if:

- The damage is caused intentionally by you, your visitor, your support worker or your pet
- You neglect to take care to prevent the damage
- You neglect to keep the home in a reasonably clean condition
- You have not restored the property to a reasonable condition at the end of your tenancy

If you are responsible for the cost of repairs, we will let you know before any work is done.

What if strata (owners corp) is involved?

There are times when the repair needs to be completed by or approved by strata due to the nature of the issue. This can at times cause delays with the time it takes to fix something. We will always do our best to make sure that if strata needs to complete or approve the works , that it is done as quickly as possible.



FAQs

Do I have to give contractors access?

Yes, you will need to give contractors access so that they can complete any works required. We will always make sure to give you as much notice as possible (and that we adhere to any minimum notice requirements) so that you can plan for this.

A contractor must never enter your home without your permission. Our expectation is that they show you ID if requested, and that they are polite, friendly and respect both you and your home. If you experience any issues with contractors, please email us at info@liverty.org.au

I am not satisfied with the work done. What should I do?

If the quality of the work done is not up to standard, or you continue to experience an issue after the repair has been done, please let us know using the contact details that have been provided above.

I want to make a modification to the apartment. Does that fall under repairs and maintenance?

Yes, if you want to make a modification to the apartment (e.g. mounting a TV to the wall or installing a ceiling hoist), you will need to let us know first. Contact us on 1300 156 555 or info@liverty.org.au so that we can discuss what you need to make it happen.





Liverty Housing®

Have questions?
Contact Us

www.liverty.org.au

1300 156 555