

## REPAIRS AND MAINTENANCE

### HOW TO REPORT A REPAIR

Piper Property Group's office is open 9:00am to 5:00pm, Monday to Friday. Calls outside these hours will be diverted to our [after hours service](#). Please note that missed trade appointments, or calling the after-hours service for non-urgent repairs, will result in a tenant charge.

You can report a repair or maintenance issue, by completing our online repair form found on our website. Our maintenance department will respond the next working day or [call the Piper Property Group's office](#) on during our business hours.

### REPAIR TIMELINES

Once you have requested a repair, you will be given a timeframe for the work to be completed, and our team will send a work order to the relevant contractor.

Our contractor will contact you directly to arrange a convenient appointment time. If you need to change the appointment please call us at least 48 hours in advance. Piper Property Group has two repairs categories:

- Urgent repairs are attended within 24 hours
- Non urgent repairs are attended within 7 days

If you have any questions about the progress of your repairs, please [call our office](#).

### COMMON ISSUES

#### **My shower or toilet is blocked (but not flooding)**

Check with your local council to see if the water has been disconnected due to work being carried out in the area. Otherwise contact our office and we will arrange for a contractor to attend. If you do not have a second toilet and/or shower, the request will be actioned as an emergency request.

#### **My lights won't work**

Check to see if the light circuit breakers in the power box have tripped. You can reset them by turning them off and on again.

If any light bulbs are blown, replace them. If they still don't work, call our office and we'll arrange a contractor to attend.

#### **My oven won't work**

Check the power box outside to ensure. This can be a common issue for new tenants or when black outs and power surges occur.

The majority of ovens require the clock to be set before they will operate. It is your responsibility as a tenant to reset oven clocks and timers.

Oven manuals and troubleshooting guides can be viewed from the oven manufacturer's or PPG Website.

## YOUR RESPONSIBILITY

### Balconies

You must ensure that there are not any pot plants, mats, outdoor furniture or other materials on or near the drains. Pot plants are placed on the floor, not on railings or ledges. Poorly kept or covered drains may result in flooding. Any damage, as a result may be charged to the tenant

### Fire hazards

You must remove any personal property from stairwells, common areas and storage facilities that could be a potential fire hazard including flammable liquid, batteries and other hazardous materials. If you do not remove the material as agreed, then you will be responsible for the cost of a contractor removing it.

### Pest Control

We are responsible for:

- Eliminating pests that threaten your property (e.g. termites)
- Infestations that are identified within six weeks of you moving in to the property and
- Infestations that occur due to plague movements in the region (as identified by authorities)

Day-to-day control of pests is your responsibility. If you suspect a major infestation or plague movement, contact our office.

### Repairs That May Be Recharged to You

We understand that over time there will be some deterioration due to the normal ageing process and use of the property. This deterioration is called 'fair wear-and-tear' and you won't be charged for repairs and maintenance related to this as per your Tenancy Agreement.

### Non-Fair Wear-And-Tear

Any damage caused due by you, a tenant or your visitors as a result of mistreatment or neglect (including damage caused by pets) is not considered to be fair wear-and-tear and will be charged to you. Please speak to your [Tenancy Services Coordinator](#) to determine how the repairs will be made, the cost of the repairs and the payment method.

### Rechargeable Repairs

For your reference, a list of the most common repairs and maintenance items that may be recharged to you are listed below:

- Lost keys requiring entry / rekey of lock
- Damage caused by forced entry after lost keys
- Pest control required due to poor property care
- Damaged walls due to poor care or unauthorised alterations
- Toilet blockages caused by tenant items

## AFTER HOURS SERVICE

After hours calls to 02 9314 8208 will be diverted to our after hours service. When you call, the contractor will advise you whether your repair is considered urgent under the Residential Tenancies Act (2010).

If your repair is not considered urgent, the call will be logged for the maintenance team to attend to on the next business day. The definition of urgent repairs in the Residential Tenancies Act 2010 is defined as follows:

- a burst water service
- an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted
- a blocked or broken lavatory system
- 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 of the gas, electricity or water supply to the premises
- a failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering any fault or damage that causes the premises to be unsafe or insecure.

## ALTERATION REQUESTS

As per your Residential Tenancy Agreement, Piper Property Group tenants must first seek written consent before they add a fixture or make any renovation, alteration or addition to the premises.

Generally, a request for an alteration or addition made by the tenant shall be at their expense, unless agreed otherwise. Piper Property Group does not permit residents to carry out their own alterations or additions.

Your request will be considered by our maintenance team and if suitable, a quote for the works will be provided to you. If you agree to the cost, and if consent is given, the works will be carried out by our recommended head contractor . We will then invoice you for the cost of the alteration or addition which you are expected to pay within 7 days.

If you require an alteration or addition due to a disability, then you must first be assessed by an Occupational Therapist. Piper Property Group requires an Occupational Therapist's report with specifications to carry our alterations under these circumstances.

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2.0	August 2018	CEO	August 2018