HNSW REPAIRS DIARY Types of repairs **Urgent Repairs:** Are repairs Your name _ needed to ensure gas, electricity or water supply, to Your address deal with the failure of cooking facilities or hot water, serious _____ Postcode __ leaks, breakdowns that make the premises insecure, matters that could lead to an urgent Your Client Reference Number _ health or safety risk Maintenance / repair issue _____ Non Urgent repairs are those which while important do not have to be attended to immediately **Scheduled maintenance** refers to things like replacing carpets or repainting, unless HNSW's expected Type of Repair the breakdown of these items response time has led to serious safety concerns ☐ Life threatening maintenance issues that require Up to 4 hours after immediate repair because they threaten your health, notification Important numbers safety or security, eg sewerage leak **Housing NSW Maroubra** ☐ Problems that threaten your safety or security and Up to 24 hours Office 9314 4056 need action quickly, eg blocked drains outside, no after notification **Housing Contact Centre** lights in the house (Maintenance Line) 1300 HOUSING (1300 468 746) Open 24 hours 7 days ☐ Essential services that are broken, eg no hot water Up to 48 hours heaters, broken room heater where the heater is after notification supplied by HNSW **Eastern Area Tenants Service** for advice on tenancy matters ☐ Essential services that are broken, eg stoves. Up to 72 hours 9386 9147 external door locks, washers and driers when after notification **State Emergency Services** supplied by HNSW (storms and floods) - 132 500 Emergency – Ambulance, Police, Fire – 000 ☐ General repairs that need to be done to keep the Up to 20 working place in good working order, eg jammed windows days after notification Date you became aware of the issue Expected response time: ___ Date HNSW notified of the issue ☐ Letter (posted / faxed) How was ☐ Call to Housing Contact Centre ☐ Email ☐ Told HNSW staff member in person ☐ During an inspection ☐ Call to HNSW **HNSW** told Name of HNSW worker you spoke to _____ Write briefly how the breakdown affects your use of the property, (eg, cannot cook meals for family, cannot use a particular room) Outline of discussion with HNSW _____ Scheduled inspection dates/times (if applicable)

Job reference no.

Date	Time	What happened	
Date	Time	what happened	
Evidence			
You will need evide	ence to back	your case. Generally ten	ants will need evidence of:
Issue			Types of evidence
a) Items, areas of premises that broke down or needed repair			☐ Photos ☐ Personal statements
b) What is needed to be done to fix the problem			☐ Personal statement ☐ Maintenance report
c) Communications between yourself and HNSW. If a repairs issue becomes a problem, it is a good idea to communicate in writing, so that you have a record of what you said to them.			☐ Copies of letters or emails sent and received by you ☐ A phone log (see above, ☐ Phone records (ie bills) ☐ Personal statment
d) How the failure to repair is affecting on your life			☐ Photos of rooms or areas that have been damaged
e) Receipts for anything you have had to spend money on as a result of the breakdown			☐ Receipts for anything you have had to spend money on as a result of the breakdown (eg, take-away meals if a stove is broken, or dry cleaning if mould is affecting clothing)
			☐ Photos of damage to your goods

Tenant's responsibility

f) Records of what you have done to lessen the damage caused by the breakdown (see below)

HNSW REPAIRS DIARY

You must to take all reasonable steps to lessen (mitigate) any losses or damage caused by HNSW's failure to attend to repairs. You cannot be compensated for any losses or damage that you could have reasonably avoided. For example, if there is a leak in your lounge room and water is dripping on your couch, you should move your couch or cover it to avoid any further damage.

☐ Receipts or quotes for work needed to repair or

□ Photographs

replace your damaged goods

☐ Personal statement

You are not allowed to install a fixture, renovate, alter or add anything to the premises without HNSW's written consent.

You are not allowed to organise for the repairs to be done yourself unless you have written permission from HNSW or if the repair is urgent AND you did not cause the disrepair AND you put HNSW on notice of the need for repair AND you gave HNSW reasonable opportunity to do the repairs AND you made a reasonable attempt to arrange for a licensed/qualified person to carry out the repairs. The maximum amount you are entitled to be reimbursed is \$1,000.