HNSW REPAIRS DIARY	
Your name Anne Smith	
Your address 14 21 Short	street
Maroubra NJW	Postcode 2035
Your Client Reference Number	345
Maintenance / repair issue	in ceiling is leahing
and water is going int	o the light
fitting.	U

Type of Repair	HNSW's expected response time	
□ Life threatening maintenance issues that require immediate repair because they threaten your health, safety or security, eg sewerage leak	Up to 4 hours after notification	
Problems that threaten your safety or security and need action quickly, eg blocked drains outside, no lights in the house	Up to 24 hours after notification	
Essential services that are broken, eg no hot water heaters, broken room heater where the heater is supplied by HNSW	Up to 48 hours after notification	
Essential services that are broken, eg stoves, external door locks, washers and driers when supplied by HNSW	Up to 72 hours after notification	
General repairs that need to be done to keep the place in good working order, eg jammed windows	Up to 20 working days after notification	

Types of repairs

Urgent Repairs: Are repairs needed to ensure gas, electricity or water supply, to deal with the failure of cooking facilities or hot water, serious leaks, breakdowns that make the premises insecure, matters that could lead to an urgent health or safety risk

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 the breakdown of these items has led to serious safety concerns

Important numbers

Housing NSW Maroubra Office 9314 4056 **Housing Contact Centre** (Maintenance Line) 1300 HOUSING (1300 468 746) Open 24 hours 7 days Eastern Area Tenants Service for advice on tenancy matters 9386 9147 **State Emergency Services** (storms and floods) - 132 500 Emergency – Ambulance, Police, Fire – 000

Date you became aware of the issue

4/12

Date HNSW notified of the issue

4 / 12 Expected response time: 24 hours

How was **HNSW** told

Call to Housing Contact Centre □ Told HNSW staff member in person □ Letter (posted / faxed) During an inspection

□ Email □ Call to HNSW

Name of HNSW worker you spoke to ______ Browne

Write briefly how the breakdown affects your use of the property, (eg, cannot cook meals for family, cannot use a particular room)

I can't use the bathroom light and I can't use the
bathroom vanity without getting wet from the drips
of water from the ceiling.
Outline of discussion with HNSW Told Sarah Browne about the problem
said that I was worried about being electromited if I used
the light she said that HNOW would send someone out
Scheduled inspection dates/times (if applicable) 10 am 2 4 12
Job reference no 84.37221/1

See back of page for important extra tools to help you track the progress of your issue

HNSW REPAIRS DIARY

Job reference no. 8431221

Keep an ongoing record: Sometimes, repairs issues turn into long running sagas. Use the table below to keep a record of what happened, when things haven't happened and who you speak or write to. Attach another sheet of paper if your run out of space here.

Date	Time	What happened
1412	12-30pm	advised someone would come tomorrow 2/4/12
		at 10.00 am.

Evidence

You will need evidence to back your case. Generally tenants 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.	 Cópies 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
	Receipts or quotes for work needed to repair or replace your damaged goods
f) Records of what you have done to lessen the damage caused by the breakdown (see below)	Personal statement DPhotographs

Tenant's responsibility

You must to take all reasonble 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.

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.