

Community Housing Non-urgent Maintenance Request Form



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| DATE | |
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| PROPERTY ADDRESS | |
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| TENANT/S NAME | |
| CONTACT DETAILS | |
| Do you agree to be contacted via SMS? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| MAINTENANCE REQUIRED |
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Signature of tenant/s: _____

Please forward your non-urgent maintenance request form to tenancy@mymomentum.org.au or via post to:

79 Tamar Street **BALLINA** P: (02) 6686 3457

44A Wharf Street **TWEED HEADS** P: (07) 5524 9732

Community Housing Maintenance Request Timeframes



Maintenance requests are prioritised according to maintenance required and the potential damage. Please see below for a guide to maintenance request timeframes.

| Timeframe | |
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| Urgent - 4 hours | <p>PLUMBING</p> <ul style="list-style-type: none"> • Toilet bowl overflowing • Internal burst water pipe • Tree on roof and roof leaking (this may be a SES call) • Roof leaking and major damage occurring • Broken glass in window (only if Security is breached) • No water in home • Internal gas leak <p>ELECTRICAL</p> <ul style="list-style-type: none"> • Power lines down in storm (power supplier) • Electrical short causing blackout in home constantly <p>OTHER</p> <ul style="list-style-type: none"> • No keys or faulty lock external door |
| Urgent - 24 hours | <p>PLUMBING</p> <ul style="list-style-type: none"> • No hot water (water running) • Cannot flush toilet • No water • Minor roof leaks (subject to weather) • Slow running drains • Gas leak external • Wet ceiling (minor leak drips etc.) • External burst water/sewer main that may flood internally • Major internal leak from vanity or sink drains (grey water) <p>ELECTRICAL</p> <ul style="list-style-type: none"> • No power to house <p>OTHER</p> <ul style="list-style-type: none"> • Cracked glass or damage to window/door frame (security) |
| Non-urgent - 2 days | <p>PLUMBING</p> <ul style="list-style-type: none"> • Tapware loose • Minor water leaks - (dripping/trickling taps or drains) • Toilet cistern running constantly • External leak on hot water service <p>ELECTRICAL</p> <ul style="list-style-type: none"> • loose power outlets or light switches • Cooking appliances not functioning correctly • Temperature too low on hot water service <p>OTHER</p> <ul style="list-style-type: none"> • Fallen tree (no danger) • Door locks hard to open (internal) |

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| Non-urgent - 21 days | <p>PLUMBING</p> <ul style="list-style-type: none">• Broken or loose toilet seat/cistern <p>OTHER</p> <ul style="list-style-type: none">• Holes in walls• Difficult to operate taps etc.• Overhanging trees (no danger)• Damaged walls and doors (internally)• Window flyscreens need replacement/repair• Window sashes hard to open and close• Required painting other than vacant• Mouldy ceilings• Loose bathroom accessories - (towel rails etc.) |
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