



7.5 PRIORITISING REPAIR WORK

Response Times

Response times for repairs will vary depending on the nature and urgency of the request. Access 2 Place Housing response times are in accordance with the Community Housing Maintenance Accommodation Standards (CHMAS). The following response times for responsive maintenance are provided as a guide only.

Priority	Response	Description	Urgency	*Examples (not exhaustive)
1	Work to commence within 4 hours after notification.	Any repair work that is urgent and immediately affects tenants' health, safety or security.	Urgent	Storm damage, fire damage, fallen tree, electrical faults, internal/confined area gas escapes, faulty main door locks/secure premises
2	Work to commence within 24 hours after notification.	Any repair work that is urgent but does not immediately affect tenants' health, safety or security.	Urgent	No light, no power, blocked sewer drains, repair/replacement of hot water units, leaking taps
3	Work to commence within 14 days or a longer reasonable period.	Non-emergency maintenance requests.	Non urgent	Any work not defined in Priority 1 or 2 section 3.43 of the CHMAS.

***For a full list of examples please refer to the Community Housing Maintenance Accommodation Standards**

7.6 AFTER HOURS EMERGENCY REPAIRS

For all after-hours emergency repairs please call the office number 8274 6300 and the phone will divert to the appropriate on-call phone number. Please use this only if the situation warrants **immediate** attention prior to the next business day (revisit table in section 7.7 for examples).

7.7 CYCLICAL (ROUTINE) MAINTENANCE

Access 2 Place Housing carries out general routine maintenance as part of its landlord responsibilities and has service relationships with a pool of contractors to carry out this maintenance. Contractors will generally contact the tenant and arrange a suitable time to carry out the required routine maintenance. If you have any concerns or questions about contractors and arranging times for maintenance to be completed you can talk with your tenancy officer.

Access 2 Place Housing has service agreements for specific contractors in the areas of thermostatic mixing valves (TMVs) and hot water unit check, smoke alarms and residual current device and air-conditioning