



Repairs and Maintenance

Quick Reference Guide - FAQ

URGENT (Category 1) Time frame to respond = within 24 hours

Definition: **Emergency work that must be undertaken immediately as it poses an immediate threat to either person or property**

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- an 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 property
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the property unsafe or insecure.

Smoke alarms must also be repaired urgently to ensure they are working

Please note: Addressing Category 1 and 2 works is still dependent on there being sufficient funds to pay for works. If repairs are required due to Tenant Damage, works might not commence until Tenant agrees to pay

Priority (Category 2) Time frame to respond = within 2-3 days

Definition: **Work that is of an urgent nature that does NOT pose any life-threatening risk to person or property**

- Repairs to taps / dripping taps
- Re-fix loose / broken, rotted floor boards
- Leaks to waste pipes to internal fittings
- Continuous flushing cisterns
- Repair external entry doors
- Fallen gutters/downpipes
- Blocked surface water drains ie stormwater

Please note: Addressing Category 1 and 2 works is still dependent on there being sufficient funds to pay for works. If repairs are required due to Tenant Damage, works might not commence until Tenant agrees to pay

If rents are too low, there may be insufficient funds for R & M. If rent arrears are too high, there may be insufficient funds for R & M. SEARMS makes application to the Owners for funds.



Repairs and Maintenance

Quick Reference Guide - FAQ

OUT OF SCOPE maintenance works = up to 21 days

Definition: **Work that is of a non-urgent nature that does NOT pose any life-threatening risk to person or property, pending owner approval and portfolio funds**

- Brickwork
- Clothesline
- Communal(shared) areas of flats
- Cupboards
- Dampness or condensation
- Doors
- Downpipes
- External joinery repairs/painting
- General electrical repairs to light sockets, switches, extractor fans
- Fascia/soffit boards
- Flashings
- Floor coverings (repair)
- Kitchen fittings
- Letterbox
- Outbuildings
- Paths
- Rewiring electrical
- Sinks / sink units
- Skirting boards
- Internal door eg won't close properly
- Windows eg won't close properly
- Toilet pans – replace
- Wash/hand basins - replace
- Bathroom upgrades
- Electrical upgrades
- External & internal paint
- Fencing
- Sewer upgrades

These works are only done if the Owners have sufficient funds or if included and funded via a Tenant Aged Care or NDIS plan.