

MAINTENANCE RESPONSE TIMES

SOUTHERN CROSS HOUSING FACT SHEET



HOW DO I REPORT A REPAIR?

You can report a repair by:

- Calling 1300 757 885
- Emailing us at assets@scch.org.au
- Online by completing the maintenance request form at www.scch.org.au/repairs/

Please ensure that you record your customer reference number that will be provided to you when you log your request. If you need to call again regarding the request please have the number handy and provide it to the staff member.

HOW QUICKLY WILL YOU RESPOND TO MY REQUEST FOR MAINTENANCE SUPPORT

Our response times for repairs are triaged and vary depending on the impact that the repair has on your safety or on the safety of others in the property. The table below provides guidance regarding expected response times and types of maintenance/repair requests.

| Type of Repair | Examples | Response Times |
|---------------------|---|----------------|
| Urgent Repairs | <ul style="list-style-type: none"> • Burst water service • Blocked toilet system • Serious roof leak • Gas leak • Dangerous electrical fault • Flooding or serious flood damage • Serious storm or fire damage • Failure or breakdown of the gas, electrical or water supply to the premises • Any fault or damage that causes the premises to be unsafe or not secure | 4 Hours |
| Priority Repairs | <ul style="list-style-type: none"> • Failure of essential service for hot water, cooking, heating or laundering | 24 Hours |
| Standard Repairs | <ul style="list-style-type: none"> • Electrical (non-emergency) • Heating/ cooling (non-emergency) • Plumbing • Glazing | 14 Days |
| Routine Maintenance | <ul style="list-style-type: none"> • All other maintenance requests | 28 Days |