



MAINTAINING YOUR PROPERTY **SOUTHERN CROSS HOUSING FACT SHEET**

MOVING IN

Once you have signed a lease you will be provided with a condition report. The report provides details of the condition of your property when you moved in. It is your responsibility to keep your property in the same condition as it was when you moved in (with the exception of fair wear and tear).

PROPERTY INSPECTIONS, REPAIRS AND MAINTENANCE

Inspections are a good opportunity for you to report any problems or maintenance needs that your property has but you shouldn't wait until you have an inspection to report an issue. Please report all maintenance needs to our Property Maintenance Team on 1300 757 885.

Whether you have a small repair like a leaking tap or a larger one like replacing a faulty oven, it is important that you let SCH know as soon as possible. Some repair issues could get worse if not fixed quickly and they could cause further damage to the property. Make sure you provide as much information as possible to assist us in getting the problem fixed quickly.

PESTS

We will ensure that all properties are free from pest infestations at the start of a tenancy. You are then responsible for controlling pests that enter your home or garden. We expect you to take reasonable action to prevent pest infestation. This includes keeping your home and garden clean and tidy and routinely using pest prevention treatments such as mouse traps, powders, sprays and baits.

FIRE SAFETY

Southern Cross Housing is responsible for ensuring that all SCH properties have adequate fire safety measures in place. Essential fire safety measures include working smoke alarms, fire doors, emergency and exit signage, lighting and fire extinguishers. The exact fire safety requirements can vary from building to building. Under no circumstances are you allowed to tamper with or remove any fire safety equipment that is in your property. If there are issues with any fire safety equipment that is in your home, please report it to our Property Maintenance Team immediately on 1300 757 885.

WHAT HAPPENS IF SOMEONE ELSE DAMAGES MY HOME?

If there is any damage to your home, you need to fix it. Even if the damage was done by someone else, such as a visitor to your home. If the damage was caused by criminal activity like a break in or family violence, you should report the event to the Police who will attend your property and provide you with an event number. This number should be provided to your Housing Officer as soon as possible after the event has occurred.

In this situation, you may not have to pay the cost of fixing the damage. Please speak to your Housing Officer who will provide further advice. When you fix the damage, the repairs need to be done in a safe and professional way. If you don't fix the damage, we will charge you for it. We have people who work with us to fix the damage. We will pass these costs on to you.

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CLEANING YOUR PROPERTY

Regular cleaning leads to good property care and good level of cleanliness around the house. By regularly cleaning the property, you will reduce germs and smells from the house. There will be less mould in the home, reduce allergy and asthma symptoms and enjoy more downtime.

GARDEN MAINTENANCE

If your home has a garden, you are responsible for basic maintenance which includes:

- Mowing lawns, watering, weeding and mulching garden beds.
- Regularly trimming trees and shrubs that are less than 3 meters high to allow light into your windows and let air circulate around buildings.
- Providing a tray/saucer for pot plants on balconies, verandas and paved areas to protect the surface from water damage.
- Clearing leaves from gutters in single story homes that are less than 3 metres high.



We encourage you to add to your own garden. Gardening help with stress levels and mood boosting, combats loneliness, build self esteem and give you a boost of vitamin D. What you can do in your garden:

- Vegetables, herbs and citrus or fruit trees - prune them regularly to keep them under 3 metres in height.
- You can plant trees that will grow up to 3 metres high, but if you don't know how tall a tree will grow it would be best not to plant it in your garden.
- Trees or shrubs must be planted at least 3 metres from any buildings, paths, or fences
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Gardens in common areas are for the enjoyment of all residents and are maintained by SCH. You are not permitted to plant or remove trees or shrubs in these common areas.