

Fact Sheet: Reporting a Repair

When reporting, please give:

- Your name or name of tenant, unit number, address, and phone number.
- Item that needs repairing and where it is in your property.
- Photo / video if possible.

Emergency – Max 4 hours

Circumstances

Examples of an emergency repair:

- Flooding
- Bad leak
- A blocked toilet
- Smell of gas
- A dangerous electrical fault
- No Power
- Lift Outage

Action

- Phone call to 1300 554 054. We are available by phone 24/7
- Advise Shared Onsite Support Provider
- Actioned Immediately

Urgent: 24-48 hours

Circumstances

Examples of urgent repair:

- Loose toilet seat
- Intercom Issue
- Automated Door Issues

Action:

- E-mail repairs@enlivenhousing.com.au or;
- Email or call your Tenancy & Property officer.
- Actioned next working day unless emergency.

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General Repair – 2 to 14 days

Circumstances

- Inconvenient but not un-safe for you.
- Trades or parts may take days or weeks.

Examples of a general repair:

- Appliance fault e.g washing machine.
- Minor wall damage
- Loose door handle

Action:

- E-mail repairs@enlivenhousing.com.au or;
- Email or call your Tenancy & Property officer.
- Actioned next working day unless emergency.

Defect Repair: 1 to 14 days

Circumstances:

- A defect is a flaw in the property that you may discover after you have moved in.
- Defect repairs are completed by the builder.
- The repair can take anywhere from 1 to 14 days depending on the urgency of the

Action:

- E-mail repairs@enlivenhousing.com.au or;
- Email or call your Tenancy & Property officer.
- Actioned next working day unless emergency.