

If something on the property breaks down or is damaged then Indigo Junction (IJ) will do the repairs for you. Repairs are classed as urgent, priority or routine.

### WHAT DO YOU DO IF SOMETHING BREAKS DOWN OR IS DAMAGED?

You must tell a support worker as soon as possible.

Make sure this is within 3 days from the time the damage occurs or from when you first notice it.

### WHO SHOULD YOU CALL?

**Family Service: 08 9250 5256**

**Youth House: 08 9274 1611**

### WHAT ARE EMERGENCY REPAIRS AND MAINTENANCE?

These are carried out when the utmost urgency is needed to protect:

- your health, safety or security; or
- the property from further damage

The following items are examples of emergency repairs:

- Electrical faults where shocks are a risk or sparks are generated
- Gas leaks (You should turn gas bottles/gas main off where applicable)
- Burst water pipes (You should turn off the mains tap if possible)
- Blocked, overflowing toilet

**In an emergency, you should call your worker or the number above immediately.**

If you are not sure if it is an emergency, explain the situation to the IJ staff member over the phone and they will decide.

IJ staff will always try to contact you to arrange access to your property but in an emergency, IJ staff can use their keys to access your property to allow workers to fix the problem or make it safe.

### WHAT IS PRIORITY MAINTENANCE?

Priority maintenance is carried out as soon as possible (usually within 48 hours) and is for important repairs where there is a high level of inconvenience to you or when further damage to the property might occur. For example, priority repairs include:

- Roof leaks - during rainy periods only
- Broken glass (if not threatening health and safety)
- Blocked waste pipes (e.g. from basins)
- No hot water
- Smoke alarm not working

Contact IJ staff to report these problems as soon as you notice them.

### WHAT ARE NON-URGENT REPAIRS OR MAINTENANCE?

These are things that need to be fixed but are not causing you danger or major discomfort. For example:

- Broken cupboard door
- Cracked glass
- Dripping tap or leaking shower

### WHO DOES THE REPAIRS?

IJ will send the property manager or a tradesperson around to do the repairs. We will always try to contact you to arrange a time so that you can let us in or get your permission to come into the property when you are not home.

If something happens to your property while you are not there and an emergency repair is needed, IJ staff can access your property without your permission.

### CAN I DO THE REPAIRS MYSELF?

No. Contact IJ staff to report repairs. For the safety of all people who live in our houses, the law says we need make sure repairs are carried out by qualified people.



### **WHO PAYS FOR THE REPAIRS AND MAINTENANCE?**

Generally, IJ will pay for repair and maintenance work. However, if you or someone you allowed onto the property intentionally caused damage then you will have to pay the cost of the repairs.

You may also be charged a fee if you make an appointment with a tradesperson to visit your house and you are not there to meet them.

### **WHAT IF I WANT TO PAINT OR DO SOME RENOVATIONS?**

Generally you will not be allowed to do alterations or improvements to the property. In special cases, they may be considered but must be authorised by an IJ Manager. Talk to your support worker.

### **WHO LOOKS AFTER THE YARD/GARDEN?**

You do. Please ensure lawns are mowed regularly, shrubs are trimmed, paths are swept and rubbish is removed.

Do not cut down trees. If there is a problem with a tree, please contact IJ staff.



**CONTACT YOUTH OR FAMILY SERVICES TO ARRANGE MAINTENANCE**

YOUTH (08) 9274 1611 | FAMILY (08) 9250 5256