



## **EACH Housing – AFTER HOURS EMERGENCY MAINTENANCE**

There have been some changes to EACH Housing after hours, emergency maintenance with the introduction of a new respondent service.

In the event of an after-hours **emergency** maintenance issue, you will need to phone EACH Housing on the following number **9847-5916** and will hear the following message;

You have reached EACH Housing. Our normal business hours are Monday to Friday 9:00am to 4.:30pm.

- If you wish to leave a voicemail, please press 1.
- If you live in an EACH property and have urgent, after hours' maintenance **that cannot wait until the next business day**, please press 2.'
- This option transfers you to our maintenance call centre, who will contact the relevant contractor on your behalf.

Once you have reported emergency maintenance, it will be necessary for you to provide your contact number, so please ensure you stay close to your phone in case the contractor wishes to speak with you.

Under the Residential Tenancies Act, an emergency repair is;

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity, or water supply
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property

If you request after hours emergency maintenance that is not listed above, as 'emergency maintenance', you may be responsible for payment of the service provided.



## Lock Outs

If you lock yourself out of your property on a weekend, or after hours, then you will be responsible for the cost of the locksmith. Lock outs are not handled by our respondent service, so please contact Statewide Locksmiths after hours paging service on 9739 5555.

All usual, maintenance and tenancy matters should be reported to Amy Dempsey, Housing Coordinator on 9847-5916 or 0429 362 021 during normal business hours, weekdays 9am-3pm.

**If the matter relates to a serious incident, nuisance/noise complaint, please contact 000 for immediate assistance.**

Yours faithfully

A handwritten signature in black ink, appearing to read 'LD'.

Louise Daniel  
Manager, Housing  
EACH HOUSING LTD