

Repairs & Maintenance

For any maintenance or repairs that are required on your property, you must notify Coast2Bay Housing office on 1300 796 716. You can either phone the office or you can submit a property Maintenance Request online on our website.

Please be aware that if maintenance issues are deemed to be the tenants fault they will be charged for them. Also if the tenant hasn't reported issues in a timely manner and subsequent damage occurs to the property they may also be charged. Please see the next page for further information on who pays what.

After Hours Emergency Repairs

In the event you should have an after hours emergency, please call our Coast2Bay Housing office on 1300 796 716 and follow the prompts. If the phone is unanswered you will get the message bank. **Please leave a message stating your name, contact number, property address and nature of the emergency and you will be called back as soon as possible.** if you fail to leave this information we will be unable to return your call.

Emergency repairs are defined in Sections 214 & 215 of the Residential Tenancies & Rooming Accommodation Act 2008 as:

- a burst water service or serious water service leak;
- a blocked or broken lavatory system;
- 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 to the premises;
- a failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating;
- a fault or damage that makes the premises unsafe or insecure;
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises;
- a serious fault in a staircase, lift or other common area of the premises that unduly inconveniences a resident in gaining access to, or using, the premises.

Repairs & Maintenance - Who Pays?

The following table is a guide to who is responsible for paying for repairs and maintenance.

*Please note If any of the items below are the responsibility of Coast2Bay Housing, and damage to the item is due to neglect or abuse by tenant, then the tenant will be responsible for part or total cost of repairs. Contact Property Team for any further advice.

ITEM	Responsibility
Telephone/NBN Connection	Tenant
Broken window by Tenant or visitors	Tenant
Stained/dirty Carpets	Tenant
Hot water service - Refilling	Tenant (contact office)
Lost Keys	Tenant
Change Locks- (written approval required)	Tenant (Contact Office)
Lights Bulbs	Tenant (no higher than 75 W)
Carpet Clean	Tenant upon exit & annually if needed
Electrical repairs	Coast2Bay Housing excluding tenants appliances
Smoke alarm batteries	Refer to page 17
Leaking/broken pipes	Coast2Bay Housing if not tenant damage
Stove elements	Coast2Bay Housing if not tenant damage
Pest control annually	Coast2Bay Housing
Flea treatment upon exit if needed	Tenant
Hot water service repairs	Coast2Bay Housing
Tap Washers	Coast2Bay Housing
Blocked drain	Coast2Bay Housing if not tenant damage
Broken Windows by Storm	Coast2Bay Housing
External Communal Lights	External Coast2Bay Housing
Gutters	Coast2Bay Housing
Any Others	Contact the property team to discuss

