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| **Unapproved Occupant**  |

**your responsibilities**

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It is your direct responsibility to:

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* change the lightbulbs in your home.
* report any damage or faults to your Housing Officer
* repair any damage caused by you, other occupants of the house, or your visitors.
* maintain the cleanliness of your home; this includes lawn and garden maintenance.

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please do not attempt to repair something yourself that should be done by a licenced contractor.

**our responsibilities**

As the property managers, it is our responsibility to work with owners to ensure your property is kept in good condition, fit to live in and is in a good state of repair.

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Most repairs fall into one of four categories: routine, priority, urgent or an emergency.

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You should notify your Housing Officer and provide details of any repairs that are needed.  The Housing Officer will work with you to organise a contractor to make repairs where required.

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[**lodge an online repair request**](https://www.mangrovehousing.com.au/maintenance-request-form)



**emergency repairs**

Emergency repairs may include but are not limited to:

* loss of electricity
* loss of gas or water supply
* a fault to the stove, oven or hot water system
* if you cannot secure your home
* a fault or damage that could injure a person or damage the property
* a fault to the staircase or lift that means you cannot access your home
* a burst water service or a serious water service leak
* a blocked or broken lavatory system or fittings
* a serious roof leak​
* a dangerous electrical fault
* flooding or serious flood damage
* serious storm, fire or impact damage​

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**during work hours**

If you need an emergency repair at your home, please call your Housing Officer immediately.

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**after work hours**

If you need an emergency repair at your home after hours, please contact the appropriate after hours contractor, outlined in your Lease.