

MAINTENANCE

REPORTING TIMEFRAMES

Vinnies Housing Plus operates from 8:30am to 4:30pm Monday to Friday. For all maintenance enquiries during this time please call the Housing Officer. For Priority and Urgent maintenance outside office hours please call the after-hours number.

Vinnies Housing Officer Ph: 0466 349 479

After Hours: (08) 9374 3288



Priority Maintenance

Examples of Priority Maintenance

Priority maintenance requires Vinnies to contact their contractors on the same day you report the maintenance. This is any repair that needs to occur to ensure your immediate safety, secure the premises or prevent further damage that could result in serious damage to the premises

Burst Pipe
Broken Window
Broken External door
Broken Locks on External Doors
Keys Stolen with Identifiable Address Information
Roof Damage
Burst Hot Water System



Urgent Maintenance

Examples of Urgent Maintenance

Urgent maintenance requires Vinnies to contact our contractors within 24 hours and is any repair that needs to occur to ensure your ongoing safety, security of the premises, to fix an issue which could become a hazard if it is not repaired or to restore and essential service

Water Damage to External Fittings or Fixtures
Leaking Taps (rapid leak)
Exhaust fan/Rangehood not working
Faulty Smoke Detectors or Faulty RCD's
Blocked Drains
Wet Walls or Ceiling (leaks)
No Hot Water



Essential Maintenance

Examples of Essential Maintenance

Essential maintenance requires Vinnies to contact our contractors within 7 days and is any repair that needs to occur to fix something in the property that is essential or before it becomes a hazard

Dripping Fixtures (slow leak)
Air-Conditioner Not Functioning
Faulty Garage Remote/Door
External locks stiff/hard to open
Securing Furniture to Walls



Non-Urgent Maintenance

Examples of Non-Urgent Maintenance

Non-Urgent maintenance has Vinnies contacting our contractors within 14 days and is any repair that needs to occur to fix a minor maintenance issue

Damage to Internal Doors
Damaged Towel Rails Restrung
Clothes Line Repairing
Damaged Fly Screens