

**Believe** Housing  
Australia



# Tenant Maintenance Reference Guide

(In case of **emergency** call **000**)

Service	Phone	Website	When to call
<b>Ambulance</b>	000	saambulance.com.au	Personal injury
<b>Fire</b>	000	mfs.sa.gov.au	Any fire
<b>Police Emergency</b>	000	police.sa.gov.au	Any emergency
<b>Police Enquiries</b>	131 444	police.sa.gov.au	For non-urgent police assistance
<b>SA Water</b>	1300 729 283	sawater.com.au	Water outage
<b>SA Power Networks (SAPN)</b>	13 13 66	sapowernetworks.com.au	Power outage
<b>Australian Gas Networks (AGN)</b>	1800 898 220	australiangasnetworks.com.au	Gas leak Outage
<b>State Emergency Service (SES)</b>	13 25 00	ses.sa.gov.au	Storm damage Major roof leaks Trees down

For **tenancy and administration, maintenance** and **after hours emergency maintenance**, please contact the Believe Housing Australia customer service team on

**1800 688 000** or visit **believehousing.org.au**.

# Maintenance explained

Maintenance has two major parts—planned maintenance (pro-active) and responsive maintenance (reactive).

## Pro-active or planned maintenance

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This type of maintenance consists of works that are pre-planned either in the short term (such as checking smoke alarms or cleaning gutters), or the long term (such as upgrading bathrooms, painting, etc).

## Reactive or responsive maintenance

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This type is all other forms of day-to-day maintenance that occurs within your home. This maintenance work is assessed according to its urgency to enable us to deal with urgent issues more quickly.



## Maintenance response times

### Emergency

Response time  
–4 hours

**These maintenance issues are considered an emergency:**

- burst water pipe
- flooding
- gas leak or explosion
- completely blocked or broken sewer system
- dangerous electrical faults
- broken door locks or windows
- no light, power, gas or water
- faulty smoke detectors

### Urgent

Response time  
–24 hours

**These maintenance issues are considered urgent:**

- electrical and gas safety checks
- partially blocked pipes or drains that are a health and safety risk
- leaking toilets, taps, pipes or roof
- problem with water/ hot water
- problem with cooking, heating, cooling or washing appliances
- broken or damaged asbestos

### Routine

Response time  
–10 days

**Routine calls are anything else that's not urgent.**

If it's normal wear and tear, we will pay for it.

If you or your visitors caused the damage, we will ask you to pay for it.

# Power outage

There are a number of things that can cause you to lose power in your home and it's important to investigate the cause before calling us.

## Power outage causes

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- 1. Safety switch has tripped.** A power surge or faulty device can cause the switch to trip.
- 2. Network fault.** Normal power outages occur regularly.
- 3. Utility bill not paid.** Providers may switch off power if they haven't received payment.

## What to do if your power goes out

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Find your mains box (external power board) or internal switchboard now so that when a power outage happens, you know where to find the safety switch.

Check to see if the circuit breakers (in the mains box) have tripped. Flip all switches off and then on again.

Make sure the safety switch (in the mains box) has not tripped. Flip the switch off and then on again.

### **Check your appliances as one or more may be the cause:**

- unplug all of your appliances, including the fridge
- plug your appliances in one at a time, turning on the switch with each reconnection
- if a switch trips (goes off) the appliance connected to that switch is faulty

If your appliance is the problem, it is dangerous and you must discard it immediately.

If an electrician comes to fix your power and it turns out that your appliance is the cause of the problem, you may have to pay the cost of the call-out.

Check with your electricity provider first to see if they've turned off the power in your area. If you still have no power, phone us on the **24/7 Maintenance Hotline 1800 688 000**.

# Electrical

## Internal switchboard

Check here before reporting a power outage.

Usually, a switch in the up position means it has tripped.

These switch boards are usually located in a hallway or laundry.



## External power board

Sometimes the safety switches will be found in these boxes (first image). The power board is normally located on an outside wall of the property.

Very rarely there may be an old-style fuse box with manually repaired fuse wire (second image). If these trip, please contact us.



## Smoke alarms

Smoke alarms come in various shapes and sizes. They may be battery or hardwired. Believe Housing Australia will test these every 12 months and replace when they are out of date.

If the alarm is beeping regularly, it probably means the battery is going flat. It will still work in this instance but can be annoying.

If the smoke alarm is beeping or alarming constantly, call us on **1800 688 000**.



# Hot water systems

Before calling us about hot water issues, please check below to see which hot water system you have.



**Electric storage**



**Gas storage**



**Instant gas**



**Solar with electric boost**



**Solar with gas boost**

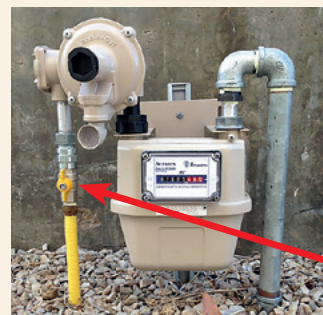


**Roof-mounted solar**

It is always good to know where your gas meter is located. The gas meter will either be in a box on the side of your house, next to or below the electric meter box, or in the garden under a plastic cover.



**Wall mounted**



**Garden (cover removed)**

Tap should be in this position (in line with pipe)

## No hot water

Type	Possible cause	Action
<b>Instant gas</b>	Gas isolation tap has been turned off.	Turn back on.
<b>Instant gas</b>	Gas has been disconnected.	Check gas stove if gas is still on. Call gas provider.
<b>Instant gas</b>	Power switch next to hot water system is off.	Turn switch back on.
<b>Instant gas</b> (older units)	Pilot light has gone out.	Follow instructions on unit to re-light.
<b>Gas storage</b>	Pilot light has gone out.	Follow instructions on unit to re-light.
<b>Electric storage</b>	Switch in switch board is off.	Reset switch in switch board.

## Other plumbing issues

Type	Possible cause	Priority
<b>Totally blocked toilet</b> (where no other toilet is available)	Tree roots, pipe breakage, foreign material flushed.*	Emergency
<b>Partially blocked toilet</b> (another working toilet is available)	Tree roots, pipe breakage, foreign material flushed.*	Urgent
<b>Fully blocked drains</b>	Tree roots, pipe breakage, foreign material flushed.*	Emergency
<b>Partially blocked drains</b>	Tree roots, pipe breakage, foreign material flushed.*	Urgent
<b>Dripping taps</b>	Faulty washer or tap ware.	Routine





\*Charges may apply if tenant-related.

## General maintenance

Issue	Responsibility	Details	Tenant charge?
<b>Trip hazards</b>	Tenant/ Believe Housing Australia	Tenants are required to maintain a tidy property to reduce the risk of slipping or tripping. We will fix any naturally occurring trip hazards, i.e. paths and concrete movement.	No
<b>Gutters</b>	Believe Housing Australia	We will clear gutters every 12 months.	No
<b>Breakages</b>	Tenant	Any breakage that occurs by anything other than regular wear and tear is the responsibility of the tenant to fix or pay to have fixed.	Yes
<b>Broken window</b>	Tenant	Tenants are responsible for fixing and paying for broken windows. Call a glazier direct to get the repairs done, or call us and we will send a tradesperson to repair it.	Yes
<b>Lockouts/ stolen or lost keys</b>	Tenant	Tenants are responsible for house keys.	Yes
<b>Trees</b>	Believe Housing Australia	Larger trees are maintained by us. Please let us know if trees are growing into gutters and roofs.	No
<b>Gardens, lawns and bushes</b>	Tenant	Tenants are to maintain the gardens on their property.	Yes
<b>Fly screens</b>	Tenant	Damaged fly screens are the responsibility of the tenant to fix or pay to have it fixed.	Yes
<b>Cupboard repairs</b>	Tenant	Other than regular wear and tear, a tenant is responsible for any breakages to any cupboards.	Yes
<b>Door handles</b>	Tenant/ Believe Housing Australia	Tenants will be charged for repairs to broken or damaged door handles where regular wear and tear are not the cause of damage.	Yes
<b>Light globes</b>	Tenant	It is a tenant's responsibility to replace blown globes.	Yes
<b>Antennas</b>	Tenant	Other than at group sites, television antennas are to be supplied and maintained by tenants.	Yes

## What to do when you discover pests

From time to time your house may have a pest infestation. These can come in many forms and have a variety of causes. From black ants to white ants, cockroaches, mice or spiders. The below table will advise what to do and who is responsible.

Pest	Responsibility	Action	Facts
<p><b>White ants (termites)</b> They can cause a great deal of damage if not controlled ASAP.</p> 	Believe Housing Australia	If you find live termites or evidence of them being around, contact us immediately.	Look out for mud trails or small holes in painted woodwork.
<p><b>Rodents</b></p> 	Tenant (we may need to block holes at the property that could be allowing rodents to enter)	Use baits or traps, or call a pest control contractor.  Keep benchtops, shelves and floors free from perishable foods and clutter.	Autumn and winter tend to be the worst months for rodent infestation.
<p><b>Cockroaches</b></p> 	Tenant	Deal with them as soon as possible.  It is advisable to contact professionals before the problem becomes a major health concern.	One female cockroach and her offspring could produce up to 100,000 in a year!
<p><b>Spiders/insects</b></p> 	Tenant	Surface spraying around the perimeter and all entry points to the house can have a dramatic effect in reducing spiders and insects.	The white-tailed spider is commonly found in homes throughout Australia.  Most bites occur indoors, at night and in warmer months.

# Making changes to your home

Property modifications instigated by a tenant come under two categories—Tenant Modification Requests and Disability Modification Requests.

## Tenant Modification Request

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You may decide that you would like to pay for an improvement to your Believe Housing Australia home.

### **This could be for something like:**

- an air conditioner
- internal decorating such as painting or new flooring
- fencing
- a pergola
- a satellite dish or TV antenna
- a security screen
- a home security system

Before proceeding with the work, fill out a Property Modification Form and email it to [maintenance@believehousing.org.au](mailto:maintenance@believehousing.org.au).

Forms are available on our website or by calling **1800 688 000**. There are a number of things to be considered before changes and upgrades can be made to a Believe Housing Australia property.

### **What we need to know**

#### **Please tell us about:**

- what you want to do and why
- specific details such as cost, type, make and model
- who is going to do the work
- how long it will take to complete
- what happens if you leave
- what will you want to do about the changes you've made to the property

### **Things we consider**

#### **We will look at:**

- the cost and if it's value for money
- the impact on the building's structure, appearance and future value
- the impact on future tenants
- who will do the work (for many upgrades, it will need to be a qualified tradesperson)
- compliance with local government regulations

We'll notify you in writing within 30 days of receiving a fully completed Property Modification Form. If the request to make changes is denied, we will always tell you why. If you disagree with the decision, you're able to put in an appeal to have it reconsidered. All the details about how to appeal a decision will be included in the letter we send you.

## Disability modifications

If you are living with disability and require changes to be made to your home please contact us. Funding will need to be sourced by you or your support worker. Speak to us if you need assistance with sourcing funding.

### Disability modifications can include:

- magnetic door catch
- door wedge
- lever taps
- clothesline
- 1,200 mm paving
- hand-held shower
- grab rails
- lever door furniture
- special toilet pan

**If you need modifications other than those listed here, an assessment by an occupational therapist or physiotherapist will be required.**

There are a number of things to consider before modifications can be approved. Please contact us on **1800 688 000**.

