

HNSW REPAIRS DIARY

Your name _____

Your address _____

_____ Postcode _____

Your Client Reference Number _____

Maintenance / repair issue _____

Type of Repair	HNSW's expected response time
<input type="checkbox"/> Life threatening maintenance issues that require immediate repair because they threaten your health, safety or security, eg sewerage leak	Up to 4 hours after notification
<input type="checkbox"/> Problems that threaten your safety or security and need action quickly, eg blocked drains outside, no lights in the house	Up to 24 hours after notification
<input type="checkbox"/> Essential services that are broken, eg no hot water heaters, broken room heater where the heater is supplied by HNSW	Up to 48 hours after notification
<input type="checkbox"/> Essential services that are broken, eg stoves, external door locks, washers and driers when supplied by HNSW	Up to 72 hours after notification
<input type="checkbox"/> General repairs that need to be done to keep the place in good working order, eg jammed windows	Up to 20 working days after notification

Date you became aware of the issue _____ / _____ / _____

Date HNSW notified of the issue _____ / _____ / _____ Expected response time: _____

How was HNSW told Call to Housing Contact Centre Letter (posted / faxed) Email
 Told HNSW staff member in person During an inspection Call to HNSW

Name of HNSW worker you spoke to _____

Write briefly how the breakdown affects your use of the property, (eg, cannot cook meals for family, cannot use a particular room)

Outline of discussion with HNSW _____

Scheduled inspection dates/times (if applicable) _____

Job reference no. _____

See back of page for important extra tools to help you track the progress of your issue

Types of repairs

Urgent Repairs: Are repairs needed to ensure gas, electricity or water supply, to deal with the failure of cooking facilities or hot water, serious leaks, breakdowns that make the premises insecure, matters that could lead to an urgent health or safety risk

Non Urgent repairs are those which while important do not have to be attended to immediately

Scheduled maintenance refers to things like replacing carpets or repainting, unless the breakdown of these items has led to serious safety concerns

Important numbers

Housing NSW Maroubra Office

9314 4056

Housing Contact Centre (Maintenance Line)

1300 HOUSING (1300 468 746)

Open 24 hours 7 days

Eastern Area Tenants Service

for advice on tenancy matters

9386 9147

State Emergency Services

(storms and floods) – 132 500

Emergency – Ambulance,

Police, Fire – 000

