

Repairs and maintenance


Homes NSW is here to help with all your maintenance and repair needs. You can help us keep your home in good condition by reporting any issues as soon as possible.



How to report or request repairs

- Call our 24/7 Maintenance Hub on **1800 422 322**
- Lodge non-urgent requests in the MyHousing app or online at www.nsw.gov.au/myhousing

When you call the Maintenance Hub, you can expect:

-  1. We'll give you a timeframe
-  2. We'll give you a reference number
-  3. We'll let you know if a contractor will do the work
-  4. The contractor will contact you to arrange an appointment
-  5. The contractor will take photos of their work and report back to us
-  6. You'll sign-off on the work

This information applies to properties managed by Homes NSW.

Our obligation to you

We have a responsibility to keep your home safe and in good condition. We'll do this by:

- fixing urgent issues quickly
- responding to your repair requests promptly
- completing regular planned maintenance.

Your responsibilities

You are responsible for maintaining your property. This means:

- keeping your home clean and undamaged
- taking care of your yard and garden
- reporting any repair issues as soon as possible.

Timeframes for repairs

We prioritise repairs according to their urgency. The timeframes range from 4 hours for emergency work to 18 days for non-urgent work.

If a contractor can't finish emergency work in 4 hours, they'll make it safe and then fix it as soon as possible.



Emergency repairs

Call the Maintenance Hub right away if you need urgent repairs, such as:

- gas leak
- electrical fault that may cause injury
- leaking water or sewer pipe
- blocked or broken toilet
- broken window
- broken or unsecure door, lock or window
- roof leak that may cause considerable damage
- leaking appliance or fixture that's wasting lots of water.




Property inspections

We do regular reviews of our properties to make sure everything is okay, including:

- Regular visits from your Client Service Officer
- Maintenance inspections at least every 3 years, to help us plan for non-urgent work
- Annual smoke alarm inspections.

You'll hear from us when an inspection is coming up at your home.



Fire safety

To keep you safe, all our properties have fire safety measures.

These might include:

- smoke alarms
- fire extinguishers
- fire hose reels and hydrants
- early alert systems
- sprinklers

Make sure you know the fire safety measures at your home.

If there are any issues, call the Maintenance Hub right away.




Pests

It's up to you to keep your home pest-free. Common pests include cockroaches, ants, mice, fleas and birds.

You can protect your home from pests by:

- keeping your home clean and tidy
- throwing out old food and newspapers
- making sure your bins are sealed
- wiping down surfaces
- vacuuming often

Please seek advice to deal with persistent pest problems quickly.



Alterations to your home

You can make some minor alterations to your home.

These include:

- gardens, shrubs and lawns
- garden sheds
- installing picture hooks

You need written permission from Homes NSW to make major alterations to your home. Please speak with your Client Service Officer as a first step.



Mould

You can easily stop mould from spreading in your home.

To prevent mould:

- wipe surfaces clean
- open windows to increase airflow
- use bathroom exhaust fans
- vacuum to remove dust
- limit the use of clothes dryers
- use a fan to dry out rooms with poor ventilation

Call the Maintenance Hub if you think maintenance or building issues are causing persistent mould in your home.




Home modifications

If you have medical or disability needs, you can request modifications to help you live safely and independently.

Standard modifications are necessary, practical and reasonable aids to improve accessibility. Examples include lever tap handles or lower towel rails.

Major modifications involve more extensive changes, such as the installation of ramps.

Call the Maintenance Hub to discuss how we'll manage your request.



Asbestos

It's common for asbestos materials to be present in homes built before 1988.

If asbestos material is in good condition and left undisturbed, there is a low risk to your health.

To live safely with asbestos:

- avoid any home maintenance that might damage or disturb materials
- don't touch any worn, damaged or detached materials
- report any suspected asbestos materials to the Maintenance Hub.

More information

Homes NSW staff are available 24/7 to help with all your home maintenance needs. Call the Maintenance Hub on **1800 422 322**.

To learn more about home maintenance, modifications and repairs, scan the QR code or visit www.nsw.gov.au/homesnsw-repairs.



Your feedback will help us improve

Please call the Maintenance Hub on **1800 422 322** to submit a complaint or provide feedback about your experience.