



# HOW TO LOG MAINTENANCE

Maintenance and repairs are managed through Programmed Maintenance. You can log your maintenance by:

CALL [02 6207 1500](tel:0262071500) EMAIL [62071500@ACT.GOV.AU](mailto:62071500@ACT.GOV.AU) SMS [0438 100 500](tel:0438100500)

Once you have spoken with Programmed please call or email [Housing@ywca-canberra.org.au](mailto:Housing@ywca-canberra.org.au) so we can keep a track of the work required at your property. This allows us to advocate for you if needed.

## Repairs that are covered by Housing ACT:

We pay for things that need to be fixed or replaced from day-to-day use. This is called wear and tear. It includes things like:

- a hot water system breaking down
- a roof leaking after a storm.

## How long repairs take:

If the situation is dangerous, we will repair it quickly.

Your repair will be either:

- Urgent - fixed within 4 hours
- Priority next day - fixed by 6:00 pm the next day
- Priority - fixed within 5 days
- Normal repairs - fixed within 20 days

## When you ask for repairs, Programmed will:

- decide how urgent it is
- let you know how long it will take to fix.
- call you to arrange a time to do the repairs.

## Repairs you must pay for:

You must pay to fix damage you, your visitors or your pets cause. This includes damage that is accidental. Here are some examples of repairs you must pay for if you cause the damage.

# EST. REPAIR COST

TYPE OF WORK	AVERAGE COST
Locksmith – unlocking a door	\$150-\$250
Locksmith – supply and install new lock	\$240 to \$400
Reglazing one standard window (depends on thickness)	\$200 to \$400
Internal doors – replacing one door (swing or sliding)	\$400 to \$500
Replace entry door or screen door	\$600 to \$900
Re-gauze flyscreens	\$50 to \$150
Blocked toilet or drain – minor blockage	\$150 to \$250
Patching walls and ceiling	\$150 to \$250
Replace a clothesline	\$500 to \$700

