

Renters guide to urgent, non-urgent and after-hours repairs

Urgent repairs

We ask that you use the out of hours maintenance hotline for EMERGENCY MAINTENANCE ONLY.

List of urgent repairs

We try to carry out urgent repairs within 24 hours of being notified.

Some repairs are an emergency and must be done immediately because they make the property unsafe or difficult to live in.

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- An essential service or appliance for hot water, water, cooking, heating, or laundering (if appliance provided by Uniting) is not working
- The gas, electricity or water supply is not working
- A cooling appliance or service provided by the rental provider is not working
- The property does not meet [minimum standards](#)
- A safety-related device, such as a smoke alarm or pool fence, is not working
- An appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- Any fault or damage in the property that makes it unsafe or insecure
- A serious problem with a lift or staircase

Urgent repairs outside office hours

Sometimes urgent repairs may be needed on your Uniting home outside of normal office hours, like at night, on weekends or public holidays.

If you have an urgent repair that needs to be done straight away and it is outside of normal office hours, contact the **After Hours Maintenance hotline** on **1800 466 359**.

Transitional Housing is managed by the Department of Families, Fairness and Housing (DFFH). If you are in Transitional Housing Management (THM):

- Call [13 11 72](tel:131172)
- Email tenant.maintenance@dffh.vic.gov.au

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Urgent repairs during office hours

If you have an urgent repair during office hours, contact your Housing Services Officer, the person who manages your rental agreement for your Uniting home, or call **1800 466 359**.

If you live in THM housing:

- Call [13 11 72](tel:131172)
- Email tenant.maintenance@dffh.vic.gov.au

Non-urgent repairs

Non-urgent repairs are minor jobs, like a damaged cupboard or clothesline. We will do these **type of repairs** within 14 days of being told of the fault, unless they are complex or we need to wait for parts.

- **Call 1800 466 359**, or
- If you live in THM housing fill in [the report non-urgent repairs form](#)

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