

# Repairs and Maintenance

## Factsheet



### To request a repair

Please contact our office on 1800 573 370 and a team member will help you.

When they log your request, the team member will give you a repair timeframe, and a work order number.

You can also fill out the Repairs and Maintenance Form on our website or email [repairs@sgch.com.au](mailto:repairs@sgch.com.au)

We encourage you to take photos of the problem and include them with your request.

### Emergency repairs

For emergency repairs between 9am-5pm, Monday to Friday, please call the SGCH Victoria office on 1800 573 370.

### After hours emergency repairs

For emergency repairs outside of business hours or on weekends or public holidays, please call 1800 573 370 and you will be redirected for assistance.

Examples of emergency repairs include:

- property affected by serious fire damage
- flood damage
- faults or damage that are an immediate health or safety risk, such as a failure or breakdown of essential services like gas, electricity or water
- blocked toilet (if there is only one toilet at the premises)
- gas leak
- locked out of the premises or loss of keys (we may charge you for this service).

### Repairs and Maintenance response times

We aim to undertake all repairs and maintenance within the following timeframes:

#### R1 Emergency: 4 Hours

When a property isn't safe because it has been seriously affected by fire, storms, burst water service or a dangerous electrical fault.

#### R2 Urgent: 24 hours

When an essential service stops working or if there is any fault or damage that poses a health or safety risk, e.g. serious roof leak.

#### R3 Non-urgent: 14 days

When residents' health and safety are not at risk from the damage, e.g. a leaking tap or a damaged exhaust fan.

#### Planned Maintenance:

Planned maintenance includes painting, smoke alarm testing, carpet replacement or kitchen and bathroom upgrades. We assess the need for this type of work each year.

### New properties

If you are living in one of our new properties we may need to ask the builder to complete the repairs.

Please call 1800 573 370 and we will direct your request as needed.

### Alterations and Modifications

You are not permitted to make any alterations, modifications or structural changes inside or outside of your home without written approval from SGCH Victoria.

### What are alterations?

Alterations are changes made to a property at the renter's cost.

Below are some of the alterations that you would need approval for:

- installing satellite dishes
- installing air conditioners on walls
- drilling into window frames or walls
- installing special TV antennas
- internal or external painting.

Before making any changes to the property, please call and discuss it with your Property Manager.

### What are modifications?

We may make modifications to a property if it is not suited to a renter's identified needs.

Modifications can improve quality of life and we may give the renter the option of staying in the current property rather than moving elsewhere.

Minor modifications involve non-structural work, like adding grip rails or hand held shower sets.

Major modifications involve widening doorways, ramp access and modifying kitchens, bathrooms or laundries.

Customers must seek permission from SGCH Victoria in writing before making any physical changes to the property.

The local Council may also need to approve some alterations, like carports, pergolas and additional rooms.

If you wish to make an alteration or modification please contact your Property Manager.

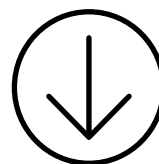
### Staying safe

All staff and contractors carry identification with their name and employer. For your safety, you should ask to see this identification before letting anyone into your home.

In most cases, you will get a letter or phone call from us or maintenance contractors before any visit.

SGCH Victoria staff and contractors will never ask you to pay for repairs or rent in cash at your home.

If you are concerned about someone from SGCH Victoria visiting and would like to check with the office, please call us.



**CONTACT US**  
1800 573 370  
[victoria@sgch.com.au](mailto:victoria@sgch.com.au)