

Repairs and Maintenance

It is important the Department of Territory Families, Housing and Communities maintains and repairs all public housing to help keep premises safe and secure. If something breaks or stops working, you need to report it to the Department immediately.

What should I report?

You should report any maintenance issue that is dangerous or unhealthy. Examples include:

- Blocked toilets or drains
- Leaking sewerage or sewerage coming up pipes
- Leaking water from taps or pipes
- Exposed electrical wires
- Gas leaks
- Dripping taps or taps that are tight to turn on or off
- Broken locks or door handles
- Stove elements that are not working
- Fans that are not working properly
- Power points that are not working.

What happens after I report a maintenance issue to the Department?

The Department will organise a contractor to fix the problem. The contractor will then contact you to organise a suitable time to come to your home.

It is important you keep your appointment time. If you cannot keep your appointment, you need to let the Department know as soon as possible. The Department will then let the contractor know and reschedule the appointment for you.

When will the contractor contact me?

The Department will assess how to treat your maintenance issue. This will determine when a contractor will contact you. A contractor will contact you based on the following:

- Immediate maintenance – response time within four (4) hours.
- Urgent maintenance – response time is within two (2) business days. Remote housing response time is within five (5) business days.
- Routine maintenance – response time is within ten (10) business days. Remote housing response time is within 25 business days.

Who pays for repairs and maintenance?

The Department will pay for any repairs and maintenance that is part of the normal wear and tear of living in a home.

You may need to pay for any intentional or negligent damage caused by you or another household member. This includes damage caused by visitors you allow to be at your home. If you don't report damage and additional damage occurs as a result of not reporting, you may be charged.

Remote Housing maintenance?

Community Housing officers and Housing maintenance officers are available in some remote communities in the Northern Territory. Maintenance issues can be reported to them or call the remote Housing hotline on 1800 104 076.

The Housing maintenance officers will do general repairs to your home or will organise a contractor to fix any repairs requiring a qualified tradesperson.

Where can I find more information?

Contact your local Housing office or visit tfhc.nt.gov.au.

Alice Springs	(08) 8951 5344
Arafura Region	(08) 8995 5122
Greater Darwin	(08) 8999 8814
Katherine	(08) 8973 8513
Nhulunbuy	(08) 8987 0533
Palmerston	(08) 8999 4767
Tennant Creek	(08) 8962 4497