

# Repairs and maintenance in Government Employee Housing

## Emergency repairs and maintenance

Emergency repair is when:

- Your immediate health, safety or security is at risk; or
- Damage to the property is likely – such as burst water services, blocked or broken toilet, gas leaks, electrical faults, flooding or serious flood damage, and storm, fire or impact damage.

Take all actions needed to ensure your safety and reduce damage or loss to the property e.g., turn water main off.

## Emergency assistance contacts

- For government-owned Government Employee Housing (GEH) properties in all regions, call 1800 104 076.
- For private head-leased GEH properties, call the relevant real estate agent or private owner.
- For private head-leased GEH properties in the Barkly region outside of regular business hours, call the Tennant Creek Security (TSS) on (08) 8962 1341.

Please note that any non-emergency callouts outside of business hours may result in a fee charged to you the tenant.

## Report repairs and maintenance

If something breaks, leaks, or needs repairing, it is important to report the issue promptly so that a tradesperson can be arranged to make the necessary repairs. It is your responsibility to report repairs as soon as it arises.

## General Maintenance Services

- **Immediate** - Attended to and rendered safe within four (4) hours of notification. Repairs required due to an immediate health, safety or security risk such as burst water services, blocked or broken toilet, gas leaks, electrical faults, flooding or serious flood damage, unsecured door and/or window.
- **Urgent** - Attend and satisfactorily concluded within five (5) working days of notification. Repairs required due to a health, safety, or security risk and/or where further damage could be expected if action is not taken such as but not limited to broken windows, stove not working, fallen trees restricting access to dwelling.
- **Routine** - Attend and satisfactorily concluded within twenty-five (25) working days of notification. Repair work that needs to be undertaken to correct a failure and or fault that is not deemed to be immediate or urgent, but now be inconvenient and could develop into a health, safety or security risk if not corrected promptly.

## Government-owned GEH

The Department of Infrastructure, Planning and Logistics (DIPL) manage the repairs and maintenance for government-owned GEH.

To request repairs or maintenance to a GEH property, or to inquire about the progress of ongoing maintenance or repair jobs, you can submit a request or follow up using the provided channels:

- Phone the DIPL repairs and maintenance hotline on 1800 104 076; or
- Send an email to the appropriate DIPL office in your area and include photos and location details of the maintenance issue; or
- Complete the maintenance request form and send an email to the appropriate DIPL office in your region, include photos of the maintenance issue.

REGION	DIPL CONTACT
Arnhem (Nhulunbuy only)	<a href="mailto:DIPL.NhulunbuyHousingMaintenance@nt.gov.au">DIPL.NhulunbuyHousingMaintenance@nt.gov.au</a>
Arnhem (everywhere except Nhulunbuy)	<a href="mailto:AMOWorkRequest.DIPL@nt.gov.au">AMOWorkRequest.DIPL@nt.gov.au</a>
Barkly (everywhere except Tennant Creek and Elliot)	<a href="mailto:BarklyRemoteAssets.DIPL@nt.gov.au">BarklyRemoteAssets.DIPL@nt.gov.au</a>
Tennant Creek	<a href="mailto:TFHC.BarklyGEH@nt.gov.au">TFHC.BarklyGEH@nt.gov.au</a>
Elliot	<a href="mailto:PropertyManagerTennantCreek.DIPL@nt.gov.au">PropertyManagerTennantCreek.DIPL@nt.gov.au</a>
Big Rivers	<a href="mailto:GEHMaintenanceBigRivers.DIPL@nt.gov.au">GEHMaintenanceBigRivers.DIPL@nt.gov.au</a>
Central Australia	<a href="mailto:RepairsMaintenanceAliceSprings.DIPL@nt.gov.au">RepairsMaintenanceAliceSprings.DIPL@nt.gov.au</a>
Greater Darwin	<a href="mailto:PropertyManagerRuralAndComplexes.DIPL@nt.gov.au">PropertyManagerRuralAndComplexes.DIPL@nt.gov.au</a>
Top End (previously known as Arafura)	<a href="mailto:ArafuraRegion.Housing@nt.gov.au">ArafuraRegion.Housing@nt.gov.au</a>

## Private head-leased GEH

All requests for repairs and maintenance for private head-leased GEH properties are managed by the relevant real estate agent or private owner.

To request repairs or maintenance, or to inquire about the progress of ongoing maintenance or repair jobs, contact the appropriate real estate agent or owner direct with photos and location details. Please include your regional GEH Tenancy Officer in any communications related to repairs and maintenance for private head-leased GEH properties.

If you would like to escalate your request, you can contact your regional GEH Tenancy officer for actioning as appropriate.

## SerPro occurrence number (previously PROMIS) for repairs and maintenance related to crime

Promptly report any crime-related damages to the NT Police on 131 444. The NT Police will then give you a SerPro occurrence number that you will need to include to your repairs and maintenance request.

Failure to include the SerPro occurrence number in your maintenance request may result in you being responsible for the damage.

## Tenant Damage

If you or your visitor causes damage to the dwelling from negligent, irresponsible or intentional actions, you are responsible for the damage. You have the option to fix the damages yourself in the first instance. If you require assistance with the repairs, you can contact your regional GEH Tenancy Officer.

<b>REGION</b>	<b>GEH TENANCY CONTACT</b>
Arnhem	<a href="mailto:TFHC.ArnhemGEH@nt.gov.au">TFHC.ArnhemGEH@nt.gov.au</a>
Barkly	<a href="mailto:TFHC.BarklyGEH@nt.gov.au">TFHC.BarklyGEH@nt.gov.au</a>
Big Rivers	<a href="mailto:TFHC.BigRiversGEH@nt.gov.au">TFHC.BigRiversGEH@nt.gov.au</a>
Central Australia	<a href="mailto:TFHC.CentralAustraliaGEH@nt.gov.au">TFHC.CentralAustraliaGEH@nt.gov.au</a>
Top End (including Greater Darwin)	<a href="mailto:TFHC.TopEndGEH@nt.gov.au">TFHC.TopEndGEH@nt.gov.au</a>