

# Request for repairs and maintenance

## Government Employee Housing

The Department of Infrastructure, Planning and Logistics (DIPL) manage repairs and maintenance for government-owned GEH. For private head-leased GEH, all requests for repairs and maintenance are managed by the relevant real estate agent or private owner.

If something breaks, leaks, or needs repairing, it is important to report the issue promptly so that a contractor can be arranged to make the necessary repairs.

### General Maintenance Services

- **Immediate** - Attended to and rendered safe within four (4) hours of notification. Repairs required due to an immediate safety and or security failure such as but not limited to a dangerous electrical fault, burst water services, blocked toilets and or sewerage system, unsecured door and or window and the like.
- **Urgent** - Attend and satisfactorily concluded within five (5) working days of notification. Repairs required due to a health, safety, or security failure 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 and the like.
- **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 dwellings

You can report repairs and maintenance for government-owned GEH by filling out and submitting this maintenance request form via email to the DIPL office for your region. Include photos of the maintenance issue.

If you would like to speak with a DIPL representative to inquire about the progress of ongoing maintenance or repair jobs, phone the DIPL repairs and maintenance hotline on 1800 104 076, send an email to the DIPL office in your region or contact your [regional GEH Tenancy Officer](#) for actioning as appropriate.

## DIPL regional contact details

REGION	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 remote (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>
Elliott	<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 dwellings

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 [GEH regional office](#) 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 in 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.

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](#).

GEH Repairs and maintenance request form			
<b>Property details</b>			
Region	(Refer to page 1 of this form to submit this form to the relevant DIPL office for your region)		
Property address			
Access Notes	E.g. Locked gates, Beware dogs, Call before attending		
<b>Tenant(s) details</b>			
Full name			
Personal mobile number		Email address	

Repairs and maintenance details						
Item #	Issue – please describe and if possible, include a photograph.	Is the issue an immediate/urgent or routine repair?	Location	Date previously reported to DIPL (or NIL)	Method reported e.g., Phone call, in person etc.	Other comments (including SerPro occurrence number for repairs and maintenance related to crime).
e.g. 1	Leaking water tap	Routine	Bathroom basin	24/03/2023	Email	Contractor scheduled to attend 29/03/2023