

How to report a repair

How to report a repair:

Call our Property Repairs Hotline on: (02) 6627 5333

- Our Repairs Hotline is available 7 days a week 24hrs a day.
- Please tell us as early as possible when you first notice a problem, don't wait until the item is broken or the repair has become very urgent.
- Be patient if we need to ask some questions.
- Tell us as much information as you can. The more information you can give us about the repair, the quicker it can be rectified.
- Photos can be really useful.
- Always provide a contact number when you request a repair and confirm that it is alright for us to give your contact details to the contractor.

Keep in contact and provide access

- Make sure we have your up-to-date phone number and email address
- Keep your phone with you and answer it if we or our contractor need to contact you
- Be at home at the agreed time if you've agreed to provide access to our maintenance contractor.
- If you do not have a phone or mobile, leave details of days and times when you will definitely be home.
- When the contractor is finished the contractor will ask you to sign a form saying the work has been completed.
- If the repair is not done as expected or you are not happy with the work, please contact our office to let us know.
- Your feedback on repairs is important to us.
- Please inform the staff member report your repair to if you or anyone in the household is unwell or have any Covid symptoms.

Who will carry out my repairs

- For most NCCH properties, repairs are organised by NCCH, using qualified and licensed contractors.
- You can ask to see their ID when they arrive.
- For properties owned privately (leasehold) NCCH will contact the real estate or owner to organise the repair.

Staff and contractor safety when in your home

- We ask that tenants are respectful and courteous
- Minimize trip hazards
- Restrain pets
- Ensure children are kept away from the work area.
- We require our staff and contractors to wear footwear within the property at all times – this is for health and safety reasons.