

Repairs and maintenance

It is important the department 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 get more information?

For more information contact your local Housing office:

Greater Darwin	8999 8814
Nhulunbuy	8987 0533
Arafura Region	8995 5122
Tennant Creek	8962 4497
Katherine	8973 8513
Palmerston	8999 4767
Alice Springs	8951 5344
Maintenance Call Centre	1800 104 076
Visit the website	nt.gov.au