

Repairs and Maintenance

Residential Tenancies Act 2010, Residential Tenancies Regulation 2019.

When you begin

At the start of your tenancy take photos and complete the condition report carefully.

Orana Support Service will:

- Provide the property in a 'reasonably' clean state and fit for habitation
- Make any repairs referred to in the original condition report
- Maintain the property in 'reasonable' repair

As a tenant:

- ✓ Keep the property clean
- ✓ Notify any damage as soon as possible - you are responsible for damage by any person or pet you have allowed into the property
- ✓ Do not do any renovations or alterations
- ✓ Leave the property as near as possible to the condition it was in at the start of the tenancy – except for 'fair wear and tear'



Getting Repairs Done

Contact your Property Manager

Property Manager: Louise

Address: 9 – 11 White Street Dubbo NSW 2830

Phone: 1800 353 199

Mobile: 0477 624 421

After hours: 0477 624 421

Examples of Urgent Repairs

- ❖ a burst water pipe
- ❖ a gas leak
- ❖ a broken stove, oven, heater, air conditioner, or smoke alarm
- ❖ an appliance or fixture (such as a tap) that is not working or broken and is causing a substantial waste of water
- ❖ a blocked or broken toilet
- ❖ a serious roof leak
- ❖ a dangerous electrical fault
- ❖ serious damage by flood, storm, or fire

Inspections: We will give you at least 7 days' notice in writing for property inspections.

Contractors: will contact you to arrange a suitable time & date for repairs to be done.

Smoke alarms: We are responsible for maintaining smoke alarms. It's your responsibility to let us know if a repair or replacement of a smoke alarm/battery is required.