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Government of **Western Australia**
Department of **Communities**

Can I make improvements?

You can make improvements or additions to your property but you must first obtain written approval from the Department of Communities and, if applicable, from the local council as well. Failing to get proper approvals could lead to you being charged to remove or repair the work.

We appreciate your efforts to make your home comfortable, however, when you leave, we will only reimburse you for improvements we plan to carry out as part of an upgrade. Check carefully before proceeding with any improvements or additions as these may need to be removed at your own expense when you move out.



Department of Communities offices*

Head office
5 Newman Court
Fremantle 6160
Tel: 1800 176 888

Metropolitan offices
Armadale
151 Jull Street
Armadale 6112
Tel: (08) 6215 1212

Cannington
17 Manning Road
Cannington 6107
Tel: (08) 6414 3111

Fremantle
42 Queen Street
Fremantle 6160
Tel: (08) 6414 3222

Joondalup
Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 6215 1414

Kwinana
2 Stidworthy Way
Kwinana 6167
Tel: (08) 6277 3877

Mandurah
Unit 1, 17 Sholl Street
Mandurah 6210
Tel: (08) 6277 3883

Midland
21 Old Great
Northern Highway
Midland 6056
Tel: (08) 6277 4343

Mirraboooka
5 Milldale Way
Mirraboooka 6061
Tel: (08) 6414 3000

Perth City
605 Wellington Street
Perth 6000
Tel: (08) 6215 1500

Victoria Park
269 Albany Highway
Victoria Park 6100
Tel: (08) 6414 2115

Great Southern
Albany
131 Aberdeen Street
Albany 6330
Tel: (08) 6277 4177

Katanning
6 Daping Street
Katanning 6317
Tel: (08) 6277 4188

South West
Bunbury
22 Forrest Avenue
Bunbury 6230
Tel: (08) 6414 3204

Busselton
88 Kent Street
Busselton 6280
Tel: (08) 6277 3666

Manjimup
Unit 10,
30-32 Rose Street
Manjimup 6258
Tel: (08) 6277 5008

Goldfields
Esperance
86B Windich Street
Esperance 6450
Tel: (08) 6277 3844

Kalgoorlie
Unit 1-2,
84-96 Brookman Street
Kalgoorlie 6430
Tel: (08) 6277 5233

Mid West
Carnarvon
6 Robinson Street
Carnarvon 6701
Tel: (08) 6414 3312

Geraldton
201 Marine Terrace
Geraldton 6530
Tel: (08) 6414 3320

Meekatharra
31 Main Street
Meekatharra 6642
Tel: (08) 6277 3988

Pilbara
Karratha
The Quarter HQ
Level 2,
20 Sharpe Avenue
Karratha 6714
Tel: (08) 6414 3333

South Hedland
Cnr Brand and
Tonkin Streets
South Hedland 6722
Tel: (08) 6277 5044

West Kimberley
Broome
30 Frederick Street
Broome 6725
Tel: (08) 6277 3833

Derby
West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 6277 3880

East Kimberley
Halls Creek
14A Terone Street
Halls Creek 6770
Tel: (08) 6277 3811

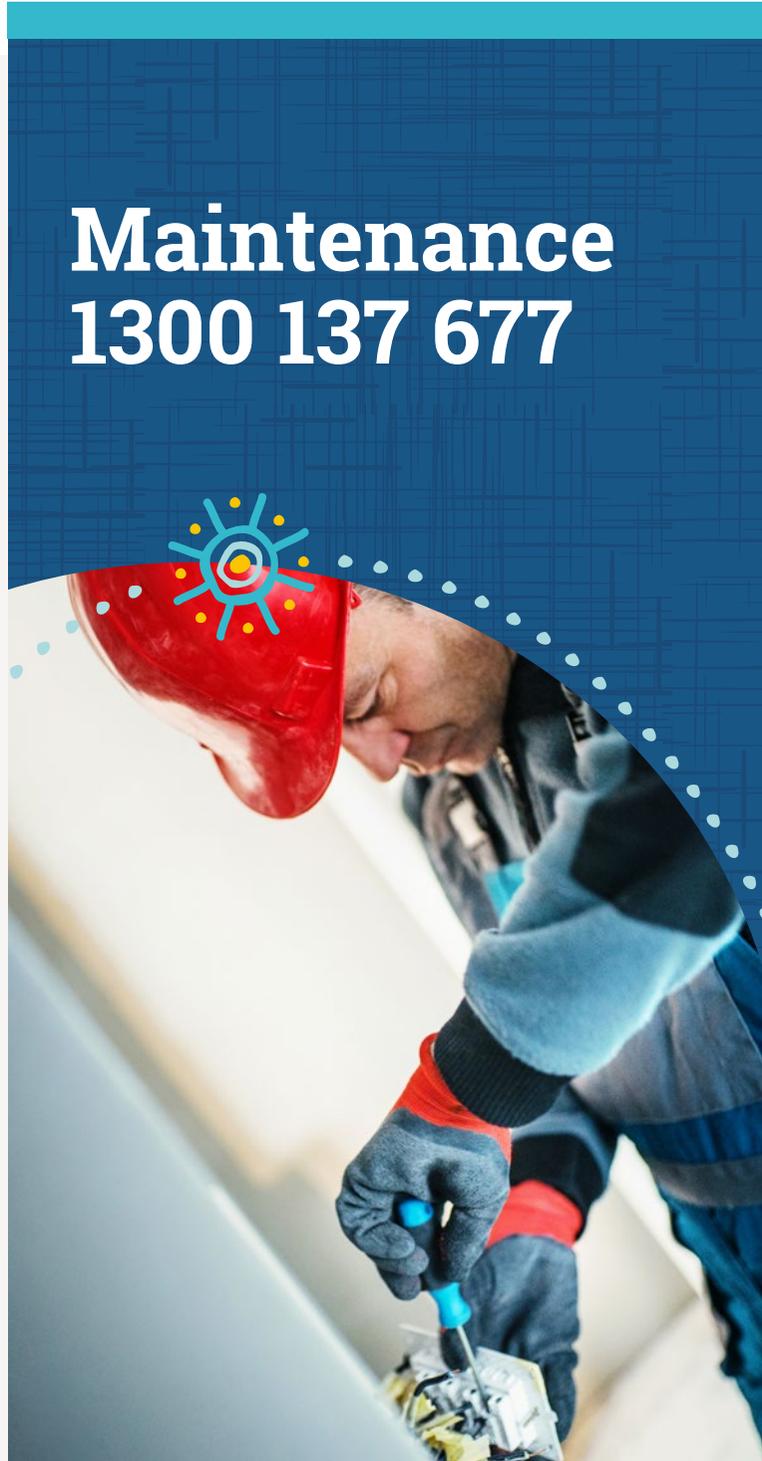
Kununurra
16 Coolibah Drive
Kununurra 6743
Tel: (08) 6215 1501

Wheatbelt
Merredin
27 Mitchell Street
Merredin 6415
Tel: (08) 6414 2981

Narrogin
11-13 Park Street
Narrogin 6312
Tel: (08) 6414 2979

Northam
5 Elizabeth Place
Northam 6401
Tel: (08) 6414 3230

* For housing related matters



Maintenance 1300 137 677

Who arranges maintenance?

As the tenant, it is your responsibility to report all maintenance issues to the Department of Communities. You must report the issue as soon as possible so we can arrange a contractor to fix the issue. Please don't arrange a contractor yourself.

How do I report maintenance issues?

You must report the issue as soon as possible by calling Housing Direct on **1300 137 677** or by filling out the online maintenance request form at communities.wa.gov.au

If the issue is an **emergency** or **urgent**, please call Housing Direct for a quick response.

You can report **non-urgent** issues via our online form. A staff member will call you back during business hours to discuss it.

The Housing Direct reporting line experiences a high volume of calls in the mornings, especially after weekends and public holidays. During these busy periods, the online maintenance request form is the quickest and most convenient option.

When will the maintenance issue be attended to?

We try to respond to maintenance issues as soon as possible.

When you report the maintenance issue, we will tell you which category (emergency, urgent, priority or routine) your maintenance request falls into. This determines the time frame in which it will be attended to.

Category	Timeframe	Examples
Emergency To prevent life threatening issues	Within 8 hours	<ul style="list-style-type: none">report of electric shockearth wiring issuesfaulty smoke alarmno power to propertyrepair gas leak
Urgent To repair or restore an essential service	Within 24 hours	<ul style="list-style-type: none">no hot waterblocked toiletburst pipe or water leakfaulty gas stove
Priority To repair or avoid exposing a person to risk of injury or damage to the property	Within 48 hours	<ul style="list-style-type: none">replace stove or hot water unitwater temperature fluctuatingcracked shower screencistern overflowingcracked toilet bowlleaking tapsecurity lights not working
Routine To repair issues deemed necessary for the adequate functioning of the property	Within 28 days	<ul style="list-style-type: none">rehang doorreplace washing lineexhaust fan damagereplace fluorescent light fitting

Do I have to pay for maintenance?

You will not be charged for maintenance required as a result of normal wear and tear, which means fixing something that is worn out from normal use. However, you will be charged tenant liability as well as any associated travelling charges for faults caused by neglect, misuse or wilful damage as well as the cost of removing any rubbish.

If you would like more information or have any questions about tenant liability, you can talk to your Housing Services Officer, visit your local office or refer to the [Maintenance policy manual](#) and [Rental policy manual](#) available at communities.wa.gov.au

How you can assist

To help us ensure your maintenance issue is fixed as quickly as possible, you should:

- be home at the time you've been informed that the contractor will be attending. Failure to do so may incur charges
- advise us of any items or areas which may pose a danger to the contractors
- provide any special directions required for access
- remove any obstacles from around the area where the maintenance needs to be performed, if it is safe to do so
- provide a Police reference number if the damage was caused by a person who was not authorised to be on your property.