

Can I make improvements?

You can make improvements or additions to your property but you must first obtain written approval from the Housing Authority and, if applicable, the local council. 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. Additions or improvements may need to be removed at your own expense when moving out.



Request an alternative format: 08 9222 4666 or ask@housing.wa.gov.au.
National Relay Service: 1800 555 677 (TTY) or 1800 555 727
(Speak & Listen).



Government of Western Australia
Housing Authority

OPENING DOORS
To Affordable Housing

Housing Authority Offices

Head Office

99 Plain Street
East Perth 6004
Tel: (08) 9222 4666
Toll free: 1800 093 325

METROPOLITAN OFFICES

Armadale

Shop 2A, Armadale Shopping Centre
Cnr Commerce Ave & Third Road
Armadale 6112
Tel: (08) 9391 1600

Bentley

Please see Victoria Park

Cannington

17 Manning Road
Cannington 6107
Tel: (08) 9350 3244

City Office

605 Wellington Street
Perth 6000
Tel: (08) 9476 2444

Fremantle

42 Queen Street
Fremantle 6160
Tel: (08) 9432 5300

Joondalup

Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 9404 3300

Kwinana

2 Stidworthy Way
Kwinana 6167
Tel: (08) 9411 9500

Mandurah

1/17 Sholl Street
Mandurah 6210
Tel: (08) 9583 6100

Midland

21 Old Great Northern Highway
Midland 6056
Tel: (08) 9250 9191

Mirrabooka

8 Sudbury Road
Mirrabooka 6061
Tel: (08) 9345 9655

Victoria Park

269 Albany Highway
Victoria Park 6100
Tel: (08) 9350 3700

GREAT SOUTHERN

Albany

131 Aberdeen Street
Albany 6330
Tel: (08) 9845 7144

Katanning

6 Daping Street
Katanning 6317
Tel: (08) 9891 1800

SOUTH WEST

Bunbury

22 Forrest Avenue
Bunbury 6230
Tel: (08) 9792 2111

Busselton

Suite 1A, 9 Harris Road
Busselton 6280
Tel: (08) 9781 1300

Manjimup

Unit 10,
30-32 Rose Street
Manjimup 6258
Tel: (08) 9771 7800

GOLDFIELDS

Esperance

92 Dempster Street
Esperance 6450
Tel: (08) 9072 3000

Kalgoorlie

Unit 1-2,
84-96 Brookman Street
Kalgoorlie 6430
Tel: (08) 9093 5200

MID WEST

Carnarvon

30 Robinson Street
Carnarvon 6701
Tel: (08) 9941 6500

Geraldton

201 Marine Terrace
Geraldton 6530
Tel: (08) 9923 4444

Meekatharra

14 Main Street
Meekatharra 6642
Tel: (08) 9956 5000

PILBARA

Karratha

3-5 Welcome Road
Karratha 6714
Tel: (08) 9159 1700

South Hedland

Cnr Brand & Tonkin Sts
South Hedland 6722
Tel: (08) 9160 2800

WEST KIMBERLEY

Broome

Frederick Street
Broome 6725
Tel: (08) 9158 3600

Derby

West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 9158 4000

EAST KIMBERLEY

Halls Creek

Lots 72 & 73
Great Northern Hwy
Halls Creek 6770
Tel: (08) 9168 9300

Kununurra

16 Coolibah Drive
Kununurra 6743
Tel: (08) 9166 5100

WHEATBELT

Merredin

27 Mitchell Street
Merredin 6415
Tel: (08) 9081 3800

Narrogin

Government Building
11-13 Park Street
Narrogin 6312
Tel: (08) 9881 9400

Northam

5 Elizabeth Place
Northam 6401
Tel: (08) 9690 1900

Maintenance

1300 137 677



Who arranges maintenance?

As the tenant, it is your responsibility to report all maintenance issues to the Housing Authority. You must report the issue as soon as possible after the problem occurs and the Housing Authority will arrange a contractor to fix the problem. There is no need for you to arrange a contractor yourself.

How do I report maintenance issues?

You must report details of the problem as quickly as possible by calling Housing Direct on **1300 137 677** or by filling out the Online Maintenance Request Form on the Housing Authority's website **www.housing.wa.gov.au**.

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

To save you the cost of a call and from waiting in a queue, report **non-urgent** issues online and a staff member will call you back during business hours to discuss the issue.

The Housing Direct reporting line experiences a high volume of calls in the mornings, especially Monday mornings and following weekends and public holidays. During these busy periods, reporting maintenance online will be quicker and more convenient for you.

When will the maintenance issue be attended to?

The Housing Authority endeavours 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 which will determine 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"> • risk of electric shock • earth wiring issues • no power to property
Urgent – to repair or restore an essential service	Within 24 hours	<ul style="list-style-type: none"> • no hot water • blocked toilets • burst pipes or water leaks • faulty 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 unit • water temperature fluctuating • roof leak • cistern overflowing • cracked toilet bowl • leaking tap • security 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 doors • replacing washing line • rewiring flyscreen • exhaust fan damage • cracked shower screen • fluorescent light flickering

Do I have to pay for maintenance?

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

If you would like more information or have any questions about tenant liability, talk to your Housing Services Officer, visit your local Housing Authority office or refer to the Housing Authority's Maintenance Policy Manual and Rental Policy Manual available online at **www.housing.wa.gov.au**.

How you can assist

To help the Housing Authority ensure the 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. There may be charges incurred if you fail to be present.
- advise the Housing Authority of any items or areas which pose a danger to 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.