



GROH Housing Maintenance

If you have maintenance issues in your GROH dwelling that requires attention it must be reported using either the following:

- By calling Housing Direct on [1300 137 677](tel:1300137677)
- By completing the non-urgent online maintenance request form <http://www.housing.wa.gov.au/currenttenants/tenanttoolbox/Maintenance>

By using one of these two methods there is a formal record of the request of maintenance being logged.

As the tenant, it is your responsibility to report all maintenance issues as soon as they arise. GROH will arrange a contractor to fix the problem according to the category timeframes listed below.

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 – Repair to restore an essential service	Within 24 hours	<ul style="list-style-type: none"> • No hot water • Blocked toilets • Faulty stove
Priority – Repair to avoid exposing a person to risk or injury or further damage to property	Within 48 hours	<ul style="list-style-type: none"> • Roof leak • Replace hot water unit • Cracked toilet bowl • Security lights not working
Routine – Repair issues deemed necessary for adequate functioning of the property	Within 28 days	<ul style="list-style-type: none"> • Replacing washing line • Replacing fluorescent light • Attention to common grounds • Servicing air conditioners

In the event your maintenance has not been attended to within the prescribed timeframes or you are not satisfied with the service provided the Department of Communities has established a dedicated maintenance escalation mail box for GROH tenants.

GROHescalationmaintenance.housing@housing.wa.gov.au

The escalation service will respond to your request within one working day.

When should you use this service?

When you have already logged your request for maintenance online or with Housing Direct, and it is either overdue or you are not satisfied with the maintenance service provided.

When should you not use this service?

When you are making an original request for maintenance.

When you are simply following up with Housing on an existing maintenance request. In the first instance, all maintenance follow up requests can be made to Housing Direct.

