

Maintenance Responsibility Guide

It is a requirement of your lease, that you report any maintenance or repairs required to Unity Housing as soon as possible.

Unity Housing will arrange a contractor to carry out the maintenance at your property.

Please refer to the table below to check if the maintenance is the responsibility of the tenant, as you may be charged for the cost of repairs.

Issue	Responsibility	Details	Tenant Charge?
Property Damage	Unity Housing	Fair wear and tear is deterioration or damage associated with age and reasonable use	No
	Tenant	Any damage caused by mistreatment or neglect, regardless of intention* *You will not be charged if damage was caused by unlawful activity and Unity Housing are provided a copy of the Police Report	Yes
Property Access for Maintenance	Unity Housing	Responsible for notifying tenant when a maintenance contractor will attend the property	No
	Tenant	If you are not home at a pre-arranged time or refuse the maintenance contractor access, you will be liable for a call-out fee	Yes
Toilet Blockage	Unity Housing	Blockage caused by tree roots or damaged pipes	No
	Tenant	Foreign material flushed	Yes
Smoke Detector Fault	Unity Housing	Responsible for all maintenance – these are inspected annually	No
	Tenant	Any obvious tampering, disconnection or damage	Yes
Lighting	Unity Housing	Any electrical faults	No
	Tenant	Tenants are responsible to replace lighting globes (excluding common areas, downlights, and fluorescent tube lighting)	Yes
Loss of power	Unity Housing	Any electrical faults	No
	Tenant	Any power fault caused by a tenant's personal appliance or overloading electrical outlets	Yes
Locksmith	Unity Housing	Issuing tenant will full set of keys at start of a tenancy	No
	Tenant	Any lost keys or changes to locks during tenancy	Yes
Grounds Maintenance	Unity Housing	Common areas or large trees are maintained by Unity Housing	No
	Tenant	Tenants are to maintain the gardens; if they are neglected or overgrown then this may result in a tenant charge	Yes
Tripping Hazards	Unity Housing	Any movement in Unity installed paving, concrete or flooring	No
	Tenant	Tenants are responsible for keeping property and external areas clean and free of rubbish or clutter	Yes
Pest Control	Unity Housing	If you have lived in the property for less than 90 days	No
	Tenant	If you have lived in the property for more than 90 days (excluding white ants/termites, possums or hives blocking entry/exit to property)	Yes
Air Conditioners	Unity Housing	Repairs or replacement (subject to tenancy agreement, please contact your Housing Officer for any clarification)	No
	Tenant	Any cleaning of filters or remote-control battery replacement	Yes
Stove/Cookers	Unity Housing	Repairs or replacement	No
	Tenant	Any repairs because of misuse or cleanliness	Yes
Hot Water System	Unity Housing	Repairs or replacement	No
	Tenant	Any repairs due to tenant damage	Yes
Roller Doors	Unity Housing	Any motor failure or fair wear and tear	No
	Tenant	Lost remote controls or tenant damage	Yes
Mould	Unity Housing	All windows are operating correctly for ventilation and roof leaks are attended to	No
	Tenant	Maintain property ventilation to prevent mould growth. Clean and treatment of mould	Yes