



**NOONGAR  
MIA MIA**  
Creating Pathways

## Maintenance Types & Timelines

**You will be contacted by the supplier to confirm a time and day for them to attend for maintenance. You must allow entry to suppliers at the agreed time.**

Please ensure that we have your current contact details for us to complete maintenance.

NMM has four types of maintenance:

**Urgent (Emergency):** An emergency repair is for when an issue is causing immediate risk to your health or safety or there's an issue at risk of causing serious damage to the property. Examples of emergency repairs include an electrical outage or a fault that presents a high risk of electrical shock, a major leak/burst water pipe, gas leak or overflowing sewerage. We aim to complete emergency repairs within 24 hours. Depending on the emergency, contractors will attend as soon as possible after the report is received.

**Urgent (Non-Emergency):** These are urgent repairs that are not immediate risks to your health or safety. An example would be a faulty hot water system. We aim to complete urgent non-emergency repairs within 48 hours.

**Non-Urgent:** These are repairs needed for a situation that isn't directly affecting your health or safety but needs to be fixed to keep your property in good condition. Examples are a broken door handle that has deteriorated with age, or a slow water leak. We aim to complete non-urgent repairs within 14 days.

**Planned (Routine) Maintenance:** NMM runs a planned maintenance program to keep its properties in good condition and extend their life. Planned maintenance includes minor works like electrical safety checks, termite inspections and gutter cleans (for our elders). This occasionally includes upgrades or replacement of items that have reached the end of their usable life. Examples of planned maintenance can include painting of walls, gutter replacement or hot water system replacement.

To raise a maintenance request, please contact your Housing Officer as soon as possible 9am-5pm Monday to Friday on 9271 8711.

**For urgent (emergency) maintenance after-hours, please call the NMM Office on 9271 8711 and wait to speak to an operator.**

