



# FACT SHEET

## REPORTING MAINTENANCE FOR PROPERTIES IN REMOTE ABORIGINAL COMMUNITIES.

### REPORTING MAINTENANCE TO HOUSING DIRECT

Housing Direct is the Department of Communities entry point for tenants, regional staff and contractors to report **URGENT** maintenance issues.

Urgent maintenance includes issues related to electrical safety devices (smoke alarms and RCDs), plumbing blockages, gas or water leaks, property security and no access to hot water or electricity. These items will be actioned within 48 hours of being reported.



**Call 1300 137 677 (*then press 1*)**

### REPORTING MAINTENANCE TO THE REMOTE AHS MAINTENANCE TEAM

The Remote AHS Maintenance Team is responsible for managing **ROUTINE** maintenance issues reported by regional staff and contractors.

Routine maintenance includes repairs that are not urgent and includes painting, general carpentry, some plumbing and electrical repairs. These items are issued in bulk on a quarterly basis.



**Email a completed Remote AHS Maintenance Reporting Form to**  
**Remote.AHS.Maintenance@communities.wa.gov.au**

When reporting maintenance, detailed information (including photographs if possible) must be provided, including the location and nature of the repair, suspected cause, measurements, colours and quantity of materials required.



For further information, visit the [Department of Communities](https://www.communities.wa.gov.au) website.