



safe, secure and affordable housing

Home Maintenance

What is home maintenance?

Home maintenance is work carried out to keep your home in good condition. Housing Services manages different types of maintenance - routine, urgent and immediate.

Routine maintenance is attended to within 10 days. This may include problems such as a broken soap holder or a loose shower rail.

Urgent maintenance is attended to within two days and includes problems such as a screen door lock not working correctly.

Immediate maintenance is attended to within four hours and includes problems such as not being able to turn off a tap.

What happens when I find a problem that needs fixing?

When you call we will ask you questions so we can determine which type of maintenance you require. If you have a maintenance manual, we will ask that you refer to it to help work out the problem. A copy of the manual is available for download at www.nt.gov.au/housing or you can ask your local housing office to send you a copy.

If work is required we will issue a work order to a contractor and let you know approximately when it will be fixed. The contractor will then either ring you or leave a card in your mailbox to organise a specific time.

If your maintenance type is immediate, you will need to be available so the contractor can contact you. Our contractors are very busy so you must keep your appointment in order for your repairs to be carried out. If you cannot make your appointment please ring maintenance before the appointment to arrange a new time.

Will the problem be fixed?

Immediate problems that relate to your health, safety or the security of your home will be fixed. Routine problems may be postponed if contractors are not available.

Do I have to pay for it to be fixed?

Housing Services will pay for maintenance that is part of normal wear and tear. However, there may be charges if you, your family or visitors cause damage.

Housing Services contacts

Casuarina -	p: 08 8922 5526
Darwin -	p: 08 8999 8814
Palmerston -	p: 08 8999 4767
Alice Springs -	p: 08 8951 5344
Tennant Creek -	p: 08 8962 4497
Katherine -	p: 08 8973 8536
Nhulunbuy -	p: 08 8987 0533
Client Relations Officer	p: 1300 301 167 or p: 08 8999 8853