



GROH Housing Maintenance

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

- By calling Housing Direct on [1300 137 677](tel:1300137677)
- By completing the non-urgent online maintenance request form
[Department of Housing and Works - repairs and 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	• Risk of electric shock • Earth wiring issues • No power to property
Urgent – Repair to restore an essential service	Within 24 hours	• No hot water • Blocked toilets • Repair water leaks
Priority – Repair to avoid exposing a person to risk or injury or further damage to property	Within 48 hours	• Roof leak • Cracked toilet bowl • Overflowing cistern • Security lights not working
Routine – Repair issues deemed necessary for adequate functioning of the property	Within 28 days	• Replace washing line • Replace fluorescent light • Attention to common grounds • Service air conditioner

Maintenance Escalations:

In the event your maintenance has not been attended to within the prescribed timeframes above and/or the requested repair is not completed, the Department of Housing and Works has established a dedicated maintenance escalation mailbox for GROH tenants.

GROHescalationmaintenancehousing@dohw.wa.gov.au

The escalation service will respond to your request **within three (3) business days**.

When should you use this service?

When you have already logged your request for maintenance online or with Housing Direct, and the repair has not been completed within the prescribed timeframe.

When should you not use this service?

When you are making an original request for maintenance.

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