

Further questions for Mr Ross Smith

1) In your submission, you state that tenants are not aware of the system and process for reporting maintenance matters. What measures could be implemented to increase tenants' awareness of this system and process?

1. A Fact Sheet setting out the Process for lodging and following up on a Maintenance Request be developed and distributed to all existing tenants (possibly as an inclusion with the Quarterly Rent Statements)
2. A Fact Sheet setting out the Process for lodging and following up on a Maintenance Request be developed and distributed to all new tenants as part of the 'signing up' process when entering tenure
3. A fridge magnet referring to the Fact Sheet and containing a basic checklist e.g. Phone number /Email address of Call Centre, rental account number, description of problem be developed and distributed