



# Changes to Responsive Maintenance



## What is responsive maintenance?



Responsive maintenance means the work we do in your home to keep you safe.

We can change things in your home to support you.

## What have we changed?



We have a new email.

You and your **SIL provider** can use this email to talk to us about your home.

### **SIL provider**

This means the person that gives you support in the home.

This new email is:

**[hpwdrepairs@humehousing.com.au](mailto:hpwdrepairs@humehousing.com.au)**



You will not wait more than 10 days for your home to be fixed.

# What have we changed?



You can now talk to us through chat.

Talking to us in chat is easy and fast.

We can chat to you through these ways:



- Facebook



- WhatsApp



- Our Website



We have talked to your SIL provider to find out how we can best support you.

We want to work fast so we can keep you and your **housemates** safe in your home.

## Housemates

This means the people you live with.

# Why are these changes good for you?

These changes are good for you in many ways.



It is easy to talk to us with chat.

It is fast to talk to us with chat.



Your home will be fixed very fast.

We will know how to fix your home when you need it.

## How to speak with us



Please talk to us if you need support to read this fact sheet.

We can talk with you in ways that are easy for you. This may include sign language, visual aids, or assistive technology.



We have information in different languages. If you speak another language, please tell us.



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