



# Glass Replacement

## **Important**

All damage to Loreto Community Housing property needs to be reported immediately by phoning 03 6173 0061. Non-urgent damage can be reported through our website: [centacareevolve.com.au](http://centacareevolve.com.au).

For more information see our Maintenance Guidelines.

## **What to do if you have a broken or cracked window?**

Report any broken or cracked glass to our office as soon as possible. Broken glass can only be replaced by Loreto Community Housing approved trades. Do not repair any broken glass yourself, or arrange for anyone else to do this without our written permission.

If it's safe to do so you can remove broken glass and cover the broken area with cardboard or plastic to make the area safe and weatherproof - be sure to use protective clothing.

## **When will it be repaired?**

When we receive a report of broken glass, we aim for it to be "made-safe" within 4 hours. Replacement glass will be installed as soon as possible, but the timing of this can depend on individual circumstances.

## **Who pays for broken / cracked windows or glass?**

Tenants are responsible for the cost of repairs or replacement of broken windows/glass if the damage is the fault of the tenant, the tenant's family or people visiting the property, unless:

- the breakage has resulted from the illegal actions of another party that the tenant was unable to prevent or control (with evidence of a police report); or
- the breakage resulted from damage due to a natural event.

## **To find out more**

Phone: (03) 6173 0060

Website: [lch.org.au](http://lch.org.au)

Email: [lch@aohtas.org.au](mailto:lch@aohtas.org.au)