

Maintenance & Repairs Guide for ACT Landlords and Tenants

Who is responsible for what — and how Jaira handles it

A complete guide to maintenance and repair responsibilities for residential properties in the ACT. Covers urgent vs non-urgent repairs, landlord vs tenant responsibilities, what to do in an emergency, how repairs are managed through the OurProperty portal, and ACT legal obligations.

Introduction

Maintenance and repairs are one of the most common sources of friction in any tenancy. Disputes arise when responsibilities are unclear, response times are slow, or communication breaks down. This guide sets out clearly who is responsible for what under ACT tenancy law, what counts as an urgent repair, and how Jaira Properties manages the maintenance process so that issues are resolved efficiently and everyone knows where they stand.

1. Landlord vs tenant responsibilities

Under the Residential Tenancies Act 1997 (ACT), landlords and tenants have distinct and specific maintenance responsibilities. Understanding the difference prevents disputes and ensures the property is properly maintained.

Landlord responsibility	Tenant responsibility
Maintain property in reasonable state of repair	Keep property clean and tidy
Repair structural defects (roof, walls, foundations)	Report maintenance issues promptly in writing
Hot water system maintenance and replacement	Replace light globes (standard access)
Heating and cooling systems — major repairs	Change air conditioning filters (as instructed)
Plumbing repairs (pipes, blocked drains from normal use)	Unblock drains caused by tenant misuse
Electrical faults and switchboard maintenance	Test smoke alarms and notify landlord if faulty
Smoke alarm installation and annual testing	Replace smoke alarm batteries (if user-accessible)
Repair damage caused by fair wear and tear	Repair damage caused by tenant negligence or misuse
Maintain fences and gates in safe repair	Keep lawns mowed and garden tidy (as per lease)
Pest control for pre-existing infestations	Pest control for infestations caused by tenant behaviour
Swimming pool equipment and safety barriers	Keep pool clean as per lease requirements
Common property maintenance (body corporate)	Comply with owners corporation rules (units/apts)

2. Urgent repairs — what counts and what to do

The Residential Tenancies Act 1997 (ACT) defines specific categories of repair as urgent. Urgent repairs must be addressed immediately — they cannot wait for a routine response time. Both landlords and tenants need to understand what qualifies.

Urgent repairs under the ACT Act include: Burst water service or serious water leak | Gas leak | Sewerage blockage or overflow | Failure of gas, electricity or water supply | Serious roof leak | Failure of hot water system | Failure of heating or cooling during extreme weather | Electrical fault causing danger to occupants | Flooding or storm damage | Structural damage making premises unsafe | Failure of stove or oven (may qualify as urgent)

What a tenant should do in an urgent repair situation

- ✓ Contact your property manager immediately — phone first, then follow up in writing via the OurProperty app or email
- ✓ If gas: turn off the gas at the meter and ventilate the area. Do not use electrical switches. Evacuate if necessary and call Evoenergy on 13 23 91
- ✓ If flooding: turn off water at the mains if possible and move valuables to a safe area
- ✓ If electrical: turn off power at the switchboard if safe to do so
- ✓ If you cannot reach your property manager and the repair is life-threatening: call emergency services (000) and arrange the repair yourself
- ✓ Keep all receipts if you arrange an urgent repair yourself — you can claim up to \$750 from the landlord
- ✓ Document everything in writing — what occurred, when, and who you contacted

3. Non-urgent repairs

Non-urgent repairs must be addressed within a reasonable time. What is "reasonable" depends on the nature of the repair, but general industry practice in the ACT is:

Repair type	Reasonable response time
Urgent repair (see above)	Immediately / same day
Significant but not urgent (e.g. oven not working, major leak stopped)	2 to 5 business days
Moderate repair (dripping tap, broken blind, faulty lock)	7 to 14 business days
Minor cosmetic (scuffed paint, loose door handle)	Next scheduled maintenance visit or lease renewal

4. How Jaira Properties manages maintenance

At Jaira Properties, we manage all maintenance through the OurProperty platform — a dedicated property management system that allows tenants to submit requests, landlords to receive updates, and our team to coordinate tradespeople efficiently with full documentation at every step.

For tenants — submitting a maintenance request

- ✓ Log into your OurProperty tenant portal (link provided in your welcome pack)
- ✓ Select "Maintenance Request" and describe the issue clearly
- ✓ Upload a photo of the issue if possible — this speeds up diagnosis and tradesperson scheduling
- ✓ You will receive a confirmation and an expected response timeframe
- ✓ You will be notified when a tradesperson is scheduled and given their details
- ✓ For urgent repairs outside business hours, call Jugal directly on the emergency number provided in your welcome pack

For landlords — how we keep you informed

- ✓ You receive a notification through OurProperty when a maintenance request is submitted
- ✓ We assess whether the issue is urgent and action accordingly
- ✓ For repairs above your approved maintenance threshold, we contact you for authorisation before proceeding
- ✓ We obtain quotes where appropriate and provide recommendations
- ✓ We coordinate attendance by trusted tradespeople from our vetted network
- ✓ Zero markup on tradespeople — you pay exactly what the tradesperson invoices
- ✓ Full documentation is stored in your OurProperty landlord portal for insurance and tax purposes

No markup on tradespeople — ever. Some property managers add a 10 to 15% administration markup to every tradesperson invoice. Jaira Properties does not. You pay exactly what the tradesperson charges, nothing more.

5. Emergency contacts for Canberra properties

Emergency / service	Contact
Police, fire, ambulance (life-threatening emergency)	000
Evoenergy (gas leak or electrical emergency)	13 23 91
Icon Water (water main burst)	6248 3111
Jaira Properties emergency line	Provided in your welcome pack
ACT Fire & Rescue (fire)	000
SES (flood, storm damage)	132 500

Questions about a maintenance issue? Contact Jaira Properties anytime via the OurProperty portal, by email, or by phone. We aim to respond to all maintenance queries within 4 business hours. jaira.com.au

Disclaimer: This guide is general information only and does not constitute legal advice. The Residential Tenancies Act 1997 (ACT) is subject to amendment. Emergency contact details are current as at the date of publication and should be verified independently. Jaira Properties — ACT Licence No. 18404216.