

HOME MAINTENANCE SERVICE

QUESTIONS & ANSWERS

Q. *What is COTA Home Maintenance Service?*

A. COTA Home Maintenance Service is service provided by COTA for the exclusive benefit of its members. All types of home maintenance can be carried out. Roofs, gutters, fences and gates, flooring, repairs to windows and window frames, doors and door frames, painting inside and out, electrical, plumbing, carpentry, tiling, paving, lighting and security, bathroom and kitchen modifications or upgrades to assist you to live more comfortably. Whatever your maintenance need, this service can provide it.

Q. *Why has COTA established a maintenance service for its Members?*

A. Many people have contacted COTA asking for recommendations and advice about trustworthy maintenance services. COTA has developed this service in response to the needs of our members.

Q. *Why is maintenance important?*

A. At the Australian Association of Gerontology Conference in Adelaide last year, a housing specialist stated that many senior people were selling their homes for less than they should (by as much as 10% to 30%), simply because the properties had not been properly maintained. There are also very important comfort and safety reasons to keep your home in good repair, especially as many more Australians are choosing to age in their own homes.

Q. *Who will carry out the work?*

A. All work will be carried out by qualified, licensed and police-checked contractors organised by Comhouse Cooperative Limited, on behalf of COTA.

Q. *Who is Comhouse?*

A. Comhouse Cooperative Limited is an independent non-government organisation which has been providing maintenance services to the community housing sector since 1996. They have considerable experience and expertise in protecting the value of housing assets through the delivery of appropriate and affordable maintenance.

Q. *Is the work guaranteed?*

A. Yes, Comhouse will guarantee all workmanship, and all new appliances purchased through this scheme carry the normal manufacturer's warranty.

Q. *Can I use COTA Home Maintenance Service for out of business hours emergencies, such as burst pipes or electrical problems?*

A. Yes, The service operates 24 hours a day, 7 days a week.

- Q.** *Can I get advice on how best to modify my home to meet my changing physical abilities?*
- A.** Yes, a building expert and an Occupational Therapist will visit your home and make recommendations on how best to modify your home to meet your changing needs. This will be on a fee-for-service basis.
- Q.** *Who will bill me for the work done? And how do I pay?*
- A.** On the completion of your maintenance job, you will receive an invoice from Comhouse Cooperative Limited. Payment may be made by cheque or bank transfer.
- Q.** *Will I be charged competitive rates for my maintenance jobs?*
- A.** Yes, you will be charged a fair and competitive rate for the work. You will also have peace of mind that the job will be done properly, with the surety that it will be fixed promptly if the work has been unsatisfactory.
- Q.** *Can non-COTA members access this service?*
- A.** No, this service is exclusively for financial members of COTA. You will need to quote your COTA membership number when you phone for service. Your membership number is on your COTA membership card.
- Q.** *Can I buy whitegoods, air conditioners, space heaters, hot water services and other large or small appliances from Comhouse?*
- A.** Yes, just choose the make and model of appliance that you want, and give Comhouse a call. They will organise a supply-only, or a supply-and-install price. They can also supply and deliver paint to your home.
- Q.** *Does the service include maintenance of gardens and grounds?*
- A.** Yes, garden maintenance services, either one-off or regular tasks, can be arranged.
- Q.** *How can I be sure the job will be done properly?*
- A.** Comhouse undertakes to ensure all work is carried out properly and professionally. In the event of any problem, a Comhouse building inspector will come and inspect the work and arrange for any remedial work required. If you still have any concerns you can contact COTA.

**COTA SENIORS VOICE
HOME MAINTENANCE SERVICE**

Phone 1300 658 842

24 hours a day, 7 days a week!