Caring for your home

HUME Community Housing

Here's how to keep your home safe, healthy and comfortable – what you look after, what to tell us about, and what we check when we visit.

You look after

- Keeping your home clean
- Mowing lawns, weeding and watering
- Rubbish and bins
- Replacing light globes
- Cleaning fan and rangehood filters

Tell us about

- Leaks from roofs, pipes or taps
- Electrical faults or faulty smoke alarms
- Broken locks, doors or windows
- Hot water or plumbing problems
- Mould that keeps coming back

Quick tips

Stop mould

- Open windows for fresh air
- Run fans when you shower or cook
- Wipe water off windows

Clear drains

- No oil, fat, food or coffee grounds down the sink
- Use a drain cover to catch hair

Lawns and gardens

- Mow and edge lawns regularly
- Pull weeds and water plants
- Never burn rubbish or garden waste

Spot leaks

- Check under sinks and around toilets
- Put a bucket under drips
- Take a photo and tell us

Power safety

- Don't overload power points
- Never plug extension leads or power boards into each other
- Never touch wiring

Rubbish and pests

- Bag rubbish and use your council bins
- Bins out on collection day, back in after
- Keep food sealed to stop pests

Small problem? Tell us early – it's quicker to fix.

Turn over for your checklist →

Your home care checklist

HUME Community Housing

Every week

- [ ] Vacuum and mop floors
- [ ] Clean the bathroom and toilet
- [ ] Wipe benches and stove top
- [ ] Bins out on collection day
- [ ] Sweep paths and patios

Every month

- [ ] Mow and edge lawns
- [ ] Check for leaks
- [ ] Look for mould
- [ ] Clean exhaust fans
- [ ] Clean window tracks

Every 3 months

- [ ] Clean rangehood filters
- [ ] Clear leaves from outdoor drains
- [ ] Wipe walls, skirting and switches
- [ ] Dust blinds and remove cobwebs
- [ ] Trim bushes and plants

Ask us first

Changes to your home

Want to hang pictures, paint, change locks or make any other change? Ask us in writing first and we'll get back to you. Leave wiring and plumbing to our tradespeople.

Pets

Want a pet? Ask us in writing first and we'll get back to you. Once approved, pick up pet waste regularly and fix any damage your pet causes.

You may be charged for damage by you, your household or visitors. See your lease for details.

Emergency? Call us straight away

- Burst pipes or major leaks
- Sewer overflows
- Electrical hazards
- Storm damage or bad roof leaks
- Anything unsafe in the building
- Broken locks or doors that leave your home unsecure
- No hot water (if urgent under your agreement)

Danger to life?

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Call first

Reporting a repair

1. Take a photo if safe
2. Note when it started
3. Give us the details
4. Report online or call

Not sure if it needs fixing? Tell us anyway. We give 7 days' written notice before routine inspections.