



## REPAIRS AND MAINTENANCE

- While you are a Tenant in one of Joshco's units, all details and complaints regarding repairs and maintenance should be reported to your Housing Supervisor. The Housing Supervisor will assess your unit together with the contractor and you will be kept informed on the progress of your complaint.
- You will be required to complete a satisfaction form, or a Maintenance Administrator will contact you to confirm whether the job was completed to your satisfaction.
- Joshco is responsible for all reasonable repairs and maintenance that are not caused by negligence or vandalism.
- If a problem arises that you could not have avoided,
- If you break a window or washbasin you will have to pay for the repair: this is considered carelessness and could have been avoided.
- If the flushing mechanism on your toilet is not working, Joshco will consider this wear and tear, and will fix at their cost. But if the toilet blocks because unsuitable material has been flushed down it, you will be held responsible (negligence). The same applies to blocked sinks.
- Damages caused by you or people staying with you or visiting you will be charged to your account.
- The following table indicates Joshco's response times depending on the nature of the problem and the extent of the potential repairs required. If the problem is not attended to, or if not resolved to your satisfaction, please advise the Housing Supervisor, or contact the Housing Management Department and ask for the Portfolio Manager for the building.

# MAINTENANCE RESPONSIBILITIES

The table below indicates responsibilities of Joshco's and Tenants: -

Item	Joshco's Responsibility	Tenant Responsibility
External repairs including roofs, gutters, external pipes, external walls, fences	X	
External doors (except were broken by Tenant)	X	
Electricity, light fittings, plugs (provided by Joshco)	X	
Washing Lines	X	
Toilets, baths, hand basins, taps, showers, geysers (where repair is due to wear and tear)	X	
Glass windows and doors (where damage is caused by Tenants)		X
Plugs and chains to sinks and basins		X
Toilet seats		X
Internal doors inside the unit if damage caused by Tenant		X
Blocked sinks, basins, and any damage to plumbing services caused by you or anyone staying at your property		X
New locks if keys are lost		X
Damage to kitchen and bathroom fittings caused by you or anyone staying at your property		X
Light bulbs in communal areas, passageways, external lights	X	
Internal bulbs in unit		X
Tap washers		X
Anything you have fitted in the unit that was not provided by Joshco		X
Burst pipes, sewer blockages	X	
Damages to ceilings, walls caused by roof leaks or burst pipes, geysers	X	

Repair Type	Example	Response time
Emergency	Unsafe and dangerous situation: Unsafe electrical wiring, serious water leaks causing damage to the structure, faulty lifts, burst geyser causing damage	Within 12 - 48 hours
Urgent	Utility Supply: Electricity and water supply outages that are Joshco's responsibility. City Power and Jhb Water will be contacted by Housing Supervisor if the problem is their responsibility. Blocked main sewer lines	Within 24 - 48hours unless problem exists with the municipality
Important	Blocked drains, faulty light fittings, faulty geyser, roof leaks during rainy season	Within 24 - 48 hours
Minor Problems	Doors, minor plumbing, minor electrical	Within 3-7 working days

## BATHROOMS:

Please use a gentle, non-abrasive cleaner on baths, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to clean. You may have a condensation problem in your bathroom if there are symptoms such as:-

- condensation on the fixtures, windows, or walls.
- mold and mildew between ceramic tiles, in the corners of ceilings.
- peeling paint, rotting, blackened windowsills, curling floor tiles, musty smells, or water dripping from vents.

## CONDENSATION IS CAUSED BY:-

- excessive house humidity.
- moisture from hot baths and showers.
- dampness from wet bathmats, towels, and drying clothing.
- inadequate ventilation.

While you cannot change structural or design causes, there are several things you can do to reduce condensation:-

- open bathroom window after bathing or showering.
- keep windows open while cooking.
- open all windows every day to improve ventilation.

## VARIOUS OPTIONS TO LOG A MAINTENANCE QUERY:

- Complete a maintenance log form with the Property Supervisor;
- Send a WhatsApp to the Property Supervisor;
- Complete the query with the security by filling in the query on a book;
- Send an email to: [maintenance@Joshco.co.za](mailto:maintenance@Joshco.co.za)
- Use the Tenant Portal