

# Home Maintenance Services – City of Yarra

26/2/2024

## Some Frequently Asked Questions

**1. Why can't I get my mowing/gutter cleaning/spring cleaning completed now or as I normally do?**

Unfortunately, Council's usual home maintenance contractor is unable to complete its normal services including mowing, gutter cleaning/spring cleaning.

**2. Why can't the contractor complete the tasks as normal?**

They have advised us that due to constraints in the home maintenance and building industries they are no longer able to complete all of this work.

**3. How will I get my tasks done now if I can't do them?**

COY/We are working through several alternative options to continue providing these services for you. We can take your booking today and we will add you to a waiting list. As soon as we have arranged an alternative contractor, we will reschedule the tasks on the wait list and let you know when we can get your tasks completed.

**4. How long will it take to get a new contractor/when can I get my tasks completed?**

We have begun working through alternative options. We have created a waiting list and can add your details to this. At this stage we anticipate it may be up to 6 weeks before we are in a position to complete your tasks.

**5. My urgent task needs to be done now, I can't wait 6 weeks?**

We understand your concern. We continue to have some capacity to assist with critical requests which affect your safety. We can take your details and work on finding a solution asap.

**6. Who will the contractor be, what if I don't like the new contractor, I don't want someone I don't know in my house.**

We can assure you that we will appoint a qualified contractor who is very professional, police checked and trustworthy and knows how to finish a job properly.

### Some suggested scripting when speaking with residents:

Unfortunately, due to workforce constraints in the home maintenance and building industry, Council's current Home Maintenance provider has advised us that it has limited capacity to provide its normal services.

This means **from 22 February 2024** they cannot complete regular jobs such as spring cleaning, gutter cleaning, gardening, and smoke detector - battery replacements.

They will continue to provide home modification tasks such as the installation of rails and ramps.

We are currently working through options to continue providing these services, however some non-urgent tasks may be delayed from 6 to 8 weeks.

We will continue to take your booking as we have created a wait list to manage all the tasks and are working to get a contractor to complete these as soon as practical.

We would like to apologise for this inconvenience and appreciate your patience.