# REPAIRS & MAINTENANCE

At Zapti, we take pride in offering a maintenance process that is transparent and hassle-free. Our goal is to provide our clients with a seamless and stress-free experience, from the moment they submit their initial maintenance request to the completion of the requested task and payment.

Our maintenance process starts with the submission of an online request, which is user-friendly and easy to complete. Once we receive the request our Maintenance Coordinator completes a review to ensure any urgent requests are prioritised and an assessment is completed against the response matrix.

Throughout the process, our team will provide regular updates on the status of the request including estimated completion times, any issues that may arise and final costs.

Our team provides effective repairs & maintenance to a portfolio of 100+ homes in Regional, NSW and completed 3700+ jobs in the last 12 months whilst maintaining a response rate of 98%.

Matrix Priority levels:

**P1 – Emergency Repairs (4 hours)**

**P2 – Urgent Repairs (2 days)**

**P3 – Priority Repairs (7 days)**

**P4 – Non-Urgent Repairs (28 days)**

Zapti is licenced as a contractor for Carpentry and can offer various supplementary services to our clients, which may include but are not restricted to:

**Internal Carpentry**
• Door adjustments, skirting boards, architrave, vanity installations, window frames, timber framing, built-in wardrobes, custom desks and shelving.

**External Carpentry**
• Weatherboard & external cladding, timber repairs, asbestos removal.

In addition, all staff at Zapti hold relevant checks and the required Insurance, Public Liability and Contractor Licensing.

**If your organisation provides Disability Services, Aged Care or Community Housing get in touch today to discuss how Zapti can provide repairs & maintenance through our facilities management service or as a separate service offering.**