

Welcome home!

At Houss Rentals, We are proud to offer "free" maintenance. However, some repairs caused by **tenant damage or negligence** may result in a charge. This guide outlines **what may be billed.**

When Charges May Apply

You may be billed for repairs resulting from:

- Misuse or negligence
- Alterations without permission
- Accidental or deliberate damage
- Lost, broken, or missing parts

Note: Prices are indicative and may change from time to time.

How to Log a Maintenance Request

1. Please use the tenant portal on our website to log a ticket:
www.houss.co.za/tenant-services
2. Include a clear description and photo if possible. All jobs are logged, inspected, and assigned based on urgency.

Billed Items

Electrical	Plumbing	Painting
Power loss caused by faulty appliances	Blocked drains - hair, oil, etc.	Painting (damaged walls/doors)
Light bulb or light fitting replacement	Broken shower heads, loose taps	Damp/mould - due to no ventilation
Stove damage caused by cockroaches or misuse	Broken bathtub/basin	Floors
Replacement of light/plug switches	Carpentry	Broken tiles / damaged laminated floors - due to negligence
General	Curtain rails and hooks	Glazing
Garden damage	Water damage - due to negligence	Broken mirror / window / sliding door
Fumigation services	Toilet seat replacement or repairs	Broken shower doors
WiFi router replacement	Broken cupboards / shelves / vanities / kitchen counters	
Alteration without permission	Lost keys / damaged locks	
Cleaning fee on exit		
After hour call outs		

Before You Log a Request Ask yourself, "Did I cause the damage?" There may be a fee.