



## Housing and Accommodation

# Information for Veterans about the Veterans' Home Maintenance Line service

### Overview

This Factsheet describes the Veterans' Home Maintenance Line (VHML) and how you can access this service.

### What is the Veterans' Home Maintenance Line?

The Veterans' Home Maintenance Line (VHML) is a toll-free telephone service that provides advice on general property maintenance matters and referral to local, reliable and efficient tradespeople. The tradespeople have appropriate qualifications and both professional indemnity and public liability insurance cover. VHML can also arrange home inspections to identify current or possible future maintenance problems.

*Note:* This is a home maintenance and emergency service only. It cannot give financial or legal advice, or answer questions about pensions or other Veterans' Affairs matters. If you have questions about pensions or other matters, please ring your local Veterans' Affairs office on the telephone numbers listed at the end of this Factsheet.

### Who is eligible?

Any member of the veteran community is eligible to use the VHML.

### How many services can be received?

You can receive an unlimited number of services from the VHML.

### Do you need to tell DVA?

You do not need to tell DVA if you use this service.

### Do you need to pay?

The VHML advice is free but you will need to pay for work done by tradespeople, including callout fees.

### How do you access the Veterans' Home Maintenance Line?

You can access this service by telephoning **1800 80 1945**.

# Information for Veterans about the Veterans' Home Maintenance Line service, *continued*

## What time is the service available?

The property maintenance and home inspection advice is available Monday to Friday between 9am and 5pm. Emergency property advice is available 7 days a week 24 hours a day.

## Other Factsheets

Other Factsheets related to this topic include:

- *HAC01 Defence Service Homes Loans*
- *HAC02 Defence Service Homes Insurance*
- *HAC04 HomeFront*
- *HAC05 Home Support Loans*
- *HCS07 Home and Garden Maintenance*

## More Information

All DVA Factsheets are available from DVA offices, and on the DVA website at [www.dva.gov.au](http://www.dva.gov.au).

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers.

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au)

You can get more help from any DVA office.