

Before you report maintenance

In an effort to manage your home with minimal intrusion on your privacy and comfort we have prepared this informative leaflet to ensure that when you have any maintenance or repair issues it can be dealt with efficiently and effectively.

To assist us in meeting our goals please ensure you follow the steps listed below.

- Be sure to clearly advise the office of your Name and Rental Property Address
- Advise the Property Manager/Agency immediately. Remember, under the Residential Tenancies Act 1994 the tenant is required to report any maintenance and/or repairs promptly. The tenant has a responsibility to mitigate loss, failure to report may render the tenant responsible for the payment of correcting the problem.
- Write down the name, brand/type & serial number of the appliance (if applicable). This is particularly important when reporting problems with Hot Water Systems, Ovens, Hotplates, Toilets, etc.
- Pet requests must include type of pet, breed and size.
- Clearly state what the problem is and where the problem is located. For example, if it is a fault with an electrical switch advise what room it is in, what it operates (light switch), what happens when you turn it on and is there a noise (spark in switch and makes a crackling sound). The more specific you can be the sooner we can assess the matter and send an appropriately qualified tradesperson to attend to the item.
- **Please refer to “How to Take Care of Your Home During Your Tenancy” to ensure you have taken the necessary steps to prevent incurring an avoidable charge.**

Maintenance Request

PROPERTY ADDRESS:

Tenants:

Date:

Name:

Relationship to tenant (if not tenant):

Work:

Home:

Mobile:

Email:

Details of maintenance requested:

Authority to enter **Yes/No**

This means that you authorise your office or repairer to enter the property with the keys in order to carry out the repair.

This form may be either faxed or emailed to your property manager

Checklist (For office use only)

Received date: Received time:

Computer input:

Landlord advised and approval **Yes/No** If **No**, tenant and landlord letters sent

If **Yes**, job given to: If **Yes**, work order number:

Success for tradesperson using the agency's keys confirmed:

Tenant contacted to arrange access for tradesperson:

When invoice received, confirm work has been completed:

Invoice amount:

Advised landlord of invoice cost and payment arrangements

Invoice approved for payment:

Property manager's signature