Harcourts

MAINTENANCE REQUEST FORM

To enable immediate processing, please complete all sections and sign where indicated.
To: The Property Management Department, Harcourts Essential
Shop 6/1569 Burwood Highway, Tecoma Vic 3160
Telephone: (03) 9754 2000 Fax: (03) 9754 2189 Email: rentals.tecoma@harcourts.com.au

Tenant Name..... Date of Request: .....

Address: .....

Phone Numbers: Home: ..... Mobile: .....

Repair Requested: .....

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Make & Model No:.....

1. Are these repairs of an urgent nature? (please refer to your "*Renting a home – A Guide for Tenants and Landlords*" supplied at the commencement of your tenancy) YES / NO
2. Has this request been made to our office previously? YES / NO
   If YES, please insert the date your previous request was made and what contact have you since received:

   .....
3. Harcourts Essential will proceed with the contacting the necessary trades to complete the works. We do ask our trades to contact you before going to the property. At the appointment time, you must remember to keep any dogs restrained in order for the repairs can be carried out.
4. Repairs that are required as a result action of the tenant, whether accidental or intentional will require payment to be made by the tenant.
5. Property Access: Please indicate your instruction to us clearly by placing a ✓ in your selected of either Box A or Box B below:
   A. ☐ I can be contacted on the number supplied above to arrange a time for the trade to call.
   OR
   B. ☐ Harcourts Essential may provide property keys to the trade to gain access.
6. We like to monitor the progress of all repairs that are occurring at the property. If the current repair is urgent and you do not have a response within 30 minutes, please ring us on (03) 9754 2000, so we can immediately follow up. For repairs on non-urgent items, which may take a little longer to arrange, if you would like to check on progress, please feel free to ring during business hours.

Privacy Statement: Personal Information collected by Harcourts Essential through this request for repairs is necessary in order that the Agent is able to deal with all requests in relation to the management of this property. The information collected may be disclosed to other parties as permitted by the Privacy Act 1988 including the Landlord, Trades people required to carry out maintenance to the property, other agents and operators of tenancy databases. Information already held on tenancy reference databases may also be disclosed to the agent. If you would like to contact the agent or access the personal information held, you can do so by contacting the agent at the above address, or by telephone or fax. You can also correct this information if it is inaccurate, incomplete or out of date. If the information is not provided, the Agent may not be able to manage the tenancy effectively. By signing this Request for Repairs, the Tenant/s acknowledge/s the contents of this Privacy Statement.

Tenant/s signature/s:.....

OFFICE USE ONLY: This Request for repairs was provided at the Routine Inspection, Received by fax/post/email or phoned

To office on: / / Received by .....

Landlord contacted on: / / by .....

Landlord instructions:

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1. Trades attending: YES / NO
   OR
2. Landlord attending: YES / NO