

Email: rentals.reception@harcourtsredcliffe.com.au
Phone: 07 3883 3155
Fax: 07 3883 3460

Harcourts

143 Sutton Street
Redcliffe Q 4020

MAINTENANCE REQUEST FORM

It is a policy of Ultimate Property Management (Harcourts Redcliffe) that all repairs and maintenance are to be submitted to the office in writing. This can be done via email, fax, post or in person.

Repairs and maintenance will not be actioned unless this procedure has occurred.

UNLESS IN AN EMERGENCY SITUATION.

Tenant Name: _____

Property Address: _____

Contact Phone Number: _____ Property Manager: _____

NATURE OF PROBLEM: _____

DO YOU GIVE PERMISSION FOR THE TRADESPERSON TO ENTER THE PROPERTY WITH OUR MANAGEMENT KEY? YES / NO

IS THERE A DOG RESIDING AT THE PREMISES? YES / NO

Tenant Signature _____ Date _____

OFFICE USE ONLY - OWNER _____ DATE CONTACTED _____

ACTION TO BE TAKEN _____

HOW TO EFFECTIVELY REPORT MAINTENANCE & REPAIRS

In an effort to manage your occupancy with minimal intrusions to your privacy and comfort, we have prepared this information leaflet to ensure when you have any maintenance or repair issues, it can be dealt with efficiently and effectively.

To assist us in this process, please ensure the below steps are followed;

- Advise your Property Manager/Agency immediately of all maintenance, this must be reported in writing to the office, whether via email or a hand delivered maintenance request form
- Be sure to clearly advise the office of your Name, Rental Property Address and Your Contact Details
- Tenants have a responsibility to mitigate loss; therefore failure to report maintenance that results in further damage may render the tenant responsible for payment of maintenance and/or repairs.
- 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, Air Conditioners and other appliances.
- 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 (i.e. light switch), what happens when you turn it on and is there a noise or smell (i.e. spark in switch and makes crackling sound or burning smell when turned on). The more specific you can be the sooner we can assess the matter and send the appropriate qualified tradesperson to attend to the item.
- Notify your property manager of your access instructions and the most reliable and suitable contact details for the tradesperson and your property manager to get in contact with you if necessary.

PLEASE NOTE - If there is any urgent or emergency maintenance or repairs required, please contact our office immediately. Urgent maintenance is defined as maintenance or repair/s required to avoid the risk of injury to a person or serious damage to a property or makes the premises unsafe or insecure. You are required under your General Tenancy Agreement to report urgent maintenance immediately.

Emergency repairs defined by the Residential Tenancies and Rooming Accommodation Act2008 (the Act) are;

- a burst water service or a serious water service leak
- a blocked or broken lavatory service
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of an essential service or hot water, cooking or heating appliance
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the property
- a serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using, the property

All other repairs are considered to be routine repairs