

MAINTENANCE PROCEDURE INFORMATION

All maintenance must be reported to our office in writing.

This can be done by:

- Completing one of our maintenance request forms
- Emailing our office at rentalgroup@whitfordproperty.com.au
- Faxing our office on 03 5222 1816
- Mailing our office at 357 Pakington Street, Newtown, VIC, 3220

When reporting maintenance, the more information that you can provide our office, the more quickly and effectively the problem can be dealt with.

If you have an urgent maintenance problem, please contact our office via phone as soon as the problem is discovered. You can then follow up your call in writing.

Remember, if you engage a tradesperson without consultation, you may be responsible for payment of the account.

URGENT REPAIRS

An urgent repair usually means an essential service that cannot be used or where there is danger to the safety, security, hygiene or health of you or your family members. We recognise that emergency repairs can be quite distressing and will attend to them immediately. We generally have 24 hours in which to have the work completed.

Urgent repairs are specifically defined under the Residential Tenancies Act as:

- a burst hot water service
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of any essential service or appliance provided for water, hot water, cooking, heating or doing laundry
- a failure or breakdown in any appliance or fitting supplied by the landlord that will result in a substantial amount of water being wasted
- a failure or breakdown of the gas, electricity or water supply
- a serious fault in a lift or staircase
- any fault or damage that makes the premises unsafe or not secure

In the event of an emergency repair being required, during business hours you should contact our office immediately upon discovery of the repair on (03) 5222 1616 between 9am – 5pm.

In the event of an after-hours emergency, you should contact your property manager's mobile, please ensure to leave a message and/or send a text message. Please allow your property manager time to respond. If there is no response email rentalgroup@whitfordproperty.com.au

Plumbing & Gas	TD Wright	0403 704 038
Electrical	Powerfect	0414 737 333
Locksmith	Arcade Locksmiths	03 5222 1557
Other	TD Wright	0403 704 038

GENERAL REPAIRS

These are repairs that don't fit into one of the categories defined as urgent. You should not arrange to have it done yourself unless the landlord has agreed in writing to pay for it. We have 14 days after the repairs are brought to our attention to have the work completed.

MAINTENANCE REQUEST	
Property	Date
Tenant/s	
Current Contact Details	
(H)	(W)
(M)	(E)
Maintenance	
Please note any maintenance items needing attention giving as much detail as possible	
NOTE – If you think your smoke detector is faulty, please ensure you have tried changing the battery first as this is a tenant responsibility. Hard-wired smoke detectors also have a battery back-up that requires checking.	
Appliance Repairs	
<input type="checkbox"/> Gas	<input type="checkbox"/> Electric
Make	Model No
Access Arrangements	
Contact Tenant First	<input type="checkbox"/> Yes <input type="checkbox"/> No
Spare Key To Be Used	<input type="checkbox"/> Yes <input type="checkbox"/> No
NOTE – Most of our tradespeople work from 8:30am to 5:30pm Monday to Friday so if you would like to be home when they are coming, please ensure that you are available during these times	
Tenant/s Signature/s	
Owner Instructions	
Name	Phone
Date	Time
Instructions	
Tradesman Required	