

URGENT REPAIRS

We recommend that you place this form somewhere with easy access in case of an incident requiring urgent repairs for quick referencing.

Below is a list, as scripted by the Residential Tenancies Act 1997, of what classifies as an urgent repair. If any of the following occur, **please FIRST contact our after hours mobile phone on 0406 998 991**, if there is no answer, please leave a voice message on this phone to advise you have organized an urgent repair*.

If there is no answer on the after hours mobile, please contact one of our preferred tradesperson – *please note if you cannot get in contact with one of our preferred tradesperson, contact an appropriate, qualified, tradesman to rectify the urgent repairs.*

Repairs are considered to be “urgent” if they are needed to fix:

- A burst water service
- A blocked or broken toilet system
- 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 services or appliance provided by the landlord or agent for hot water, water, cooking, heating, or laundering
- A failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting, or fixture which is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase in the rented premises

It is important to note that urgent and non urgent repairs are the landlord's or agent's responsibility, but if the tenant caused the damage, the landlord can ask the tenant to arrange and/or pay for repairs. Tenants must continue to pay rent when waiting for repairs to be done and it is extremely important to communicate all information regarding repairs in writing and that all copies of letters, forms, receipts and reports are kept for future reference.

Preferred Tradesman		Contact Number	
Electrical	ASI Electrics	0403 048 344	
Plumbing	Berntsen Plumbing P/L	0418 229 880	or 9833 4848
Locksmith	Inner & Outer Suburbs Locksmiths	0418 542 551	or 9689 3340
Handyman	Thornbear Pty Ltd	0412 397 080	or 0411 751 728
Glass	Buffalo Glass	0409 920 675	or 0422 043 340

*Please forward any invoices to our office for reimbursement regarding urgent repairs.

NON URGENT REPAIRS

For non urgent repairs, the tenant **MUST** put the maintenance request in writing to the agent telling them what needs to be repaired. The agent then has 14 days in which to make sure the repairs are carried out. If the agent does not carry out the repairs within 14 days of receiving the notice, the tenant can send a copy of their written notice to Consumer Affairs Victoria with a letter asking for an inspection and a subsequent report. Tenants **MUST** continue to pay rent even if the agent has not arranged for the repairs to take place.