

FORSTER-TUNCURRY FIRST NATIONAL REAL ESTATE

PO Box 110, Tuncurry NSW 2428
Phone: 6554 5011 Fax: 6555 5423

TENANT MAINTENANCE REQUEST FORM

All general maintenance must be reported to our office in writing. In order for a repair to be attended to, please complete this form and fax, post or deliver to our office.

Before proceeding with logging your Repair Request, please have a look at the Repair Tips **OVER PAGE** first, to avoid any unnecessary call outs.

In the event of an emergency repair, contact our office immediately!

Once we have received the request, either our office or a tradesperson will contact you.

Date: _____ Time: _____

PropertyAddress: _____

Repair: _____

ACCESS DETAILS:

Tenant/sName: _____

Phone:Home: _____ Work _____ Mobile: _____

Access to property for repairs: Take office Key: YES /NO Tenant home: YES/NO

I hereby authorise your office to provide my contact details to tradespeople in order to carry out the repair or view the repair. I am aware that these repairs may not be able to be conducted if you are not contactable during business hours. It is imperative that First National Forster Tuncurry and our tradesmen are able to contact you. If you are not available during business hours and you request to be phoned for access how do you anticipate these repairs will be made? If a trades-person has been appointed to attend a maintenance issue reported by the tenant/s and everything is found to be in good working order & not defective in any way – The tenant/s will be liable for any service call charged by the trades-person.

Signed: _____

FOR APPLIANCES PLEASE INDICATE;

GAS ELECTRIC MAKE: _____ MODEL: _____

HOW LONG HAS THE PROBLEM EXISTED: _____

OFFICE USE ONLY

DATE RECEIVED: ___/___/___

PROPERTY MANAGER: Shelley Joanne Heidi Debbie

NOTES: _____

No power

- Have you contacted your electricity supplier? There may be a fault in the street.
- If renting a unit/apartment - Have you checked with a neighbour? If in a block of Strata Title apartments, it may be the Owners Corporation that needs to be contacted for action.
- Have you checked your fuse box? There may have been an overload and the safety switch has been activated and needs resetting.
- Have you checked that one of your appliances is not faulty? Unplug all appliances in the house. Reset the safety switch in the meter box. Plug in the fridge and turn on the power point, check the safety switch. If the safety switch clicks off then you know that there is a fault with the fridge and you will need to get it repaired.
- Otherwise disconnect the fridge and plug in the stereo and continue checking all appliances until the faulty appliance is located. If our electrician attends to your repair request and finds the fault is with one of your appliances, then you will be charged for the service fee.

No hot water

- Is it Gas or Electric?
- Have you arranged for the connection of your Gas or Electricity?
- If it is an Electric Hot Water System -
- Have you checked to see if your hot water system needs refilling/topping up? There is normally a copper valve on electric hot water systems and an overflow pipe. Pull up this lever until a flow of water starts coming out of the overflow pipe. This quite commonly needs to be carried out every six months or so.
- Have you checked the fuse in the meter box? Has someone turned off the fuse by mistake?
- Have you checked that the water tap on the hot water system itself is turned on?
- If it is a Gas Hot Water System
- Have you checked to see if your pilot light has gone out? Some gas hot water systems can be easily relit – others may require a tradesperson.

Lights are not working or power points are not working

- Have you checked your fuse box? If there has been an overload, the safety switch may need resetting.
- Have you replaced the light bulb?

Stove/Oven element is not working

- Have you checked that the timer/clock has been set? Check that there is no childproof switch under a flap. Are the elements loose?

Garbage disposal is not working

- Is it turned on at the switch underneath the sink?
- Have you attempted to reset the safety switch? This is normally a little red or black button underneath the bottom of the garbage disposal unit. You may have to get on your hands and knees to find the switch. This switch can be activated by an overload and simply needs to be reset.
- Is there a blockage in the sink/blades? IMPORTANT – Before putting hands down the sink to check for blockages – make sure unit is turned off at the wall and unplugged.

Kitchen/bathroom sink is blocked

- Have you tried using some Draino to try and free the blockage?
- Have you tried pouring boiling water down the sink to free up old soap & hair?
- Have you cleared hairs and old soap from the waste & “u” bend? Put a bucket & towel under the pipe, unscrew the pipe under the sink (where possible) remove the hair and old soap and re-screw the pipe back together. Pour boiling water down the drain, this should clear the blockage.
- Have you removed old food from the kitchen waste & poured boiling water down the drain? Do not put fat and oil into the drain as these will clog up the pipes.

Washing machine is not working

- Are the washing machine taps turned on at the wall?
- Have you checked to make sure that the appliance is turned on at the wall?
- Have you checked that the lid is closing properly?
- If the machine has stopped half way through a cycle make sure that you have not overloaded the machine or that it is out of balance – re-arrange the items evenly in the bowl.

Dryer is not working

- Have you checked to see if the filter needs cleaning out? Dryers can automatically shut down due to overload of lint in the filter.