



MAINTENANCE / URGENT REPAIRS

What to do

Your Property Manager will be available during business hours Monday to Friday between 930am and 530pm to report any maintenance. (Note: all maintenance MUST be reported in writing and fill out detailed information on Maintenance Form) For URGENT repairs during business hours and your Property Manager has an “out of office reply”, please call 0421 191 858 OR 0466 060 167.

URGENT REPAIRS (Definition)

“Urgent repairs are serious problems affecting safety or security of the property, or failure of any essential service or appliance.” Essentially anything that is either putting the tenant in immediate danger or causing immediate damage to the property.

These kinds of repairs include:

- ✧ Burst water service
- ✧ Blocked or broken toilet system
- ✧ Serious roof leak
- ✧ Gas leak
- ✧ Dangerous electrical fault
- ✧ Flooding or serious flood damage
- ✧ Serious storm or fire damage
- ✧ Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- ✧ 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 that is not working properly and causes a substantial amount of water to be wasted
- ✧ A serious fault in a lift or staircase

For any URGENT maintenance outside of business hours, on weekends or public holidays you may contact one of the tradesmen listed below:

List of Trade Person

| Trade Type | Option 1 | Option 2 |
|------------|----------|----------|
| PLUMBING | | |
| ELECTRICAL | | |
| HANDYMAN | | |
| LOCKSMITH | | |
| CLEANING | | |

Disclaimer: if the repair is not one of the aboved listed repairs it is not classified as urgent, therefore it will be attended to Monday to Friday. If you use a trade not specified on this list, and the repair is not urgent, you will be liable for the invoice.

MAINTENANCE FAQ'S

All repairs are attended to as promptly as possible, however it is often necessary to obtain the Owner's approval and/or quotes before any work can commence, so unfortunately a delay is sometimes unavoidable. If firm arrangements regarding access for any trades people are not kept by you, the service charge for calling the tradesperson will be passed on to you for payment.

Locked Out:

It is your responsibility not to lock yourself out of your apartment. Our office will assist you in gaining entry during office hours, only if spare keys are available. Should you lock yourself out after business hours or a spare key is not available, it will be your expense to arrange locksmiths to gain entry. Please note: Security keys cannot be re-cut by a locksmith & need to be ordered through the relevant body corporate. This may take a number of days.

Safety Switch Tripping:

If you find your safety switch is being activated, ensure you unplug all appliances from the wall (including your fridge) and start to test each circuit to isolate the fault (all the switches in the switchboard will need to be in the up position). First start by turning the lights on one area at a time, then run the built in appliances. If the switch is not tripped at this point, then start plugging in your own appliances one by one and turn them on until one of them activates the safety switch. If it is one of your appliances tripping the power, you will need to replace it. If you find it is a light circuit or built in appliance tripping the safety switch, please report it to your Property Manager and keep the appliances unplugged (or lights off in that area) until an electrician has attended.

Toilet Not Filling / Flushing:

If you find your toilet cistern is not filling up properly, first ensure the tap at the side of the toilet is switched on. If so, report the issue to your Property Manager and in the meantime you can use a bucket to fill the cistern so it can be flushed. If the toilet is consistently running, turn the tap at the side of the toilet off while not in use and report the issue to your Property Manager.

Sink/Drain Blockages:

If you find any of your sinks are slow to drain, try using a drain clearing product from the supermarket to clear it before contacting your Property Manager. Try to avoid letting hair run down into drains which is a common cause of blockages, and ensure you only flush toilet paper down the toilet (Baby wipes and sanitary products are not to be flushed).

Light Globes and Smoke Detector Batteries:

Please be advised that smoke detector batteries and non-working light globes are the tenant's responsibility to replace. Please ensure these items are working properly upon entering and vacating your rental property.

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MAINTENANCE / URGENT REPAIRS

MAINTENANCE REQUEST FORM

| | | | |
|------|--|------------|--|
| Name | | Address | |
| Mob | | Home Phone | |

Maintenance Request:

Please be advised that all tenants are required to refer to instruction manuals provided as well as the tenant handbook to ensure all necessary steps have been taken to resolve any issues themselves.

Have you read all necessary instruction provided to you?

Yes No

Appliances Model Number/Brand/Serial Number

Access for tradesperson: (Please circle one)

I will be Home

Please use the spare key

Please ring me first

Thank you. Your maintenance request will be passed to your property manager who will contact you within 48 hours. If the repairs are not completed within 14 days, please let us know so that we can follow up with our contractor on your behalf. Email

Burwood Office: rentals@austrumpglen.com.au

CBD Office: rentals@austrumpmelbourne.com.au

Photos and short-video is also required via email.

Tenant to sign:

Date lodged:

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