

Repairs & Maintenance Information Sheet

All repairs and maintenance requests should be reported to your Property Manager via the PropertyMe renter's portal or app. Repairs are generally the Rental Provider's responsibility, however, if the renter is responsible for the damage the renter will be required to pay for repairs.



New Maintenance

Using the Maintenance button at the top of your home screen, allows you to summarise the job, describe item/s requiring attention, and even upload photos to the request.

FOR URGENT REPAIRS:

- 1 - Report the job via the portal
- 2 - Call our office to ensure the job is attended to by your Property Manager, or another member of staff
- 3 - If outside of business hours, please call one of our preferred and trusted tradespeople listed on the next page.

If the issue is unable to be resolved using these steps, the Residential Tenancies Act provides an URGENT repair limit of \$2500, for repairs fitting the definition on the next page.

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PLUMBING / URGENT ROOF LEAKS	Trust Plumbing	0423 711 514
	Maintenance Plumbing	0434 022 483
	Titan Plumbing	1300 450 460
ELECTRICIANS	Lime Electrics	0411 376 156
	AK Electric	0403 137 048
	LC Electrics	0413 649 805
LOCKSMITHS	Lock, Smith & Barrel	0401 344 888
	I.O.S. Locksmiths	0418 542 551
GLAZIERS	C&L Glass	0419 411 204
	Premium Glass & Aluminium	1300 773 636

A further explanation, if required, is outlined in your copy of Your Rights and Responsibilities Booklet.

DEFINITION OF URGENT REPAIRS ARE AS FOLLOWS:

- Any burst hot water service
- Any blocked or broken sewerage fittings
- A dangerous electrical fault likely to cause damage to the property
- A failure or breakdown of the gas, electricity or water supply
- Any fault endangering human life or makes the rented premises unsafe or insecure
- A serious roof leak
- A gas leak
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance for hot water, water, cooking, heating or laundering
- 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
- A failure or breakdown of a cooling appliance or service provided by the rental provider
- A failure to comply with any rental minimum standards
- A failure or breakdown of any safety related devices, including a smoke alarm or pool fence
- Any fault or damage that makes the property unsafe or insecure, including a pest infestation or the presence of mould or damp caused by or related to the building structure