

# + Repairs & Maintenance

All repairs and maintenance requests should be reported to your Property Manager via the PropertyMe renter's portal or app.

While most repairs are the rental provider's responsibility, renters will be required to cover the cost if the damage is due to their actions.

 **New Maintenance**

## How to Lodge a Maintenance Request:

Using the **Maintenance** button at the top of your home screen, you can:

- ✓ Summarise the issue
- ✓ Describe the item(s) requiring attention
- ✓ Upload photos to assist with the request

## URGENT REPAIRS:

If you have an urgent repair, please follow these steps:

1. **Report the issue** via the PropertyMe portal.
2. **Call our office** to ensure the job is attended to by your Property Manager or another team member.
3. **After-hours emergencies:** If the issue occurs outside business hours, please contact one of our **preferred and trusted tradespeople** listed on the next page.

If the issue remains unresolved, the Residential Tenancies Act provides an urgent repair limit of \$2,500 for qualifying repairs.

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## Plumbers

Titan Plumbing	1300 450 460
Canny Plumbing	0458 872 659
Trust Plumbing	0423 711 514

## Electricians

Lime Electrics	0411 376 156
AK Electric	0403 137 048
Powerlite Electrical	0401 535 809

## Locksmiths

Marquee Locksmith	0450 684 040
Lock, Smith & Barrel	0401 344 888

## Glazier

Premium Glass	0497 822 186
Buffalo Glass	03 9314 5733

### Definition of Urgent Repairs

The following repairs are classified as **urgent** and must be addressed immediately:

- 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
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling appliance or service provided by the rental provider is not working
- the property does not meet minimum standards
- a safety-related device, such as a smoke alarm or pool fence, is not working
- an appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- any fault or damage in the property that makes it unsafe or insecure, including pests, mould or damp caused by or related to the building structure
- a serious problem with a lift or staircase.