

Maintenance Request Form

PLEASE NOTE:

NON-URGENT repairs must be reported in writing to the Agent and will be attended to within 14 days of receiving the maintenance request where possible.

URGENT repairs must be reported firstly, by telephone to the Agent, and then confirmed in writing. Examples of urgent repairs include burst hot water service, blocked/broken toilet system, serious roof leak, gas leak, dangerous electrical fault, serious flood damage, serious storm/fire damage & breakdown of gas/water/electricity.

Property Address:

Tenant's details:

Full Name:

Mobile:

Business Hours:

Email Address:

Maintenance Required:

Item (Gas/Elect):

Make & Model:

Problem / Issue:

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I have checked all the obvious things, ie clean filters, power on, and understand that if this is an unnecessary maintenance call in the opinion of the tradesperson I will be responsible for the cost incurred.

Are there dogs on the premises? YES / NO *(The tenant is responsible for ensuring pets are secured to allow trades people to enter the premises and undertake the necessary repairs without duress)*

Arrangements for Repair: *(please select)*

I/we, the tenant:

- WILL make ourselves available, or arrange for someone else to be present at the property to provide entry to the tradesperson to the premises to carry out the necessary repairs. I freely acknowledge that if I make such arrangements and then fail property, I will be personally liable for any charges made by the contractor for travelling to and from the property.
- DO NOT give the agent authority to provide keys to the tradesperson to enter the premises to carry out this work in my absence
- ALLOW the agent to provide keys to the tradesperson to enter the premises to carry out this work in my absence

SIGNED:
(TENANT)

DATE __/__/__

Office use only		Completed
• Date received		___/___/___
• Time received		_____ am/pm
• Landlord advised & approval given	Work Order Quote	___/___/___
• If NO, Tenant & Landlord letters sent		___/___/___
• If YES, job given to		___/___/___
• Access for tradesperson using agency key confirmed	<input type="checkbox"/>	___/___/___
• Tenant contacted to arrange access for tradesperson	<input type="checkbox"/>	___/___/___
• When invoice received, confirm work has been completed	<input type="checkbox"/>	___/___/___
• Invoice Amount		\$
• Advise Landlord of invoice cost & payment arrangements	<input type="checkbox"/>	___/___/___
• Invoice approved for payment		___/___/___