

## URGENT REPAIRS

We recommend that you place this form somewhere with easy access for quick referencing in case of an incident requiring urgent repairs.

Below is a list, as scripted by the Residential Tenancies Act 1997, of what classifies as an urgent repair. If any of the following occur please FIRST contact our after hours number on 0428 645440. If there is no answer, please leave a voicemail message to advise you have requested an urgent repair.

If there is no answer on the after hours number, please note if you cannot get in contact with one of our preferred trades people, contact an appropriate qualified tradesman to rectify the urgent repairs.

Repairs that are considered urgent are:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by the landlord or agent for hot water, water, cooking, heating or laundering.
- A 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 in the rented premises

It is important to note that urgent and non-urgent repairs are the landlord or agents responsibility, but if the tenant caused the damage, the landlord can ask the tenant to arrange and/or pay for the repairs. Tenants must continue to pay rent when waiting for repairs to be done and it is extremely important to communicate all information regarding repairs in writing and that all copies of letters, forms, receipts and reports are kept for future reference.

## NON-URGENT REPAIRS

For all non-urgent repairs the tenant MUST put the maintenance request in writing to the agent telling them what repairs are required. The agent has 14 days from receiving the request to make sure the repairs are carried out. If the agent does not carry out the repairs within 14 days, the tenant can apply to the Consumer Affairs. The tenant MUST continue to pay rent even if the agent has not completed the repairs.