

# ROUTINE MAINTENANCE & EMERGENCY REPAIRS

The below information has been provided to you as information regarding the two types of maintenance that you may be faced with while leasing a property. It is extremely important to note that with all types of maintenance, it must be submitted in **WRITING**.

## What is Routine Maintenance?

Routine maintenance is classed as a breakdown or failure in the property whereby it is non-urgent and 'general' in nature. This may include, but is not limited to, items such as a squeaky door hinge, painting, minor carpentry works etc. It's important to understand that our Agency does not have authority to approve any Routine Maintenance. **The tenant must first put the maintenance in to writing (either email, or in person via their online TENANT PORTAL)**, this will then be submitted to the landlord for their approval. If approval is gained, our agency will advise you in writing as to when the appropriate tradesmen will contact you for access.

## What is Emergency Maintenance?

Emergency Maintenance is classed as any of the below items which is outlined in the Residential Tenancies and Rooming Accommodation Act 2008:-

- (a) a burst water service or a serious water service leak;
- (b) a blocked or broken lavatory system;
- (c) a serious roof leak;
- (d) a gas leak;
- (e) a dangerous electrical fault;
- (f) flooding or serious flood damage;
- (g) serious storm, fire or impact damage;
- (h) a failure or breakdown of the gas, electricity or water supply to premises;
- (i) a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating;
- (j) a fault or damage that makes premises unsafe or insecure;
- (k) a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises;
- (l) a serious fault in a staircase, lift or other common area of premises that unduly inconveniences a tenant in gaining access to, or using, the premises.

In the event that an Emergency occurs **during normal office hours**, and you are unable to reach the Property Management department, any member of our staff is able to assist you. Do not hesitate to contact both the Sales and Property Management department equally.

In the event that an Emergency occurs **outside of normal office hours**, and so long as the maintenance aligns with the RTRA Act 2008 meaning of 'Emergency Repairs', you are well within your rights to contact the appropriate trades person to help with the situation.

Below is some suggested contacts:-

<b>POLICE, AMBULANCE &amp; FIRE</b>	<b>000</b>
<b>STORM OR NATURAL DISASTER</b>	
State Emergency Services	132 500
<b>ELECTRICAL</b>	
Fixzit Electrical	07 3279 2888
<b>PLUMBING / WATER</b>	
Conrad Martens Plumbing Service	07 3878 4444
<b>LOCKS &amp; SECURITY</b>	
Locksmiths 2 U	0404 037 349
<b>SMOKE ALARMS</b>	
Property Compliance Australia	1300 552 661

**IMPORTANT** – please ensure that the maintenance you are having a trades person attend to is genuinely an emergency. We formally advise you that should a trades man attend the property and the maintenance not be something that could otherwise wait till normal business hours, you will be invoiced any call out fees and charges associated.