

# TENANT REQUEST FOR PROPERTY MAINTENANCE

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Property Address: \_\_\_\_\_

Tenant (Reported by) & Phone #: \_\_\_\_\_

Description of Maintenance Required:

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Does this fall into a category of URGENT Rental Property Repairs? YES / NO  
See below list from Residential Tenancies Act 1997:

- Burst water service
- Blocked or broken toilet system (if there is only one toilet in the property, or sewerage is leaking)
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- The property does not meet minimum living standards
- Failure or breakdown of an essential service / appliance provided by landlord for hot water, water, cooking, heating, cooling or laundering
- Failure or breakdown of gas, electricity or water supply (this does not include outages in your area)
- A safety related device such as smoke alarm or pool barrier is not working
- Any fault or damage in the premises that makes the premises unsafe or insecure including dangerous pests, mould or damp caused by or related to the building structure
- An appliance, fitting or fixture that is not working properly and causes substantial amount of water to be wasted
- A serious fault in a lift or staircase

**In the event of an Urgent Repair if you (in rare circumstances) hear no response from the relevant Tradesperson/s within 24 hours, you must contact our office to alert us.**

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10/2-4 High Street, Bayswater, VIC, 3153  
Phone: 9720 9711 Email: [reception@openknox.com.au](mailto:reception@openknox.com.au)

## **OPEN KNOX MAINTENANCE PROCEDURES**

**General Maintenance Procedure:** All general maintenance must be in writing to [reception@openknox.com.au](mailto:reception@openknox.com.au)

**Urgent Maintenance Procedure during business hours:** During business hours please call our office on 9720 9711 to alert the office of the Urgent Maintenance requirement as soon as possible as well as send it in writing to our office on [reception@openknox.com.au](mailto:reception@openknox.com.au). *Note: If it does not fall into the category of Urgent Repair you will be advised such by our office and be asked to provide the maintenance details to us in writing whereby we will respond to your maintenance as per normal maintenance procedure.*

**After Hours Urgent Maintenance Procedure:** Below is a list of Tradespeople that are Authorised by our office to attend to Urgent After Hours Repairs. You have also been provided with this information on a Fridge Magnet. *You should put this magnet in a place where you can keep it long term and easily refer to it.*

For an After Hours Emergency Repair you should call our office on 9720 9711 - an after hours divert is in place. Should our office not answer, leave a message detailing the emergency. Should you not receive a response in a timely manner, proceed to call the relevant Tradesperson listed on the Magnet / below list directly and they will speak with you, confirm it is an urgent repair, attend to the repair. All our Tradespeople have our staff phone numbers and will contact us if they need approval for work to commence. *Tradespeople have been advised, if you contact them during business hours they will instruct you to follow procedure and contact the office. Further note; if it is not an urgent repair and a tradesman attends, you will be charged the afterhours call out fee.*

If you want further information regarding Urgent Repairs please visit:

<https://www.consumer.vic.gov.au/housing/renting/during-a-lease-or-residency/repairs-maintenance-and-changes-to-the-property/urgent-repairs/urgent-repairs#urgent-repairs-in-rental-properties>

We advise the following actions should take place in the initial steps of an emergency event including;

- Water Leak - You should turn the water off at the mains before calling us or the Tradesperson
- Gas Leak – Call the Tradesperson as soon as possible, and have them talk you through the steps to safely turn the meter off.
- Electrical Danger – You should turn the electricity off at the Mains in your Meter box if safe to do so.

If there is a water leak due to weather or flood or there is a tree down at the property that may result in further damage, blocked entrances or harm to anyone please call the SES 132 500 to attend.

Should you (in rare circumstances) hear no response from the relevant Tradesperson/s within 24 hours, you must contact our office on 9720 9711 to alert us.

**OPEN Real Estate's Approved Emergency Maintenance Tradespeople:**

Plumber – Nick 0433 179 630  
Plumber – SGM 03 8396 5720 press \* to divert to Afterhours service  
Electrician – Avatar 1300 283 532  
Locking Bayswater – 9720 4949  
Handyman – Duncan 0407 030 151

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