

Maintenance Repair Request

Property Manager

Date

Property Address

Name

Contact Information

Business

Home

Mobile

Email

The following repair items require attention

Please Select One (1) of the following Boxes

- I hereby authorise Ray White, its employees and contractors to use the keys to the above property held by Ray White to gain access to, investigate and if applicable, carry out the repairs at the above property.
- I do not authorise Ray White, its employees or contractors to use the keys to the above property held by Ray White and undertake to personally provide access to the property at a time to be advised by Ray White contractors. I freely acknowledge that if I make such arrangements and then fail to provide access to the property, I will be personally liable for any charges made by the contractors for travelling to and from the property.

I accept that if the problem is caused by my appliance(s) and/or actions I understand I will be responsible for all fees and charges incurred.

I further acknowledge that my contact information may be provided to either the contractors engaged by Ray White or the owner of the property to facilitate contact in order to carry out the repairs.

Tenant Name

Signature

Date

OFFICE USE ONLY

Tenant Contacted By: PHONE ROUTINE INSP WALK-IN			Notify Property Manager			Date:	
Owner contacted Phone/Email		Repair 1 Instruction	Quote	Work Order	O.A		Date:
Contact Tenant Phone/Email		Repair 2 Instruction	Quote	Work Order	O.A		Date:
Maintenance Complete		Repair 3 Instruction	Quote	Work Order	O.A		Date:
Waiting Owner Response/Comments:							

Note, some repairs are deemed EMERGENCY REPAIRS by the Residential Tenancies Act. These include

- *A burst water service*
- *A blocked or broken lavatory service*
- *A serious roof leak*
- *A gas leak*
- *A dangerous electrical fault*
- *Flooding or serious flood damage*
- *Serious storm, fire or impact damage*
- *A failure or breakdown of the gas, electricity or water supply to the premises*
- *A failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating*
- *A fault or damage that makes the premises unsafe or insecure*
- *A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises*
- *A serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using, the premises.*

Repairs not within these categories are considered to be Routine Repairs.

*Should an **EMERGENCY** occur on weekends and/or after office hours and cannot wait until the next business day for health and safety reasons, please contact the following tradesman:*

*Electrical- Rhys Brown Electrical 07 5541 4363
Scenic Rim Electrical 0448 800 334*

*Plumbing- Tom Moore Plumbing 07 5541 1507
Glenn Christie Plumbing 0418 790 598*

**These repairs must be deemed as an EMERGENCY by the RTA (as per above Information.)*