

MAINTENANCE PROCESS

1.

Maintenance reported by tenant in writing, preferably by email to create a log of when it was reported.

2.

Property Manager will confirm receipt and may ask for further information (eg. photos, or specifying whether an appliance is gas or electric).

3.

Landlord advised of maintenance item and their instructions are sought.

4.

Once approved by the landlord, a work order is sent to the tradesperson who should call you within 48 hours. If this does not occur, please notify your property manager.

5.

Tradesperson attends within 14 days of the maintenance being reported (except in urgent scenarios).

6.

Please notify your property manager if the work does not seem to be satisfactorily completed, otherwise the job is deemed completed once we receive the invoice.

URGENT MAINTENANCE

Should an urgent maintenance item, as defined below, occur outside of business hours an emergency tradesperson can be called directly to attend.

Plumbing
Electrician
Locksmith

Focus Plumbing	0418 368 934
Auburn Electrical	0419 341 052
Lock, Smith & Barrel	0401 344 888

URGENT REPAIRS

An urgent repair is defined by the Residential Tenancies Act as one of the following;

1. A burst water service
2. A blocked or broken toilet system
3. A serious roof leak
4. A gas leak
5. A dangerous electrical fault
6. Flooding or serious flood damage
7. Serious storm or fire damage
8. A failure or breakdown of the gas, electricity or water supply
9. Any fault or damage in the premises that makes the premises unsafe or insecure
10. An appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted
11. A serious fault in a lift or staircase in the rented premises.

Garcia & Jones appointed tradespeople must be used. Should you engage a contractor not approved by Garcia & Jones and the costs are unreasonable, you may be liable for these charges. Should a tradesperson be called out after hours and the fault is not deemed to be urgent you may be liable for these charges.