



MAINTENANCE REQUEST FORM

It is a policy of Paynter Real Estate that all repairs or complaints must be advised as soon as possible. In order for repairs/complaints to be attended to, please complete this form and send to our Property Management team. Either a representative of Paynter Real Estate or a trades person will then be in contact with you.

According to Section 74 of the Residential Tenancies Act 1977, all NON-URGENT repairs must be reported in writing to the Agent whereby the Agent or Landlord must carry out the non-urgent repairs within 14 days of receiving the maintenance request.

Any notification of maintenance must be clear, detailed and contain all relevant information to the repair required. This form should be used whenever you submit a request for non-urgent repairs.

All URGENT repairs must be reported firstly, by phone to the Property Management Department, and then confirmed in writing.

- Examples of urgent repairs include
- burst hot water service
 - blocked/broken toilet system
 - serious roof leak
 - gas leak
 - dangerous electrical fault
 - flooding/serious flood damage
 - serious storm/fire damage
 - breakdown of gas/water/electricity

Urgent repairs are heavily defined by legislation and are outlined in your Rights & Responsibility Handbook, please visit the CAV website for further information:

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

Should you not be able to contact your Property Manager after hours and you have an emergency repair – please contact one of the preferred local trades below:

Locksmith	Anytime Locksmith	(03) 9521 8682
Electrician	Electricians by the Bay	0413 388 315
	Red Electrics	0418 177 924
Plumber	Aqua Blu Plumbing	0432 482 001
Flooding	Dryforce	(03) 9763 8778

If you lock yourself out of the property, please contact our team first to see if a second set of keys are available.

Please note that no responsibility for payment of accounts will be accepted for repairs, which are not authorised by Paynter Real Estate.

PLEASE COMPLETE THE BELOW DETAILS

Address of premises

Tenant name/s

Contact number/s

Email address

Repairs required (please provide as much detail as possible)

Access preference

- Our maintenance team can enter the property with our management keys if you are not present when the service person is available to carry out the maintenance or repairs.
- I would prefer to be at home when this is carried out and give permission for my contact details to be given to the tradesperson. Yes, I agree to allow the appointed tradesperson to enter through the property with the office's set of keys.

SUBMITTING YOUR MAINTENANCE REQUEST

By email: pm@paynterrealestate.com.au
Email subject: Rental Maintenance Request - (Property Address)