

MAINTENANCE REQUEST



TO LODGE REPAIR REQUEST FORM

- Via mail to Po. Box 316, Nundah, QLD, 4012
- Scan and email to rentals@mcandrewgroup.com.au
- Leave on kitchen bench on inspection date as per entry notice issued
(if our agency is required to inspect work completed by a contractor, an RTA Form 9 Entry Notice will be issued following completion of the work)

TENANT DETAILS

Property Address

Name:

Preferred method of contact

Phone number..... Email address:

TYPE OF REPAIR OR MAINTENANCE

- URGENT**- Emergency! If the property is in danger of damage or a person at risk of injury, PLEASE PHONE OUR AGENCY IMMEDIATELY 32668555.
If outside of business hours refer to our website for emergency contacts .
- NOT URGENT** - i.e. Not an emergency. Please be aware our agency is to refer to the lessor for instructions regarding the items as advised and will advise the tenant of the outcome as soon as possible .

DESCRIPTION OF REPAIR OR MAINTENANCE please be as specific possible.

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COMPLETE IF APPLICABLE

Hot Water Gas Electric

Stove Gas Electric

Oven Gas Electric

Model

Model

Model

TENANT INSTRUCTION FOR TRADESPERSON TO ENTER, AND ACTION OR QUOTE ON REPAIR OR MAINTENANCE

- Approval to enter via agency key with tradesperson to advise of the day of entry
- Tenant to be present . Tradesperson is to call tenant to arrange time .
*Please be aware that if the tenant arranges a time with the contractor but is not home as arranged , the tenant may be responsible for the call out fee charged .Please ensure a nominated person is at home to allow access .

Best Contact Number	Best Day to Call	Best Time to call
		Between _____ and _____

It is the policy of our office that all repairs to be undertaken must be in writing and must be advised as soon as possible . In order for repairs to be attended to please complete the above form and post or email . Either a representative of our office or a trade person will then be in contact with you . We are an independently owned and operated business . We are bound by the National Privacy Principles . We may be collecting various information about you by various methods throughout the tenancy, to enable us to manage and maintain the premises as per the Residential Tenancies and Rooming Accommodation Act, We may disclose personal information about you to the owner of the property and to contractors approved and authorized by us a in the course of our day to day duties.

Please note: Tradespeople callout where tenant is responsible:

If the tenant/s request the services of a tradesperson to carry out repairs on the premises and there is no fault found or the fault is found to have been caused by the tenant/s or their guests or the tenants own property, the Tenant/s acknowledge and agree it will be the tenant/s responsibility for payment of the fees charged.

TENANT SIGNATURE	DATE
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AGENCY USE			
Date received	Time received	am/pm	Property Manager
Approval Status	<input type="checkbox"/> Emergency	<input type="checkbox"/> Waiting approval	<input type="checkbox"/> Order sent to Contractor
	<input type="checkbox"/> Tenant Sent Repair Status Advice	<input type="checkbox"/> Lessor Instructions Attached	<input type="checkbox"/> Work Order attached