



MAINTENANCE REQUEST

In order to process maintenance / repair requests accurately and in the shortest time possible, it is preferred that such requests are made in writing. By having a written request on file we can ensure that the work undertaken by our trades people is performed to the highest standard and to your and the lessors satisfaction. Written requests also help eliminate any misunderstanding or confusion regarding the nature of the work to be performed. Before lodging your request, please check our *Maintenance Tips* to avoid unnecessary call outs.

Maintenance/repair requests can be made by completing the form below, by post or fax (03) 9799 6133.

*Please note in order for us to service your request Fields marked with * are required.*

YOUR CONTACT DETAILS:

Name* :	
Company Name (if applicable):	
Contact Telephone* :	
Email Address:	
Best time to call* :	

PROPERTY DETAILS:

Property Address* :	
Suburb* :	
Property Telephone if different from above:	

ABOUT THE MAINTENANCE:

<p>Description of repair needed: <i>Please be sure to mention the make, model and description of the appliance (if applicable). Please leave us as much information as possible about the problem. This will assist us in providing the best solution when catering for the repair or maintenance request.</i></p>	
<p>Is this request URGENT: <i>Please indicate if this problem is an "emergency" or the property is in danger of being damaged.</i></p> <ul style="list-style-type: none"> - No, NOT URGENT - Yes, Urgent 	
<p>Property Access: <i>Is it in order for our maintenance team to enter the property using our management keys if you are not present when the service person is available to complete the maintenance or repairs?</i></p> <ul style="list-style-type: none"> - No, I wish to be present - Yes, enter the property if I am not there 	