

All general maintenance/ repair must be reported using this form to our office in writing, and forward by email to rental@melplex.com.au or fax to 03 9011 6258. In the event of an EMERGENCY repair is required, please contact our office immediately on 03 9021 0918 or your Property Manager. Once we have received the request, either the property manager or the tradesmen will contact you at the earliest convenience.

TENANTS DETAILS

Property Address		Suburb	Postcode	State
Tenant Name(s)		Email		
Home Phone	Work Phone	Mobile Phone		

Describe the nature of the concern/ problem below (please be very specific) *Please provide photo(s) of the concerned to ensure the problem is attended correctly. Please explain all the reasonable steps you have taken to find the cause or to report the concern.

If the repair relates to any of the following appliances, please list the brand, model/ type, and serial #:

Stove/ Oven	Dishwasher
Hot Water Service	Air Conditioning Unit
Other Appliance(s)	

Access Details (How do you prefer the tradesmen to access the property?)

Tenant allows tradesmen to use office key. Tenant prefers to be home, time/ date: _____

Please note: Call out fees will apply to missed/cancelled appointments by tenant(s) and will be charged directly to the tenant(s)

IMPORTANT INFORMATION TO TENANT(S)

The Residential Tenancies Act 1997 requires the Landlord(s) to attend and pay for any maintenance within the property. Once your request is lodged, Melplex Real Estate will organise relevant tradesmen to attend the problem.

Tenant(s) will be charged for the repair only if the tradesmen determine that:

- The tenant(s) have misused, abused and caused the damage;
- The tenant(s) have not taken reasonable care of the item, let it deteriorate and become faulty; and
- No fault is confirmed by tradesmen upon inspection or usage items needing replacement (e.g. light bulbs, batteries and etc), or tenants do not know how to operate it/use without the guide of manuals/instructions.

For the reasons above, we ask that the tenant(s) take reasonable steps to resolve the problem before submitting this form.

By submitting this form, the tenant(s) also agreed that their details are submitted to the tradesmen and the landlord(s) for the repair purposes.

ACKNOWLEDGEMENT

I, hereby authorise your office and/or the tradespeople to enter the property in order to carry out the repairment

Signature	Date
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OFFICE USE ONLY

Acknowledged by Property Manager	Date
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