



PROPERTY REPAIRS POLICY & PROCEDURES

POLICY

It is the policy of this office to provide an efficient and reliable property management services that is safe, welcoming and friendly; we respect your rights as a tenant's and as individuals. In return we request that you treat our staff and other client's and customers with respect and refrain from using abusive language or any other inappropriate behaviour which may cause harm or distress to our staff or other customers or clients.

This office does not have authority to carry out repairs or maintenance to any of the properties managed.

It is our objective however, to carry out repairs and or maintenance as soon as practical after the matter has been reported to this office.

Please follow the following procedures when reporting a fault

PROCEDURE FOR REPORTING REPAIRS OR MAINTENANCE

Urgent Repairs

As provided by Sec. 72 of the Residential Tenancy Act, the tenant must first report the fault to the landlord or agent. If the fault is not repaired, the tenant may apply to the Tribunal for an order to carry out repairs to any items defined under the Residential Tenancy Act as urgent.

Non-Urgent Repairs

As provided by Sec. 75 of the Residential Tenancy Act, a tenant may serve a 14 day notice to the agent or landlord to carry out repairs that are not defined as urgent under the act.

Reporting Repairs or Maintenance

All tenants are required to complete a Maintenance Form to lodge it with the appropriate person in our office.

Phone:	9460-7422
Urgent Faults	0400-170-170

Yours faithfully,
RAY MASCARO & CO. PTY. LTD.

Melissa Ferraro
Senior Property Manager