

All general maintenance/ repair must be reported using this form to our office in writing, and forward by email to rental@xynergy.com.au or fax to 1300 884 138. In the event of an EMERGENCY repair is required, please contact our office immediately on 1300 884 168 or your Property Manager. During outside working hours, please refer to *Emergency Contact* sheet as provided. Once we have received the request, either the property manager or the tradesmen will contact you at the earliest convenience.

## TENANTS DETAILS

Property Reference

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, Xynergy Realty 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).

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

## OFFICE USE ONLY

Acknowledged by Property Manager

Date