MAINTENANCE PROCEDURE

❖ **EVERYDAY MAINTENANCE REQUESTS:**
- Email any maintenance requests to rentals@leroymageerealestate.com.au or
- Fill out the maintenance request form on our website www.leroymageerealestate.com.au
- Provide as much detail as possible
- Attach photos where possible

Examples of an everyday repair:
- Toilet not flushing/blocked and you have a second toilet
- Oven or cooktop not working properly
- Leaking tap
- Broken door handle

*If the tradesman deems the repair to be caused by anything other than general wear and tear the tenant will be liable for any and all repair costs.

❖ **EMERGENCY MAINTENANCE:**
Applicable only in all of the following:
- *After business hours of 9am – 5pm Monday to Friday and/or Public Holidays;*
- *You cannot get in contact with a Leroy MaGee Real Estate representative;*
- *The repair constitutes as an emergency (ie permanent damage will be caused to the property if not repaired immediately or the item is a necessity and there is no other temporary option to be utilised)*

Contact the applicable tradesperson from the following list:
- Plumbing
Waterwise Plumbing –	Anthony	0416 123 926
Doumits Plumbing –	Paul	0418 202 780

- Electrical
Geoff Smith Electrical –	Geoff	0410 590 720

- Locksmith
Advanced Locksmiths –	TJ	0434 377 908

- Other Repairs
Joe Hakim Maintenance –	Anthony	0406 268 361

If our tradesman cannot attend, then you are permitted to find your own.

Please note that emergency repairs upto $1,000 will be reimbursed, as per your Residential Tenancy Agreement.

If the repair is not deemed to be an emergency you **will not** be reimbursed.

Examples of an emergency repair:
- Toilet is not flushing/blocked and you have no other toilet you can use
- No hot water
- Hot water system has ruptured & is leaking continuously

Handy tips for emergency repairs:
- Know where the water and gas main/meter for your property is so it can be turned off in the event of a major leak/flooding
- Familiarise yourself with the electricity box/fuses so a tripped fuse can be reset