

## Maintenance Request Form

Property Address:

Date:

Time:

Maintenance request:

Permission for contractor to collect keys from office to access & repair

Name

Contact number

Dogs on premises

Any additional access notes?

Please note that your maintenance request will be addressed via the below categories and we will keep you updated throughout the process.

Tradesman availability will also need to be taken into consideration.

Urgency		Example
Emergency	Actioned immediately	No power, faulty smoke alarm, smell of gas, electric shock/security
Urgent	24 hours	No hot water, blocked toilets and burst water pipes
Priority	48 hours	Faulty stove, locks and glazing, leaking taps and security lights not working
Routine	28 days	General maintenance

*Urgent repairs* mean any work needed to repair any of the following:

- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of any essential service for hot water, cooking, heating, cooling or laundering
- any fault or damage that makes the premises unsafe or insecure
- serious damage from a natural disaster

Examples of damage include:

- a burst water
- an appliance or fixture (such as a tap) that is not working or broken and is causing a substantial waste of water
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage

Signed \_\_\_\_\_

Received by office & signed \_\_\_\_\_