**MAINTENANCE REPORT/REQUEST FORM – No action will be taken for maintenance unless in writing & signed.**

**To lodge Maintenance Report/Request Form:**

1. Lodge in person or mail to Elders Real Estate, PO Box 188, Ulverstone 7315
2. Fax to 03 6425 2244
3. Scan and email to ulverstone@eldersrealestate.com.au
4. Leave on kitchen bench for collection on inspection date as per Routine Inspection Notice issued

**LODGEMENT DETAILS** DATE: TIME Agent Representative:

**PROPERTY ADDRESS**

**TENANT DETAILS** Name

Preferred method of contact

Home phone Work phone Mobile

Email

 I am Lease Holder Approved Occupant

**TYPE OF REPAIR OR MAINTENANCE**

 I/We have referred to the Trouble Shooting Guide on the Residential Tenancy Agreement and have tried to resolve issue if safe and practical to do so

 **URGENT** – Emergency! If the property or person is in danger of damage or injury – Call 000

 **NOT URGENT** – i.e. not an emergency. NB: Please be aware our agency is to refer to the Landlord for instructions regarding the item/s and will advise the tenant of the outcome as soon as possible.

**DESCRIPTION AND DETAILS OF REPAIR OR MAINTENANCE** (Please be as specific as possible and attach photos or extra pages if required:

 I/We have attached photos taken to help describe the repair request.

**COMPLETE IF APPLICABLE**

Hot water Gas Electric Stove Top Gas Electric Oven Gas Electric

Model # Model # Model #

**TENANT INSTRUCTION FOR TRADESPERSON TO ENTER AND ACTION OR QUOTE ON REPAIR OR MAINTENANCE**

 Dog/s are kept on the premises. Tenant/s agree to restrain or remove for access.

 Approval to enter via Agency key with Tradesperson to advise Tenant of the day of entry.

 Tenant/s to be present. Tradesperson is to call Tenant to arrange time. \*Please be aware that if the Tenant arranges a time with the Contractor but is not home as arranged, the Tenant may be responsible for the call out fee charged. Please ensure a nominated person is at home to allow access.

**BEST CONTACT NUMBER BEST DAY TO CALL BETWEEN: am** and  **pm**

|  |  |  |
| --- | --- | --- |
| **TENANT SIGNATURE** |  |  |
| **Name** | **Signature** | **Date** |
|  |  |  |
|  |  |  |
|  |  |  |

**PRIVACY STATEMENT:** *We are an independently owned and operated business. We are bound by the National Privacy Legislation. We may be collecting personal information about you by various methods through the tenancy, to enable us to manager and maintain the premises as per legislation. We may disclose personal information about you to the owner of the property and to contractors (approved and authorised by Elders Real Estate) in the course of our duties. You have the right to access personal information that we hold about you by contacting our Principal.*

***AGENCY USE***

**Date received: Time Received: Property Manager:**

**Approval status:**

 **Emergency – actioned and under control**

 **Waiting approval**

 **Work order sent to contractor**

 **Landlord instructions attached**

 **Work order attached**

**OWNER INSTRUCTIONS:**

**Owner phoned Emailed Letter**