

Property Maintenance: What You Should Know

As an investor, it's super important to know what falls under your responsibility and what your tenants need to look after, especially when something breaks or stops working. Below is a friendly, no-fuss rundown of the questions we get asked most often so you always know what to expect.

What actually counts as maintenance?

Think of maintenance as anything in the home that isn't doing what it's meant to do.

This could include:

- Appliances not working
- Plumbing issues
- Electrical problems (beyond just changing a lightbulb)
- Door locks not working properly

Basically, if it's broken or faulty, it's maintenance.

What happens when my tenant reports an issue?

Your tenant can let us know via email or through our tech platform.

Once we receive the request:

1. We contact you to approve the repair.
2. For costly jobs, we'll gather quotes first and talk them through with you.
3. If it's something urgent, we'll move quickly (as required by law) and keep you posted.

What are tenants responsible for?

Tenants generally look after:

- Cleaning
- Garden upkeep
- Replacing lightbulbs and batteries (when safe to do so)

Everything else - repairs, appliances, structural issues - is on you as the property owner.

How often are inspections done?

We inspect the property twice a year.

This helps us spot anything that needs fixing early, and ensures the tenant is caring for the home as agreed.

What counts as urgent maintenance?

Urgent repairs are the big-ticket issues, things that could cause damage or put someone at risk, such as:

- A burst or broken water system
- Blocked or broken toilet
- Gas leaks
- Flooding or major roof leaks
- Storm or fire damage
- Significant electrical faults
- Sudden loss of gas, electricity or water supply
- Failure of essential services (hot water, heating, cooling, cooking, laundry)
- Faults that affect safety or access
- Anything likely to cause injury or major damage

How are urgent repairs handled?

During business hours:

We'll contact you for approval. If we can't reach you within 4 hours, we'll go ahead up to the urgent repair limit in your contract.

After hours:

The tenant can contact our emergency trades directly for repairs valued up to 5% of the annual rent.

What if the tenant caused the damage?

When the tenant moves out, we compare the property to the original condition report.

If the damage goes beyond fair wear and tear, the tenant is responsible for the repair. This may be recovered from their bond or insurance depending on the issue

How fast do I need to respond to maintenance?

Legally, you have 4 weeks to respond to general maintenance requests.

But in reality, it's best to act quickly. Prompt repairs help keep tenants happy and prevent small issues from turning into expensive ones.

If you take too long, tenants can issue a notice to remedy or even seek compensation.

Does landlord insurance cover repairs?

It depends. Most maintenance isn't covered because it's simply part of owning a property.

But a good policy should include cover for:

- Loss of rent
- Legal liability
- Building and contents (including fixtures)
- Accidental, deliberate or malicious damage
- Pet-related damage
- Periodic tenancies
- Tax audit protection

Insurance generally kicks in for accidental or malicious damage, or repairs related to an insurable event, not normal wear and tear or maintenance