

Tenant Maintenance & Urgent Repairs Guide

As a tenant, you're responsible for letting us know when something isn't working the way it should. The faster you report it, the faster we can get it sorted and the less likely it is to turn into a bigger problem.

This guide walks you through:

- what counts as maintenance
- what you handle vs what the owner handles
- how to report issues
- what counts as an urgent repair
- who to contact after hours

What counts as maintenance?

Maintenance is **anything in the property that isn't working as intended**, including things like:

- appliances not working
- plumbing issues
- electrical problems (beyond changing lightbulbs and batteries)
- faulty locks or doors

If it's broken, not functioning, or unsafe, please report it.

What you're responsible for

You look after the everyday basics, including:

- keeping gardens tidy (if applicable)
- changing lightbulbs (when safe to do so)
- changing batteries in smoke alarms or remotes

Everything else -including structural issues, appliances, plumbing, electrical issues and general repairs is the owner's responsibility.

How to report maintenance

For all non urgent issues:

Use the **maintenance form** (link provided in your tenancy onboarding).

Include:

- a clear description
- photos
- anything that might help us troubleshoot

This avoids delays and helps us get the right tradesperson to you quickly.

For major issues during office hours:

Still use the **maintenance form**, then give your Property Manager a call so we can prioritise the repair.

What counts as an urgent repair?

Your tenancy agreement defines what is considered urgent, things that are unsafe, could cause damage, or leave you without essential services.

Urgent repairs include:

- burst water service
- blocked or broken toilet
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or significant water damage
- storm or fire damage
- failure of gas, electricity or water supply
- failure of hot water, heating, cooling, cooking or laundry systems
- refrigerator failure (if supplied with the property)
- any fault that could cause injury
- serious faults in doors, staircases, lifts or common areas that prevent safe access

If it's unsafe or leaves you without essential services, treat it as urgent.

What to do after hours

If an urgent repair happens **outside office hours**, follow this process:

Step 1 - Contact an approved tradesperson directly

Use the appropriate number from our website based on the state you live in!

Step 2 - Email your Property Manager

Let them know what happened, who you contacted and what the outcome was.

Important:

If an issue isn't actually urgent and you call a tradesperson after hours, you may be responsible for the bill.

How long do repairs take?

- **Urgent repairs:** as soon as possible
- **General repairs:** owners have up to four weeks to address them, but we always aim to act sooner

Once a job is allocated, the tradesperson will contact you directly to arrange a suitable time.

If you haven't heard from them within a couple of days, please let us know.

(Remember to answer unknown numbers – it could be your tradie!)

You can also give us permission to use our office keys if it's easier for you.