

MAINTENANCE RELATING TO THE PROPERTY

On behalf of the lessor of the property, we would like to take this opportunity to remind you of your obligations under the General Tenancy Agreement (Form 18a); the tenancy contract.

Standard term 32 of the contract sets out obligations of the tenant to report any maintenance as well as notifying the lessor/agent if any damage has occurred at the property.

Standard term 30 sets out the definition of emergency and routine maintenance. If routine maintenance is to be reported, standard term 44 (1) of the contract requires that notification be provided in writing.

All general maintenance can be reported by logging into your tenant portal. Please ensure you have a full description and photos.

Maintenance will not be taken over the phone unless classified as an emergency.

32 Notice of damage – s 217

(1) If the tenant knows the premises have been damaged, the tenant must give notice as soon as practicable of the damage.

(2) If the premises need routine repairs, the notice must be given to the lessor.

(3) If the premises need emergency repairs, the notice must be given to –

(a) the nominated repairer for the repairs; or

(b) if there is no nominated repairer for the repairs or the repairer cannot be contacted – the lessor.

30 Meaning of emergency and routine repairs – ss 214 and 215

(1) *Emergency repairs* are works needed to repair any of the following –

(a) a burst water service or serious water service leak;

(b) a blocked or broken lavatory system;

(c) a serious roof leak;

(d) a gas leak;

(e) a dangerous electrical fault;

(f) flooding or serious flood damage;



(g) serious storm, fire or impact damage;

(h) a failure or breakdown of the gas, electricity or water supply to the premises;

(i) a failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating;

(j) a fault or damage that makes the premises unsafe or insecure;

(k) a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises;

(l) a serious fault in a staircase, lift or other common area of the premises that unduly inconveniences a resident in gaining access to, or using, the premises.

(2) *Routine repairs* are repairs other than emergency repairs.

If you have any questions, please contact our office via email or phone. Please also refer to the General Tenancy Agreement and the RTA Form 17a (Information Statement) for more information if required. Thank you for your valued tenancy.

Yours sincerely,

PROPERTY PURSUIT