

During Your Tenancy

General Repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by downloading a repair request form from www.merrifield.com.au or use the provided Maintenance Request forms handed to you at tenancy start. You can lodge your Maintenance requests by fax, post, in person or via email or the internet.

Emergency Repairs

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- **Water pipes** have broken or burst
- **Blocked or broken toilet** (if a second toilet is not available)
- **Serious roof leak or gas leak**
- **Dangerous electrical fault**, dangerous power point, loose live wire etc;
- **Flooding, rainwater inundation** inside the property, or **serious flood damage**
- **Serious storm, fire or impact damage** (i.e. impact by a motor vehicle)
- **Failure or breakdown** of the **gas, electricity or water supply** to the premises
- **Failure or breakdown** of an **essential service** or appliance on the premises for water or cooking
- **Hot water service failure** on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
- **Fault or damage** that makes premises **unsafe or insecure**
- **Fault** likely to **injure** a person, cause **damage** or **extreme inconvenience**

After hours emergency repairs. Should an emergency repair be required after hours then you need to contact your property manager.



It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted afterhours!