



Maintenance Request Form

TO LODGE REPAIR REQUEST FORM

Scan and email to info@hallmarkpropertymanagement.com.au or Leave on kitchen bench on inspection

PROPERTY ADDRESS

TENANT DETAILS

Name: _____ I Am: A Lease holder Approved occupant

Preferred method of contact

Home phone Work phone Mobile number Email address Best time for call _____AM/PM

Home Phone No: _____

Work Phone No: _____

Mobile No: _____

Email Address: _____

TYPE OF REPAIR OR MAINTENANCE

URGENT – Emergency! If the property is in danger of damage or a person at risk of injury,

PLEASE PHONE OUR AGENCY IMMEDIATELY – 07 5327 2940 or 0468 303 701

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

DESCRIPTION OF REPAIR OR MAINTENANCE *Please be as specific as possible.*

COMPLETE IF APPLICABLE

HOT WATER: Gas Electric

STOVE: Gas Electric

OVEN: Gas Electric

Model: _____

Model: _____

Model: _____

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

Approval to enter via agency key with tradesperson to advise tenant of the day of entry

Tenant 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. Please also be aware that this document MUST be signed by the tenant in order for work to be carried out.

It is a policy of our office that all repairs to be undertaken must be in writing and must be advised as soon as possible. In order for repairs to be attended to, please complete the above form and fax, post or email. Either a representative of our office or a tradesperson will then be in contact with you. We are an independently owned and operated business. We are bound by the National Privacy Principles. We may be collecting various information about you by various methods throughout the tenancy, to enable us to manage and maintain the premises as per the Residential Tenancies and Rooming Accommodation Act. We may disclose personal information about you to the owner of the property and to contractors (approved and authorised by Hallmark Property Rentals) in the course of our day-to-day duties

TENANT SIGNATURE: _____

DATE: ____/____/____

AGENCY USE

Date Received: ____/____/____ Time Received: _____ am / pm Property Manager: _____

Approval Status: Emergency Waiting approval Work Order sent to Contractor Lessor Instructions Attached