

## Maintenance Request & Urgent Repairs Information for Tenant

Renter must report all maintenance and repairs in writing

The **Rental Provider** of your rental premise has authorized **International Equities Melbourne** to carry out emergency repairs to the value of **\$2,500 or less**.

If you are unable to contact a staff member to assist you in the event of an emergency (after office hours or on weekends or Public Holidays) Please contact one of the tradespeople as listed below. Then make sure that you contact your property manager the next business day.

Urgent repairs are:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling appliance or service provided by the rental provider is not working
- the property does not meet [minimum standards](#)
- a safety-related device, such as a smoke alarm or pool fence, is not working
- an appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- any fault or damage in the property that makes it unsafe or insecure, including [pests, mould or damp](#) caused by or related to the building structure
- a serious problem with a lift or staircase.

<p><b>ELECTRICIANS</b></p> <p>Melbourne Wide Electrical - 0423 694 416</p> <p>Protect Electrical Services – 0412 301 275</p>	<p><b>PLUMBERS</b></p> <p>Stella Plumbing – 0420 302 789</p> <p>M &amp; A Dillon – 4049 236 237</p>
<p><b>GLAZIERS</b></p> <p>BCI Glass – 0411 551 262</p> <p>O'Brien AutoGlass – 1800 815 016</p>	<p><b>FLOOD DAMAGE</b></p> <p>Flood Emergency Services Group Pty Ltd – 1300 505 111</p> <p>Flood Restoration Melbourne – 0430 124 748</p>
<p><b>LOCKSMITHS</b></p> <p>TopLock Locksmiths – 1300 679 979</p> <p>24H Melbourne Locksmith – 0435 247 999 (Digital, electronic and smart locks)</p>	<p>SES Victoria State Emergency Services – 132 500</p>

**NOTE: Should the matter not be considered an urgent repair, be user error and or a utility supply issue Renter may be liable for the invoice payment in full**