



# Maintenance Request

**Guest Name:**

\_\_\_\_\_  
\_\_\_\_\_

**Property Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Email:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

Tradesperson to Use Spare Key: Y \_\_\_\_\_ N \_\_\_\_\_

**Maintenance Required:**

Provide as much detail as possible:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What room is maintenance required in?**

\_\_\_\_\_

**Make/Model of appliance?**

\_\_\_\_\_

**Are there other areas of concern regarding maintenance?**

\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Guest Signature:** \_\_\_\_\_

Please note: If you have not been contacted by our office or tradesperson within 48 hours, please contact us:  
**info@theaccommodationgroup.com.au**  
or 0438 604 469  
Please note: **All URGENT** repairs will be dealt with immediately.

## Definition of Maintenance

### Urgent Repairs

The tenant hereby agrees, should any essential service such as water, sewerage, grey water or electricity supplies or the heating, cooking stove or hot water service cease to function, (excluding problems caused by electrical fuses, light globes and tubes which must be fixed by the tenant) the tenant must notify TAG as soon as practicable of the need for urgent repair. Tap washers and Tastic heat lamps are owner's responsibility.

### Emergency Repairs

Repairs that need to be done to stop further damage occurring to the property, ie hole in the roof. The tenant must notify TAG as soon as practicable.

### General Repairs

- (i) The owner must maintain the premises as nearly as possible in the condition they were as at the beginning of the tenancy, except for reasonable wear and tear.
- (ii) The tenant must notify the owner of any repairs needed in respect of the premises within seven (7) days of the need arising.
- (iii) The owner must carry out any repairs specified in the notice that are not the tenant's fault within twenty eight (28) days of being notified.
- (iv) The tenant must carry out any repairs to the premises (including pipes) which are the tenant's fault within twenty eight (28) days of the need arising.

**Maintenance Contact:**

0438 604 469

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