



firstnational
REAL ESTATE

South Morang

REPAIR GUIDE

For Rental Properties

We put you first

IDENTIFYING URGENT AND NON URGENT REPAIRS

According to the Residential Tenancies and Consumer Affairs, all repairs are the rental provider's or owner's responsibility and distinguishes between urgent and non urgent repairs.

However if the Renter has caused the damage, the rental provider may ask them to cover the cost of repairs or replacement.

Urgent repairs:

- **Burst water service**
- **Blocked or broken toilet system (if you have at least one toilet that is working, then the repair is non-urgent)**
- **Serious roof leak**
- **Gas leak**
- **Dangerous electrical fault**
- **Flooding or serious flood damage**
- **Serious storm or fire damage**
- **Failure or breakdown of any essential service or appliance provided by a rental provider for hot water, water, cooking, heating, or laundering**
- **Failure or breakdown of the gas, electricity or water supply**
- **Any fault or damage in the premises that makes the premises unsafe or can not be secured**
- **An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted**
- **A serious fault in a lift or staircase.**

REPORTING URGENT REPAIRS AFTER HOURS

All repairs must be reported in writing via email, outlining the issue, and detailing the type of maintenance or repairs you believe is necessary.

First National South Morang office hours

Monday to Friday	9:00am – 5:30pm
Saturday	9:00am – 1:00pm
Sunday & Public Holidays	Closed

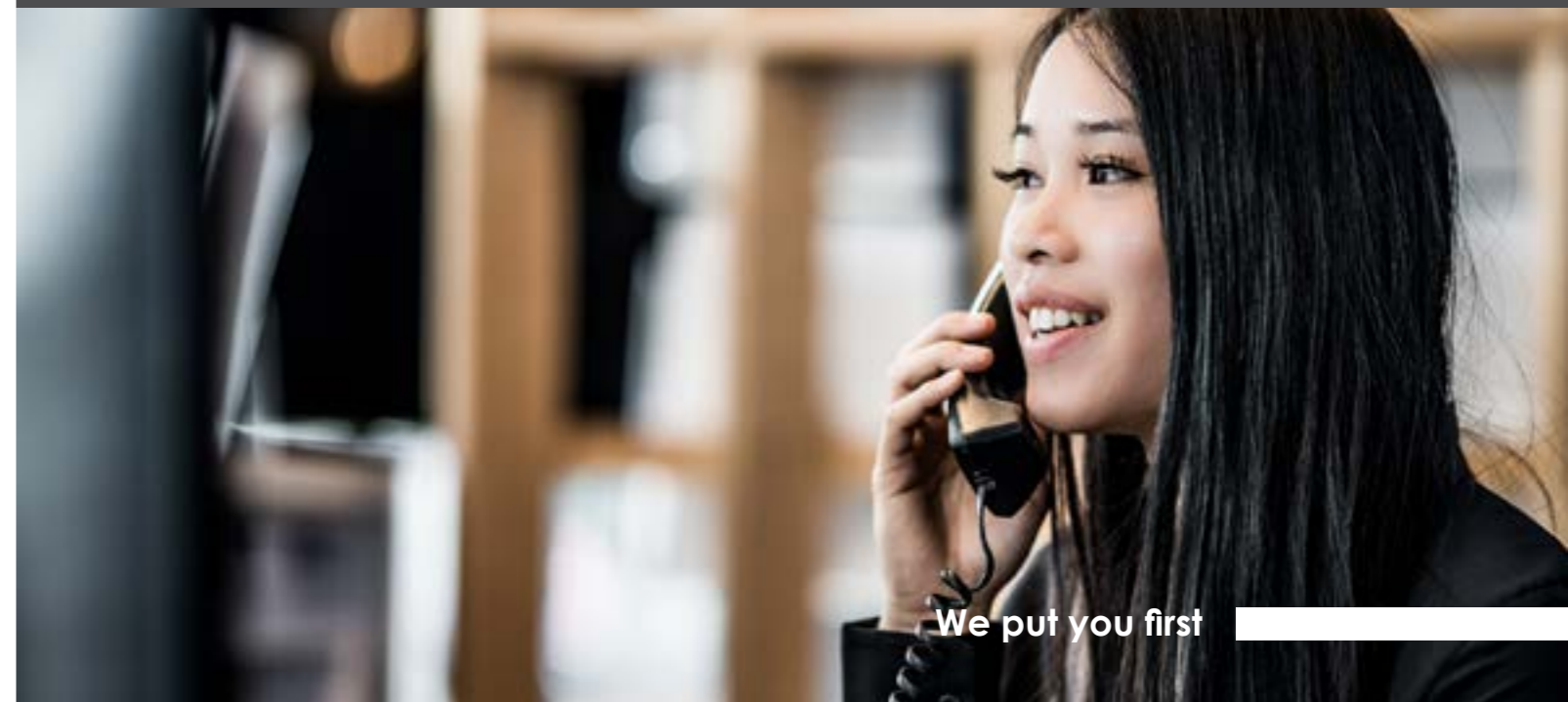
Please email repairs@fnsouthmorang.com.au to report all after hours urgent repairs (Check your email inbox and junk mail).

For all non urgent repairs, please email your Property Manager or [lodge your request](#) on our website and your request will be attended to as soon as possible.

In accordance to the Residential Tenancies Act, the Rental Provider has up to 24 hours to action urgent repairs and up to 14 days to action non urgent repairs.

First National South Morang makes every reasonable attempt to ensure that your requests are handled with the utmost care and in accordance with Residential Tenancies Act.

Please note, if the reported repair is deemed to be non urgent or the Renter has caused the damage, the Rental Provider will not cover or reimburse for any charges to repairs. The Renter and they will be responsible for covering costs associated with their repair request.





first national

REAL ESTATE

South Morang

03 8804 5888

29 Gorge Road, South Morang

fnsouthmorang.com.au