



REPAIRS & MAINTENANCE

All non urgent maintenance and repair requests must be in writing to your Property Manager.

Alternatively, please email rentalteam@residere.com.au or call 03 9821 4042.

Please provide as much detail as possible – address/name/contact details/descriptions/make & models.

URGENT & EMERGENCY REPAIRS

For any urgent repair that occurs and may injure a person or cause the premises to be unsafe or not secure, please contact your property manager immediately.

AFTER HOURS URGENT & EMERGENCY REPAIRS

For emergency repairs outside of usual business hours, first try to contact your property manager (regardless of the day or time), if unsuccessful, contact the relevant tradesperson on page 2 to arrange the repair, followed by emailing your property manager to advise that an urgent repair has occurred.

WHAT COUNTS AS AN URGENT REPAIR?

Anything on the list below is legally defined as an urgent repair:

- 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

If a repair is not on this list, it is a non-urgent or general repair. If your repair is not urgent, please send details via email to your Property Manager.



TRADES LIST

PLUMBING	
CST Plumbing & Dunkley Plumbing	0411 374 700
Butler Plumbing	03 9416 1726
ELECTRICAL	
Prolink Electrical Services	0405 245 365
ANE Electrics	0437 181 095
LOCKSMITHS	
Lock, Smith & Barrel	0401 344 888
I.O.S. Locksmiths	0418 542 551
GLAZIERS	
C&L Glass	0419 411 204
Premium Glass & Aluminium	1300 773 636

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