

## **Investors Choice Maintenance Procedure**

All maintenance issues must be reported to Investors Choice Property Management in writing.

Maintenance requests can be submitted to your Property Manager via email, fax or post. Alternatively, you can come into our office and fill in a maintenance request form.

Maintenance appointments are made between tenants and trades people. If a tenant is not home at the agreed meeting time, the tenant will be responsible for the standard tradesman service call out fee.

For urgent maintenance that occurs afterhours, please contact one of the tradesmen below;

**Plumbing / Gas:** Madeo Plumbing 0402 163 197 **OR**  
Logical Plumbing 0435 847 922

**Electrical:** Smartnet Electrics 0427 371 575

**Handyman:** KE Maintenance 0403 003 320

**Locksmith:** Altona Locksmiths 03 9315 0533

Urgent maintenance is defined by the Residential Tenancies Act 1997 as:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Failure or breakdown of any essential services or appliances.
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Failure or breakdown of the gas, electricity or water supply

Urgent maintenance that occurs after hours must still be reported to Investors Choice Property Management.

Please note, the above list of trades will not attend to any maintenance outside of business hours that are **not** of an urgent nature.