

RT Edgar

General Maintenance and Urgent Repairs Guide

The difference between Urgent and Non Urgent repairs

Non Urgent Repairs

For all general or non-urgent repairs, you should notify the agent in writing as soon as you become aware of the problem. The agent will then seek instructions from the rental provider and organise the required repairs. If you can provide a photo or video that would also be helpful in understanding the issue needing attention.

Urgent Repairs

Are defined by the law. Anything else is a non-urgent repair. A repair is non-urgent if the renter can continue to safely live in the property. Non-urgent repairs include things like a broken dishwasher or loose bathroom tiles. If a repair is not on the list below, it is a considered a non urgent or general repair. (Source: consumer.vic.gov.au)

- Burst hot water service.
- Blocked or broken lavatory system.
- Serious roof leaks.
- Gas leaks.
- Dangerous electrical faults.
- Serious storm, fire or flood damage.
- Flooding or serious flood damage.
- Failure or breakdown of any essential service or appliance provided by the rental provider for hot water, water, cooking, heating or laundry.
- Failure or breakdown of the gas, electricity or water supply.
- Any fault or damage that makes the property unsafe or insecure.
- Property does not meet minimum standards.
- A safety related device, such as a smoke alarm or pool fence, is not working.
- A serious fault with a staircase or lift.
- Any fault or damage that makes the premises unsafe or not secure, including pest infestations or the presence of mould or damp caused by, or related to, the building structure.
- a cooling appliance or service provided by the rental provider is not working

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What you need to do :

Contact your managing agent / Rental Provider as soon as you're aware of the problem. Take detailed photos with time and date stamps and note any calls you have made. If you are unable to make contact with the agent/rental provider you may be able to organise the repairs yourself, up to a maximum of \$2,500.00 (including GST). This is only after you have made all reasonable attempts to contact the Agent/Rental Provider.

Should you decide to arrange the repairs please refer the list of trades/services below that are used by RT Edgar. You will be required to provide all documentation as proof of work including invoices, quotes or reports as failure to do so may affect your claim for reimbursement.

SERVICES	Contact Number	Website
Emergency Services		
Police, Fire, Ambulance	000	www.triplezero.gov.au
SES	13 25 00	ses.vic.gov.au
Faults & Emergencies		
Gas Emergency Services	13 27 71	ecv.vic.gov.au
City Power Vaults	13 12 30	www.powercor.com.au
Water Faults		
South East Water	13 28 12	southeastwater.com.au
Yarra Valley Water	13 27 62	www.yvw.com.au
City West Water	13 26 42	www.citywestwater.com.au

TRADES	Contact Number	Email
Plumbing		
Venture Plumbing	Paul 0449 977 949 Steve 0421 819 600	service@ventureplumbing.com.au
Melbourne Plumbing	1300 116 486	info@melbourneplumbing.com.au
Electrical		
Lume Services	03 9532 3723	info@lumeservices.com.au
Locksmith		
Ace Locksmiths	03 9534 0586	sales@acelocks.com.au
MCS Locksmiths	03 9867 5958 or Ali 0418 364 837	mcslocks@bigpond.com
Glass		
Obrien Glass	1800 247 552	N/A
Air Conditioning		
AMG Airconditioning	0419 297 331	amgair@amgair.com.au
WHM	9459 6700	info@whmair.com.au
Flood Damage		
Kleentech	1300 305 030	enquiry@kleentech.com.au