MAINTENANCE REQUEST – SOLUTIONS PROPERTY MANAGEMENT

PROPERTY ADDRESS	
TENANT NAME	
REPAIR ADVICE Please provide as much detail as possible so we can arrange appropriate action.	THIS REQUEST IS: ❒ URGENT – An emergency, or the Property is in danger of damage ❒ NOT URGENT – Not an emergency …… …… …… …… …… …… …… …… If Applicable - appliances ❒ Gas ❒ Electric Make/Model _____
ACCESS & BEST CONTACT FOR TRADESPERSON	❒ **A Dog is on the premises. Tenant/s agree to restrain or remove for access.** ❒ Use Agency key (tradesperson to advise day of entry) ❒ Call to arrange access ***** Phone:_____ Mobile:_____ Best time to call: Day - _____Time - _____am / pm ***** Please be aware that if a booking is made with the Contractor and access is not available, as arranged with Tenants, you may be responsible for the call out fee. Please ensure a nominated person is at home to allow access.
TENANT/S SIGNATURE	Date_____/____/_____
LODGEMENT	THIS FORM MAY BE EITHER 1. Lodged in person at Solutions Property Management during business hours 2. Mailed to PO Box 1157, Burpengary DC, QLD 4505 3. Faxed to 3888 0097 4. Left on kitchen bench on inspection date as per Entry Notice issued. We'll collect it.
PRIVACY STATEMENT	We are an independently owned and operated business. We are bound by the National Privacy Legislation. We may be collecting personal information about you by various methods through the tenancy, to enable us to manage and maintain the premises as per the Residential Tenancies Act. We may disclose personal information about you to the owner of the Property and to Contractors (approved and authorized by Solutions Property Management) in the course of our duties. You have the right to access personal information that we hold about you by contacting our Privacy Officer.
AGENCY USE	Date Received ____/____/____ Time _____am/pm Initial _____ ❒ Lessor contacted - ____/____/____ emailed / phoned / posted ❒ Under warranty – builder/manufacturer contacted (email attached) ❒ Waiting approval from Lessor ❒ Lessor instructions attached ❒ Work order sent to contractor (attached) ❒ Emergency – Actioned and Under Control