

How to Effectively Report Maintenance and Repairs

In an effort to manage your tenancy with minimal intrusion, we have prepared this information to ensure that when you have any maintenance or repair issues, it can be dealt with efficiently and effectively. Under no circumstances are you to organise or undertake any remedial or maintenance works on the premises yourself.

A repairs form is included with all new tenancy information packs. It is also available as an Adobe PDF from our website at <http://www.mymove.co.nz/forms>. The PDF version can be filled out online and emailed to us directly (using the forms built-in Mail button) or you can print the form and fill it in by hand. If you choose to use the paper form, you can either post it to P.O. Box 729 Nelson, New Zealand or drop it into any Harcourts, Nelson, Richmond or Mapua Office, or fax it to (03) 546 9151

WE ONLY ACCEPT EMERGENCY REPAIRS BY TELEPHONE

The after-hours Duty Property Manager mobile number is (022) 137 7206.

This number should be used for Emergency Repairs and Maintenance ONLY.

It is a policy of our office that all repairs or maintenance requests must be in writing and delivered, posted or faxed to our office or emailed via the submit button above. Examples of emergency repairs include (but are not limited to):

- Burst or broken hot water service;
- Burst water pipes;
- Serious roof leaks;
- Gas leaks;
- Electrical faults likely to cause damage to the property or to endanger human life;
- Lift fault (in a multi-storey complex);
- Substantial damage from flooding, fire, storm, tsunami or earthquake; and
- Broken refrigerators or washing machines where they are included in the inventory.

If you are endangered by staying on the premises, get out and stay out. Call the Emergency Services on 111 from a mobile or the neighbours' phone and then telephone your Property Manager immediately.

FOR ALL NON-URGENT REPAIRS

To assist us in meeting our goals of ensuring efficient repairs and maintenance on your home, please ensure you follow the following guidelines:

- If writing by hand, please write legibly as it can save a lot of too-ing and fro-ing.
- Be sure to fill out all fields, particularly your name and the rental property address.
- When dealing with appliances and fittings, please write down the name, brand, model and serial number (if applicable). This is particularly important when reporting problems with hot water systems, ovens, toilets etc.
- Clearly state what the problem is and where the problem is located. For example if it is a fault with an electrical switch advise which room it is in, what it operates (light switch), what happens when you turn it on and is there a noise (spark in switch and makes a crackling sound). The more specific you can be, the better we can assess the matter and send an appropriately qualified tradesperson to attend to the item.

Maintenance requests sent by SMS will not be accepted under any circumstances.

REMEMBER

Under the Residential Tenancies Act 1986, the tenant is required to report any maintenance and/or repairs promptly. The tenant has a responsibility to mitigate loss. Failure to report may render the tenant responsible for the payment of correcting the problem.