MAINTENANCE REQUEST FOR HENZELLS AGENCY

DATE LODGED	___/__	**PROPERTY**	ADDRESS_____
TENANT Contact info	NAME _____ BEST CONTACT NO. _____		
REPAIR ADVICE Please provide as much detail as possible so we can arrange appropriate action.	THIS REQUEST IS: **r** URGENT – An emergency or the Property is in danger of damage **r** NOT URGENT – Not an emergency		
TENANT/S SIGNATURE	_____		
ACCESS FOR TRADESPERSON	Under Part 3 (*Lessor's right of entry*), section 192 (*Grounds of entry*) of the *Residential Tenancies and Rooming Accommodation Act 2008*, (1) The lessor or lessor's agent may enter the premises only – (b) to make routine repairs to, or carry out maintenance of, the premises; Under the ACT our trades people have the authority to use our office set of keys to gain access to the property in order to carry out maintenance without the need to arrange access unless a booking with a contractor is completely necessary. 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. Urgent maintenance will be attended to within 48 hours. Non-urgent maintenance will be attended to within 7 working days, excluding Saturday and Sunday, between 9.00am and 5.00pm. Tenants are responsible to contact our Agency if non-urgent maintenance is not completed within 7 working days.		
LODGEMENT	THIS FORM MAY BE EITHER 1. Lodged in person at Henzells Agency, Caloundra - 49 Bulcock Street, Caloundra 2. Faxed to 07 54915166 3. Emailed to rentals@henzells.com.au 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 Henzells Agency 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 ___/___/___ Received by _____ **r** Work order sent to contractor _____ **r** Lessor instructions Attached		

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