



Taking care of your rental

HARRIS

Repairs and Maintenance

We are here to ensure the property you reside in is well maintained, not only on behalf of the landlord, but tenants alike. We want you to comfortably feel at home with minimal inconvenience. We aim to ensure that all maintenance requests are responded to quickly, based on the urgency of the problem.

Please report any maintenance required in writing, either by emailing your property manager, or directly via the Property Maintenance portal below:
my.propertyme.com/sign-in

Please ensure all correspondence includes the address of your property for expediency.

When reporting, please describe the maintenance in as much detail as you can (e.g. problem, error codes, time frame, location, frequency of occurrence, appliance model/serial numbers) including photos where possible.

In majority of circumstances, we need to obtain direction or consent from the Landlord before engaging a tradesperson. Sometimes this may cause a short delay while we gain the approval to go ahead with the maintenance or repair request.

We appreciate your patience whilst we confirm how the Landlord wishes to proceed, and in cases where further information and/or quotes are obtained.

We remind you that you are not authorised to undertake any maintenance at the property yourself, without landlord approval.

In case of emergency after hours maintenance, please call our office on 8334 2700. Please follow the prompts to direct you to the appropriate emergency tradesperson for your situation.

Our trades will try to troubleshoot or isolate the incident with instructions over the phone prior to attendance. They will advise if the situation is classified as an emergency, and arrange access with you.

Emergency items are generally those that could cause injury to you or any occupant of the property, damage the property or may include the following:

- Water pipes have broken or burst
- Blocked or broken toilet [if second toilet is not available]
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wires etc
- Serious storm, fire and flooding/flood or impact damage [i.e impact by motor vehicle]
- Failure or breakdown of the gas, electricity or water supply to the premises
- Hot water service failure on a weekend or long weekend [not on weekdays]