



BRISBANE COMMON GROUND

How do I put in a Maintenance Request?

You can submit your maintenance requests via the below options:

- Concierge - who can assist with submitting a request on your behalf or provide you with a paper form to complete and return to the Tenant Forms Mailbox located in the foyer.
- MEX - either through the BCG App or web browser [MEX Login \(commongroundqld.org.au\)](https://www.commongroundqld.org.au)
- CGQ website - [Common Ground Queensland Contact Us Page](#)
- Email - admin@cgq.org.au

What happens after I put in a request?

We will let you know we have received your request, which priority group we have allocated your job to and the expected timeframe for the job to be completed. You can refer to our priority group response and completion timeframes listed on the reverse side of this notice.

What happens after the job is completed?

After your job is done, we will provide you with a maintenance feedback form so you can let us know how we did.

If you have any questions, please contact **Common Ground Queensland**.

RESPONSIVE MAINTENANCE TIMEFRAMES

RESPONSE TIMEFRAME	EXAMPLE
<p>IMMEDIATE Respond: Immediately (within 1 hour) Complete: 24 hrs Any fault which could lead to death or injury to persons or serious damage to the property.</p>	<ul style="list-style-type: none"> • Fire/Smoke • Exposed live electrical wires in an accessible location • Fire Safety System malfunction (activated smoke alarm) • Lock-out of tenants – night-time hours • Burst pipes within the building
<p>URGENT Respond: 4hrs Complete: 24 hrs Any fault which could endanger health or could result in extensive damage to the property.</p>	<ul style="list-style-type: none"> • No lights or power • Serious storm damage • Serious water penetration • Burst water pipes outside the building • Fully blocked sewerage/overflowing grates • Full stove not working • Lock out of tenants – daylight hours • Smoke alarm continually activating • Lift travel fault • Making building secure after forced entry • Major structural damage endangering occupants
<p>PRIORITY Respond: 24hrs Complete: 7days Faults which cause serious inconvenience to tenants.</p>	<ul style="list-style-type: none"> • Partially blocked drains/sewerage not overflowing • Toilet cistern not working or overflowing • Broken locks (external doors) • Smoke alarm missing or inactive • Broken windows • No hot water • No power to multiple power points/multiple lights • Security lights not working • Essential whitegoods appliances – washing machine and fridge
<p>NORMAL/NON-URGENT Respond: 72hrs Complete: within 12 weeks Faults which cause inconvenience to the tenant or may in the long term affect the value of the building. Maintenance of a non-urgent nature that is planned or less urgent.</p>	<ul style="list-style-type: none"> • Dripping taps • Element on stove not working • Water hammer (noisy pipes when you turn taps on) • Doors jamming • Uneven/unsafe walkway pavement • Tree lopping/removal of unsafe trees • Leaking gutters or downpipes • Individual power point or light not working • Faulty internal door locks • Tenant report possible vermin infestation • Cupboard doors not closing • Partially loose joinery • Non-essential appliances – TV and microwave