

## How to submit a Maintenance Request

Maintenance requests can be submitted using any of the following methods:

1. In person - Concierge can assist with submitting a maintenance request on your behalf, or provide you with a paper copy of the *Maintenance Request Form* to complete and return to the Tenant Forms Mailbox in the foyer.
2. Using the Console Tenant App – please contact the Tenancy Management Team on 3370 8320 or email [admin@cgq.org.au](mailto:admin@cgq.org.au) to request access.
3. Email - [admin@cgq.org.au](mailto:admin@cgq.org.au)

## Acknowledging your maintenance request

We will acknowledge your maintenance request and indicate the allocated response timeframe using either the *Maintenance Request Received Letter* or via email or letterbox delivery within 3 business days.

Maintenance response timeframes are provided on the back of this fact sheet.

If the maintenance request has not been accepted, a letter of explanation will be provided to you.

## Completing your maintenance request

We will contact you when we are ready to complete your maintenance request to arrange a time with you to enter your unit.

The timeframe to complete your maintenance request will depend on the priority group that your request is allocated.

Entry Notices (RTA Form 9) with adequate Residential Tenancies and Rooming Accommodation Act 2008 (RTRAA) timeframes are provided to you for all maintenance that requires access to your property.

## After completing your maintenance request

If you are not present at the property when we complete your maintenance task, CGQ staff will leave a *We Have Entered Your Unit* slip. This slip has questions on the reverse for you to return if you have any feedback or to report if the issue has not been rectified.

**Maintenance Response Timeframes**

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