



TENANT REPAIRS/MAINTENANCE FORM

It is a policy of our office that all repairs or maintenance requests **MUST BE IN WRITING** and emailed, posted, faxed or delivered to the office of your Property Manager as soon as possible.

EMERGENCY REPAIRS ONLY WILL BE ACCEPTED OVER THE PHONE
(Please refer over page for an explanation of what constitutes an Emergency)
EMERGENCY PHONE: 021 278 7768

Please either lodge this form in person, email, post or fax to the Office of your Property Manager as below.

Avondale Office

1875 Great North Road, Avondale
P O Box 19-634, Avondale
Ph: 09 829 0153 Fax: 09 829 0154
rentals.avondale.nz@raywhite.com

City Office

Shop W4, Ground Floor, T & G Building,
15-31 Wellesley Street, Auckland CBD
Ph: 09 373 4400 Fax: 09 373 4401
wellesleyrentals.nz@raywhite.com

Mt Albert Office

6 Mt Albert Rd, Mt Albert
P O Box 77-100, Mt Albert
Ph: 09 846 9830 Fax: 09 815 8306
rentals.mtalbert.nz@raywhite.com

Property Manager: _____

Property Address: _____

Tenant: _____

CONTACT DETAILS: Name: _____

Relationship to tenant: _____

Phone: (Hm) _____ (Wk) _____ (Mob) _____ (Fax) _____

REPAIRS REQUIRED: Be specific and give full details

How long has this condition existed? _____

If any of these items need attention please circle the option which applies;

HOT WATER: GAS/ELECTRIC **OVEN:** GAS/ELECTRIC Make: _____ Model: _____

ACCESS TO THE PROPERTY

We will use our office key for access for tradespeople. All tradespeople have been vetted by Goodwin Property Management, and will act in a professional manner to complete the necessary repairs.

TENANTS CONFIRMATION

I/We hereby authorise your office and/or the repairers to enter the property as above in order to view or carry out the repairs.

TENANTS SIGNATURE: _____ **DATE:** _____

OFFICE USE ONLY

Contractor: _____

WHAT CONSTITUTES AN EMERGENCY:

- Unsecured premises – for Break Ins call Police first. For Fire call Fire Department first.
- Blocked toilet (but only if there is no other useable toilet on premises).
- Overflowing drainage/sewage.
- Serious water/plumbing leak.
- No power – if it is not a power company issue. Call Power Company first.
- No water – if it is not a water company issue. Call Water Company first.
- Alarm that will not turn off.

The following DOES NOT constitute an Emergency:

- *No hot water.
- *No cooking facilities.
- Everyday appliance failure.
- No power – if it is a power company issue.
- No water – if it is a water company issue.
- Lost keys – a locksmith should be called.
- If you have locked your keys in the car or house.
- Unable to use toilet as it is locked from the inside.

*Each case will be assessed on its merits