



Maintenance Attendance

Procedure

The tenant shall in writing, notify the lessor and/or property manager of any required repairs or maintenance issues as soon as practicable but in any case, no later than 3 days. The lessor shall ensure the repairs are carried out as soon as practicable. As a general guidance, maintenance issues will be attended to as per below;

Maintenance Service Level:

Essential Services

Examples:

Gas, electricity, water supply (including hot water), waste water treatment and functioning refrigerator, functioning oven (if supplied with the premises).

Attendance:

Within 24 Hours of the tenant reporting the issuing to the property manager

Maintenance Service Level:

Non-Essential Services (All than those mentioned as 'Essential Services')

Examples:

Dripping tap, broken appliances eg kettle (if supplied with the premises), broken air-conditioning, broken door handles

Attendance:

A work order will be sent to an authorised tradesperson within 3 business days. Within 5 business days, either a Mark Hay Realty staff member or representative from the trades company will be in touch to organise a suitable time to attend to the issue

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