

“ the key
TO CLEVER
investment ”



Dear Tenants,

Please use the following contact numbers. Please save this document/details somewhere safe for future reference. Thank you for your co-operation.

URGENT Repairs: 0421 981 178

General Question: (03) 9973 2404

Below is a list of what is considered an urgent repair according to the Residential Tenancies Act 1997:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential services or appliance provided by the landlord or agent for hot water, water, cooking, heating, or laundering
- A failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase in the rented premises

Thank you

Smart Property Manager