

MELCORP Real Estate



REPAIR
Rights & Responsibilities

When you enter a lease agreement, you and your rental provider each have rights and responsibilities that need to be upheld.

Overall, your rental provider is required by law to keep the property you are renting in a liveable standard. However, there are some household items that renters are responsible for repairing and conducting checks of. These include:

- Changing of light globes
- Testing of smoke alarms
- General cleaning
- Pest control
- Garden maintenance

As a renter, you should also remember that household items you own (such as a fridge, washing machine, television and other appliances) are your own responsibility and if in need of repairs, must be organised and paid for by you.

WHO IS RESPONSIBLE FOR PAYING THE COST OF REPAIRS?

If the damage in your home is caused by accident or general breakdown due to wear and tear, your rental provider is obligated to pay by law. However, if damage to your home is caused by neglect or intentionally (by either household members or visitors) you (the renter) are responsible for the payment of the respective repairs. You must also be aware that as a renter, you cannot complete repairs yourself, unless you have received prior approval from your rental provider.

WHAT CONSTITUTES AN URGENT REPAIR?

A repair is considered urgent if it needs to be fixed within 24 hours. If something is considered unsafe or harmful if not repaired, it is deemed urgent. Examples of this include:

- Burst water services
- Blocked toilet system
- Significant roof leaks
- Gas leak
- Electrical faults
- Flooding
- Breakdown of the gas, electricity or water supply
- Any damage that makes your home unsafe

WHAT CONSTITUTES A NON-URGENT REPAIR?

Repairs that are not serious enough to be considered dangerous but are still in need of being repaired are considered standard non-urgent repairs. Examples of these repairs include:

- Leaking tap
- Hole in the wall
- Broken blind
- Damaged cupboards
- Damaged clotheslines

WHAT DO I DO IF I AM IN NEED OF A REPAIR?

If your repair is urgent please contact your Property Manager phone or email as soon as possible.

If your request falls outside of business hours, you will need to contact ABLE Melbourne on (03) 8616 8365. A suitable time will then be arranged to make the repair.

If your repair is non-urgent, contact your Property Manager via email who will be able to schedule in a repair for you.

MELCORP
Real Estate

477 Swanston Street
Melbourne VIC 3000
melcorp realestate.com.au